

BSM-NEW | 000014 | Page 1 of 1 | BILLS | 000014

Mr [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

If you have an emergency, please contact your:

Water wholesaler: Southern Water

Waste wholesaler: Southern Water

For contact details, visit

business-stream.co.uk/wholesaler

Customer reference / statement no

Statement / tax point date: 9 March 2017

Supply address: [REDACTED]

Supply point ID / waste supply point ID:

Our VAT number: 945 8508 85

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Your water services statement

9 March - 31 March 2017 (23 days, average £0.18 per day)

YOUR ACCOUNT SUMMARY

Your previous balance	£0.00
Payments received	£0.00
Your balance brought forward	£0.00

YOUR CHARGES THIS PERIOD (see page 2 for details)

Water services charges	£22.13
VAT	£0.00
Total charges this period	£22.13

Your new account balance **£22.13**



Thanks for paying by direct debit. You don't need to do anything - we'll collect **£22.13** from your account on 1 April 2017.



Stay in control

Have you signed up to my business stream? Manage your account 24/7 with our online account management service. You'll be able to view your bills and submit meter readings at any time of day or night.

Visit business-stream.co.uk/my-business-stream to sign up.



Water efficiency

Try our online calculator to benchmark your water use against that of similar organisations. Visit business-stream.co.uk/water-efficiency

The water experts

Unless otherwise agreed, Scottish Water Business Stream Ltd provides services to you in accordance with our standard terms and conditions, a copy of which is available here: www.business-stream.co.uk/EnglandWalesTerms. Copies are also available on request. Through your continued receipt and acceptance of our services, you are deemed to have accepted our standard terms and conditions.

Your charges in detail

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee £157.96	8 Mar 17 - 31 Mar 17	24 days	0.432767	Z	£10.39
Rateable value water charge					
Charges	8 Mar 17 - 31 Mar 17	o RV	0.030350	Z	£0.00
Total water charges					£10.39

A yearly fee for the upkeep of pipes and pumps that supply your water.

As your property doesn't have a meter, we calculate your water usage charge based on the rateable value (RV) of your property multiplied by the rate for the period covered.

Waste water charges					
Fixed waste water charge					
Yearly fee £178.38	8 Mar 17 - 31 Mar 17	24 days	0.488712	Z	£11.73
Rateable value waste water charge					
Charges	8 Mar 17 - 31 Mar 17	o RV	0.050920	Z	£0.00
Total waste water charges					£11.73

A yearly fee for the upkeep of external pipes and pumps that remove waste water from your property.

As your property doesn't have a meter, we calculate your waste water charge based on the rateable value (RV) of your property multiplied by the rate for the period covered.

Drainage charges					
Surface water drainage					
Charges	8 Mar 17 - 31 Mar 17	o RV	0.027330	Z	£0.00

As you drain to the public water and sewerage system you're charged for the cost of collecting and treating rain water from your property.

Highway drainage					
Charges	8 Mar 17 - 31 Mar 17	o RV	0.017550	Z	£0.00
Total drainage charges					£0.00

This covers your contribution to the public roads drainage system and keeping the roads free from flooding.

Subtotal					£22.12
VAT					£0.00
Total charges this period					£22.12

VAT on our charges
Most of our services are zero rated (Z) but some are standard rate (S) or outside scope (O). See business-stream.co.uk/vat for more information.



Need help?

Complaints

If for any reason you feel your query hasn't been resolved as expected, you can make a complaint and escalate your concerns to our customer relations team:

Post: Customer relations team, Business Stream, 7 Lochside View, Edinburgh EH12 9DH.

Online: Via our website business-stream.co.uk

The Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website ccwater.org.uk, call them on 0300 034 2222, or write to them at Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ