

## Easy Water Direct Debit & e-Billing Terms & Conditions

If you'd like to take advantage of our 'Easy Water Direct Debit & e-Billing' Promotion, please review the Terms and Conditions related to this offer stated below.

These Terms and Conditions for our ['Easy Water Direct Debit & e-Billing'] Promotion supplement our standard Terms and Conditions for supplying water and waste water services available for Scottish or English premises available on our website. If there is a conflict between our standard Terms and Conditions supplying water and waste water services, these ['Easy Water Direct Debit & e-Billing'] Terms and Conditions will take precedence followed by the provisions of the standard Terms and Conditions of supply.

1. To be eligible for our "Easy Water Direct Debit & e-Billing" Promotion you must be an occupier of a non-household Eligible Property in either Scotland or England; and agree to maintain payment of your water and/or waste water bills by Direct Debit for the duration of a three year term; view and manage your bills online (e-Billing via My Business Stream either online or via the app) for the duration of a three year term and provide regular on-line meter reads where it is safe to read the meter.
2. The agreed introductory bonus credit will be paid to the Customer via a credit on their next bill or the following bill should a bill fall close to the next bill date.
3. The charges for Licensed Services shall be as set out in the Business Stream charging statement on the Business Stream website.
4. To qualify for the bonus credit both Direct Debit and e-Billing must be selected.
5. To remain on e-Billing, customers must activate their e-Billing account within 21 days of signing up. This means following the link in the email we send when customers first agree to take the service and resetting their password. Customers must ensure that their online account is set up correctly and maintain a valid email address to receive their bill email notifications. Failure to comply with any of these behaviours can result in removal of the e-Billing service, reversal of the associated bonus credit and the reinstatement of paper bills.
6. In the event of a Direct Debit cancellation or default, the bonus credit will be reversed. Customers are removed from Direct Debit after [four] failures.
7. If you require more than one signatory to complete a Direct Debit mandate you can post the completed form to Mail Team, Business Stream, PO Box 17381, Edinburgh EH12 1GT or include them as attachments using the form on our website. Business Stream is not responsible for the security of any personal data that is emailed.
8. Incomplete Direct Debit mandate forms will be returned to you by post, with further instructions on how to complete them. Applications will not be processed or discounts applied until the Direct Debit mandate has been completed, received and accepted.
9. Signing up to our 'Easy Water Direct Debit & e-Billing' Promotion will be treated as acceptance by a customer of these Terms and Conditions.
10. These Terms & Conditions are valid for contracts from the 1 January 2025