

For emergencies, please contact your:
Water wholesaler: South East Water
Waste wholesaler: Southern Water
Visit business-stream.co.uk/emergencies

Customer reference / invoice no

0000000 / 0000000

Invoice / tax point date: dd month year

Supply address: SUPPLY ADDRESS LINE 1
SUPPLY ADDRESS LINE 2
SUPPLY ADDRESS LINE 3
SUPPLY ADDRESS POSTCODE

Supply point ID: water / waste water:
0000000000W00 / 0000000000S00

Our VAT number: 000 0000 00

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Ways to save



With a rise in the cost of living and energy rates higher than ever, we want to help you cut costs wherever we can. View our ways to save tips for help in reducing your water costs. Visit business-stream.co.uk/ways-to-save

Carbon consumption



Based on this period your annual carbon consumption is **59.84kgCO₂e/yr**, based on National Government statistics.

CUSTOMER NAME
BILLING ADDRESS LINE 1
BILLING ADDRESS LINE 2
BILLING ADDRESS LINE 3
BILLING ADDRESS LINE 4
BILLING ADDRESS POSTCODE

Your water services invoice

dd month year - dd month year (31 days, average £0.00 per day)

Your account summary

Your previous balance	£xx.xx	
Payments received	£xx.xx	CREDIT
Your balance brought forward	£x.xx	

Your charges this period (see page 2 for details)

Water services charges	£xx.xx	
VAT	£x.xx	
Total charges this period	£xx.xx	

Your new account balance **£xx.xx**



Thanks for paying by Direct Debit. You don't need to do anything - we'll collect £xx.xx from your account on dd month year.

Ways to pay



Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit business-stream.co.uk/direct-debit or call us on **0330 123 2000**.

Online

Visit business-stream.co.uk/payonline with your debit or credit card details.

By phone

Call **0330 123 2000** to pay over the phone using your debit or credit card details.

By bank transfer

Sort code: 30-00-02.
Account number: 03029919.
Account name: Business Stream Revenue Account. Please include this reference number: 0000000 / 0000000

You can also find other ways to pay at business-stream.co.uk/ways-to-pay

PO Box 17381, Edinburgh, EH12 1GT | business-stream.co.uk

Naturally different.

Scottish Water Business Stream Limited trading as Business Stream. Registered in Scotland. Company no. SC294924. Registered office address and principal place of business: 1-3 Lochside Crescent, Edinburgh, EH12 9SE. Ofwat, the Water Services Regulation Authority, is the regulator of the water sector in England and Wales. For more information visit ofwat.gov.uk. 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 at business-stream.co.uk/terms. 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

Meter number / meter size: 00/000000 / 15mm

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee	£00.00 dd month year - dd month year	31 days	0.193251	Z	£0.00

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

Volumetric water charge					
Estimated reading	dd month year	0000			
Estimated reading	dd month year	0000			
= volume used this period		5 m ³			
Charges	dd month year - dd month year	5 m ³	2.2794	Z	£00.00

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption. Find out more at business-stream.co.uk/yorkshire/useful-info

Total water charges **£00.00**

Waste water & drainage charges		Units	Rate	VAT	Charge
Fixed waste water charge					
Yearly fee	£00.00 dd month year - dd month year	31 days	0.143661	Z	£0.00

This is a fee for the upkeep of external pipes and pumps that remove waste water from your premises.

Volumetric waste water charge					
Charges	dd month year - dd month year	4.75 m ³	2.2758	Z	£0.00
Based on 95% of water usage figure					

This is the amount of water that we estimate goes down your drain based on a proportion of the water consumption recorded by your water meter. In general, waste water is charged between 90% and 100% of your recorded water use.

Surface water drainage					
Charges	dd month year - dd month year	31 days		Z	£0.00
Based on the annual charge of £00.00					

This is a fee for the cost of collecting rain water which goes in to the public sewerage system from your premises.

Highway drainage					
Charges	dd month year - dd month year	31 days		Z	£0.00
Based on the annual charge of £00.00					

This is a fee for the upkeep of the public roads drainage system and road flooding prevention.

Total waste water and drainage charges **£00.00**

Subtotal **£00.00**

VAT **£0.00**

Total charges this period **£00.00**

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.

We're here to help



Contact us today

If you'd like to speak to one of our friendly advisers, visit business-stream.co.uk/contact-us to find out how to get in touch.

Making a complaint

If you feel your query hasn't been resolved as expected, you can make a complaint and we'll escalate your concerns to our Customer Relations Team. You can raise a complaint at business-stream.co.uk/make-a-complaint or by letter to **Customer Relations Team, Business Stream, PO Box 17381, Edinburgh, EH12 1GT.**

The Consumer Council for Water

If you've followed our complaints process and remain dissatisfied, The Consumer Council for Water can offer you free independent advice. Visit ccwater.org.uk, call **0300 034 2222** or write to **The Consumer Council for Water, c/o 23 Stephenson Street, Birmingham, B2 4BH.**

Helpful information



Emergency

If you have a water emergency, go to business-stream.co.uk/emergencies

Improving your bill accuracy

It's important to us that you receive accurate bills. If you have a meter you can help by submitting regular meter reads. Visit business-stream.co.uk/contact-us

Got a question?

We're here to help. That's why we make managing your water services as effortless as possible. You can find a range of frequently asked questions at business-stream.co.uk/help

Water saving tips

Taking small steps to reduce your water consumption can make a big positive difference to the environment. Find out more and download our water efficiency guide at business-stream.co.uk/water-efficiency