

Standard licence condition B3

- 1) The Commission may issue (and may, from time to time, revise) directions making such provision in relation to:
 - (a) the terms and conditions (including as to price) upon which the licensee conducts business with its customers;
 - (b) customer communication activities of the licensee; and
 - (c) the provision (or receipt) of information by the licensee to (or from) other persons, including other licensed providers, Scottish Water, the Central Market Agency and the Commission;as it considers requisite for the purpose of achieving the objective set out in paragraph 2. The Commission shall consult the licensee before issuing (or, as the case may be, revising) any such directions.
- 2) The objective referred to in paragraph 1 is that all RV transition changes occurring during the RV Transition Period in the RV-based charges payable by the licensee to Scottish Water for the provision of services in respect of any particular premises are promptly and fully reflected in the RV-based charges paid by customers during the RV Transition Period for licensed services provided by the licensee in respect of those premises.
- 3) The licensee shall, in fixing, demanding or recovering charges for licensed services or otherwise in carrying on activities related to any of the matters described in paragraph 1, comply with any directions issued by the Commission from time to time under that paragraph. The licensee shall not (alone or in conjunction with any other person) take any steps which are calculated to

frustrate or impede the operation of such directions or the achievement of the objective set out in paragraph 2.

- 4) The Commission may (following such consultation as it may consider appropriate) issue directions relieving the licensee of its obligations under paragraph 3 above to such extent, and subject to such conditions, as may be specified in those directions and/or providing that the provisions of paragraph 3 shall have effect in relation to the licensee with or subject to such modifications as are specified in those directions.
- 5) This condition shall cease to have effect on 31 October 2021, without prejudice to the continuing enforceability of any rights or obligations which may have accrued or otherwise fallen due for performance prior to that date (including any requirement to comply with any direction of the Commission issued prior to that date).
- 6) The Commission may make a direction specifying that this condition shall cease to have effect from a specified date. In such an instance, this condition shall be suspended and shall cease to have effect in this licence from the date specified in the notice.
- 7) For the purposes of this condition:

RV-based charge	means (a) any charge (or component of any charge) for the supply of water to, or (as the case may be) the provision of sewerage services to or the disposal of sewage from, eligible premises which is calculated by reference to the rateable value of the
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	premises and (b) any formula or method (or any component of any formula or method) used to perform such calculation;
RV transition change	means any change made by Scottish Water during the RV Transition Period to any RV-based charge (or to the amount of any such charge) in respect of any eligible premises in order to reflect a change (or expected change) in the rateable value by reference to which such charge is calculated (or in the method used by Scottish Water to determine such rateable value); and
RV Transition Period	means the period from 1 April 2018 until 31 March 2021.

