



Direct Debit Mandate

Make managing and paying your bills easier

To sign up to pay by Direct Debit, simply complete the form below and send it to us:

- as an attachment via our online form at www.business-stream.co.uk/Direct-Debit, or
- post it to **Mail Team, Business Stream, PO Box 17381, Edinburgh EH12 1GT**. Please complete all parts of the form in BLOCK CAPITALS using a ballpoint pen.*

Step 1: Tell us your details

We are collecting this data so we can process your Direct Debit request. For information on how we use your data please see our [privacy statement at www.business-stream.co.uk/privacy-policy](http://www.business-stream.co.uk/privacy-policy)

Is completing this mandate part of a water and waste water supply contract application? Yes ☐ No ☐

Name

Company name

Email address

Phone number

Site Supply address

Postcode

Customer reference number:*

Step 2: Sign up for Direct Debit

Instruction to your bank or building society to pay by Direct Debit:

To: The manager, bank/building society

Address of bank/building society

Name(s) of account holder(s)

Sort code: --

Account number:

Choose your payment option:

- **Due at billing** ☐ One payment no earlier than ten working days following issue of your bill, or in line with your supply contract payment terms.

- **Monthly** ☐ Choose a monthly payment date (1-28):

Originator's ID number:

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.

Signature(s)

Date

If you're completing this form online then you can use an electronic signature. Guidance on electronic signature is available at www.berr.gov.uk. Alternatively you can simply sign the document using a ballpoint pen. *If you require two signatures to set up a Direct Debit, please post your completed form to us. **Customer reference number can be found on your bill. *** Banks and building societies might not accept Direct Debit instructions from some types of accounts.

Direct Debit

Paying by Direct Debit means no more waiting for your bill to arrive and no more writing cheques. It also spreads the cost of your charges.

Metered customers can pay by Direct Debit via:

- a monthly budget plan
This means that your quarterly bills will be spread equally into 12 monthly instalments over a year.
- quarterly billing
This means that your payments will be deducted ten business days or more after your quarterly bill.

Un-metered customers can pay by Direct Debit via:

- a monthly budget plan
This means that your annual bill will be spread equally into ten monthly instalments over a year.
- one annual instalment
This means that one payment will be deducted ten business days or more after your annual bill.

You can select a Direct Debit payment date from 1 to 28 of the month.

The Direct Debit Guarantee



- The 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 ten working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Business Stream or your bank or 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 or building society. Please also send a copy of your letter to us.