

## Your bill explained

### England Metered properties

#### Invoice no

You will receive invoices from us in sequence. You may receive multiple invoices for your water due to amendments made to your bill. We are legally obliged to send every invoice for your records; however you only need to pay the last one. They should all arrive at the same time so you can identify the one to pay.

#### Supply point ID

You will have one or two supply point ID (SPID) numbers. One is for your water connection and/or one is for your waste water connection. This lets us know where your access to water is.


#### Water service charges

This covers the provision of a clean, fresh water supply. It also covers the cost of removing water from your property. As you have a water meter, the charge is based on your recorded water use. You won't know exactly what you're going to be charged in every bill because the amount of water you use could go up or down depending on water use by your business or by using water saving appliances.

#### Discounts

If you're entitled to any discounts, it will appear on this page on your bill. You can sign up for discounts on our website at [business-stream.co.uk/payment-savings](https://business-stream.co.uk/payment-savings)

#### FRONT OF YOUR BILL



**business-stream.co.uk**  
If you have an emergency, please contact your:  
Water wholesaler: Southern Water  
Waste wholesaler: Southern Water  
Visit [business-stream.co.uk/wholesaler](https://business-stream.co.uk/wholesaler)

**Customer reference / invoice no**  
2699076 / 1

**Invoice / tax point date:** 1 April 2017

**Supply address:** COMPANY NAME,  
1 Example Street, City, AB12 3CD

**Supply point ID / waste supply point ID:**  
22222222222/11

**Our VAT number:** 3657348185

Page 1 of 4

**COMPANY NAME,**  
1 Example Street  
City  
AB12 3CD

### Your water services invoice

1 April - 1 April 2017

| YOUR ACCOUNT SUMMARY                                     |                |
|--|----------------|
| Your previous balance                                    | £xxx.xx        |
| Payments received  | £xxx.xx        |
| Your balance brought forward                             | £xxx.xx        |
| <b>YOUR CHARGES THIS PERIOD (see page 2 for details)</b> |                |
| Water services charges                                   | £xxx.xx        |
| VAT  | £xxx.xx        |
| <b>Total charges this period</b>                         | <b>£xxx.xx</b> |
| <b>Your new account balance</b>                          | <b>£xxx.xx</b> |

For ways to pay see page 3 →

**Direct debit**

Stay on top of your bills by paying by direct debit. It's the simplest way to pay and only takes a few minutes to sign up.

Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) to sign up.

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#### BACK OF YOUR BILL

#### Fixed water charges

Fixed charges are applied to all properties for the upkeep of external pipes and pumps that supply water to your property.

#### Volumetric water charges

These charges are based on the volume of water used by your business. This is calculated using an actual or estimated read.

#### Fixed waste water charges

Fixed charges are applied to all properties for the upkeep of external pipes and pumps that remove waste water from your property.

#### Volumetric waste water charges

These charges are based on the volume of waste water disposed of down your drain. Waste water is typically calculated at 95% of the recorded water usage, as that's what is estimated to go down the drain.

Customer reference / invoice no:

Invoice / tax point date: 7 April 2017

Page 2 of 4

#### Your charges in detail

Meter number / meter size: 47509906 KENT 15mm

| Water charges                                | Units                | Rate     | VAT | Charge   |
|--|----------------------|----------|-----|----------|
| <b>Fixed water charge</b>                    |                      |          |     |          |
| Yearly fee £43.36 1 Apr 17 - 1 Apr 17        | 0 days               | 0.000246 | Z   | £XXXX.XX |
| <b>Volumetric water charge</b>               |                      |          |     |          |
| Actual reading 1 Apr 17 6000                 |                      |          |     |          |
| Actual reading 1 Apr 17 6000                 |                      |          |     |          |
| Volume used this period 0.000 m <sup>3</sup> |                      |          |     |          |
| Charges 1 Apr 17 - 1 Apr 17                  | 0.000 m <sup>3</sup> | 1.300700 | Z   | £XXXX.XX |
| <b>Total water charges</b>                   |                      |          |     | £XXXX.XX |
| <b>Waste water charges</b>                   |                      |          |     |          |
| <b>Fixed waste water charge</b>              |                      |          |     |          |
| Yearly fee £34.20 1 Apr 17 - 1 Apr 17        | 0 days               | 0.009309 | Z   | £XXXX.XX |
| <b>Volumetric waste water charge</b>         |                      |          |     |          |
| Charges 1 Apr 17 - 1 Apr 17                  | 0.000 m <sup>3</sup> | 2.390000 | Z   | £XXXX.XX |
| Based on 95% of water usage figure           |                      |          |     |          |
| <b>Total waste water charges</b>             |                      |          |     | £XXXX.XX |
| <b>Drainage charges</b>                      |                      |          |     |          |
| <b>Surface water drainage</b>                |                      |          |     |          |
| Charges 1 Apr 17 - 1 Apr 17                  | 0 days               |          | Z   | £XXXX.XX |
| Based on the annual charge of £ 24.72        |                      |          |     |          |
| <b>Highway drainage</b>                      |                      |          |     |          |
| Charges 1 Apr 17 - 1 Apr 17                  | 0 days               |          | Z   | £XXXX.XX |
| Based on the annual charge of £ 10.30        |                      |          |     |          |
| <b>Total drainage charges</b>                |                      |          |     | £XXXX.XX |
| <b>Subtotal</b>                              |                      |          |     | £XXXX.XX |
| <b>VAT</b>                                   |                      |          |     | £XXXX.XX |
| <b>Total charges this period</b>             |                      |          |     | £XXXX.XX |

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

The charge for the recorded amount of water you've used, measured by your meter.

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

The charge for the amount of waste water removed from your property, based on a proportion of the water measured by your meter.

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.

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

**VAT on our charges**

Most of our services are zero-rated (0) but some are standard rate (9) or outside scope (0).

See [business-stream.co.uk/vat](http://business-stream.co.uk/vat) for more information.

#### Drainage charges

Any business that is connected to the public water and sewerage system is required to pay a charge towards the cost of collecting and treating rain water from the property. These charges also cover your contribution to the public roads drainage system and helping to keep the roads free from flooding. Drainage charges in England can vary depending on the Wholesaler providing the service. For full details see [business-stream.co.uk/charges](http://business-stream.co.uk/charges)