

**Intelligent Business Water Limited**

Fraser Gilroy  
Suite 4F, Ingram House  
227 Ingram Street  
Glasgow  
G1 1DA

5 February 2025

**Our Ref:**  
050225 SLCB6

Dear Fraser

**Directions – Standard Licence Condition B6 (Duty to comply with the Code of Practice)**

WICS thanks all relevant licensed providers for their collaborative efforts in developing and committing to the CoP.

On 20 October 2021, Intelligent Business Water Limited (**IBW**) has confirmed its commitment to the Code of Practice (**CoP**) and Market Health Check (**MHC**) as part of the licence application process. This is also reflected in Ordinary Condition 1 of IBW's water services and sewerage services licences.

Following WICS' Decision on Measures in Support of the Retail Market, dated 4 February 2025, I now enclose a copy of the updated Standard Conditions, as modified to include the new Standard Condition B6 (Duty to comply with the Code of Practice).

WICS hereby directs that Standard Condition B6 shall have effect in IBW's water services and sewerage services licences with effect from **30 April 2025**.

This letter will also be published on WICS's website.

Yours sincerely,



**David Satti**  
Interim Chief Executive Officer

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Interim Chair: Ronnie Hinds

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