



For emergencies, please contact your:  
**Water wholesaler:** Portsmouth Water  
**Waste wholesaler:** Southern Water  
Visit [business-stream.co.uk/emergencies](http://business-stream.co.uk/emergencies)

**Customer reference / invoice no**

0000000 / 0000000

**Statement / tax point date:** dd month year

**Supply address:** SUPPLY ADDRESS LINE 1  
SUPPLY ADDRESS LINE 2, SUPPLY ADDRESS

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

**Supply contract end date:** dd month year

**Our VAT number:** 945 8508 85

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

## Your water services statement

dd month year - dd month year (31 days)

### Your account summary

Your previous balance	£0.00
Payments received	£0.00
<b>Your balance brought forward</b>	<b>£0.00</b>

### Your charges this period (see page 2 for details)

Water services charges	£00.00
Agreement	£0.00
VAT	£0.00
<b>Total charges this period</b>	<b>£00.00</b>



Your new account balance £0.00

### 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](http://business-stream.co.uk/ways-to-save)

### Carbon consumption



Based on this period your annual carbon consumption is **00.00kgCO<sub>2</sub>e/yr**, based on National Government statistics.

### 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](http://business-stream.co.uk/direct-debit) or call us on **0330 123 2000**.

#### Online

Visit [business-stream.co.uk/pay](http://business-stream.co.uk/pay) online 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

#### Payment slip

Complete the enclosed **payment slip** and present it, with your invoice, to your bank branch or to a post office, to pay by cash, card or cheque. You may be charged for this service.

Alternatively, you can send a cheque, and the completed payment slip enclosed, to **Business Stream, PO Box (17381), Edinburgh EH12 1GT**. Cheques should be payable to 'Business Stream' and include your customer reference number on the back. Please don't send cash in the post and allow 10 days for payment to be processed. For more information, visit [business-stream.co.uk/ways-to-pay](http://business-stream.co.uk/ways-to-pay)

**PO Box 17381, Edinburgh, EH12 1GT | [business-stream.co.uk](http://business-stream.co.uk)**

*Naturally different.*

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## Your charges in detail

Meter number / meter size: 00000000 / 15mm

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Yearly fee £000.00 dd month year - dd month year	31 days	0.296694	Z	£0.00

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

**Total water charges** **£0.00**

Waste water & drainage charges	Units	Rate	VAT	Charge
<b>Fixed waste water charge</b>				

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

Rateable value waste water charge	Units	Rate	VAT	Charge
Charges Based on £0.00RV dd month year - dd month year	31 days	0.160546	Z	£0.00

This is a charge for the amount of waste water that we estimate goes down your drain. We calculate your waste water charge using the rateable value (RV) of your premises as a basis.

Surface water drainage	Units	Rate	VAT	Charge
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	Units	Rate	VAT	Charge
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** **£0.00**

<b>Subtotal</b>				<b>£00.00</b>
Water Contract		8.93%	Z	£0.00
Waste Contract		8.93%	Z	£0.00
VAT				£0.00
<b>Total charges this period</b>				<b>£00.00</b>

Most of our services are zero-rated (Z) but some are standard rate (S) or outside scope (O). See [business-stream.co.uk/vat](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://business-stream.co.uk/water-efficiency)