

# Instruction to your Bank or Building Society to pay by direct debit



Please fill in the form in ball point pen and send to Business Stream, PO Box 420, Edinburgh EH10 6YN

To: The Manager

Bank/Building Society:  
Address:

Name(s) of Account Holder(s)

Branch Sort Code:

Bank/Building Society Account No:

Payment options – Customer to complete (please tick)

Monthly payments   
One payment no earlier than 14 days following issue of invoice   
Payment date options: 1st  7th  15th  of the month

Originator's Identification Number:

6 7 3 0 8 3

Customer Reference Number:

## Instruction to your Bank or Building Society\*

Please pay Business Stream direct debits from the account detailed in this instruction subject to the safeguards assured by the direct debit Guarantee. I understand that this instruction may remain with Business Stream and, if so, details will be passed electronically to my Bank/Building Society.

\*Banks and Building Societies may not accept direct debit Instructions for some types of accounts

Signature(s):

Date:

As a valued Business Stream customer we may from time to time contact you to ask for your opinion of the services we provide or to let you know about other goods and services which may be of interest to you.

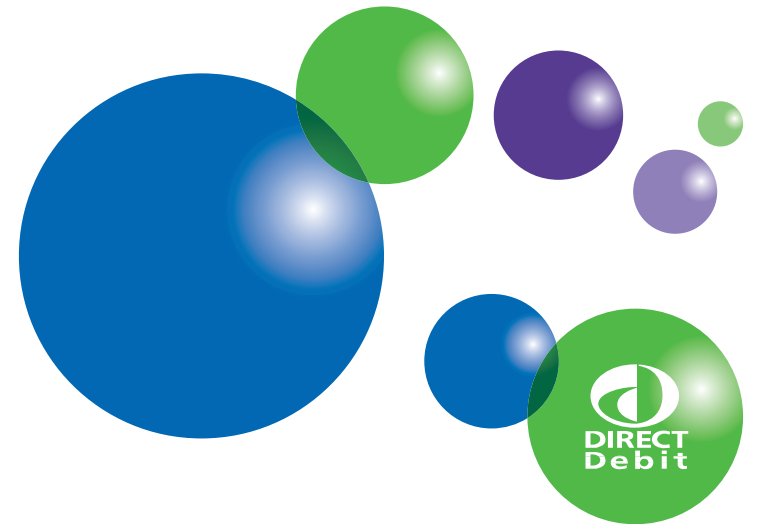
Please tick the box if you do not wish to receive such information from Business Stream

VAT number: 945 8508 85




# payment made easy with

direct debit



## Making water work for you



Let's face it – no one likes paying bills. Paying your water and waste water charges by direct debit makes it easier. No more waiting for your invoice to arrive or writing a cheque. direct debit can also spread the cost of your charges, whether you are a metered or unmetered customer.

## Payment

### Metered customers

Metered customers can pay by direct debit using the following two options:

- Monthly Budget Plan (your quarterly invoices spread equally into monthly instalments over an annual period)
- Quarterly Invoiced (payments deducted 14 days or more after your quarterly invoice)

### Un-metered customers

Un-metered customers can pay by direct debit using the following two options:

- Monthly Budget Plan (your annual invoice spread equally into monthly instalments over an annual period)
- One annual instalment (one payment deducted 14 days or more after your annual invoice)

## Choice of payment dates

You can choose to have your payment deducted on or after the 1st, 7th or 15th of the month. Please indicate your preference on the direct debit instruction attached above.

### Setting up a direct debit

Setting up a direct debit payment scheme could not be easier. Simply call our Customer Response Centre on 0845 602 8855 to setup a paperless direct debit.

Alternatively you can complete the form attached above and return it to us. Please ensure you:

- Include your Bank/Building Society details, including the 8-digit account number and 6-digit sort code
- Include your Customer Reference Number, this is shown on the top right hand corner of your invoice
- Indicate your preferred payment option
- Indicate your preferred payment date – 1st, 7th or 15th

## The direct debit guarantee

- This Guarantee should be retained by the Payer
- This Guarantee is offered by all Banks and Building Societies that take part in the direct debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society.

- If the amounts to be paid or the payment dates change, Business Stream will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Business Stream or your Bank/Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a direct debit at any time by writing to your Bank/Building Society. Please ensure you also send a copy to us.

## Contact information

Should you have any queries regarding direct debit or would like an estimate of what your instalments are likely to be, please contact our Customer Response Centre on **0845 602 8855**.

Or write to our Customer Response Centre at:

Business Stream, 55 Buckstone Terrace, Edinburgh EH10 6XH

[www.business-stream.co.uk](http://www.business-stream.co.uk)