

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.

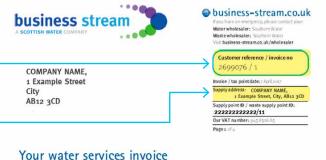
Water service charges

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

FRONT OF YOUR BILL



Tour water services invoice

1 April - 1 April 2017

YOUR ACCOUNT SUMMARY

| IXXX,XX |
|----------------|
| £xxx,xx |
| of or details) |
| £xxx,xx |
| £xxx,xx |
| £xxx,xx |
| £xxx.xx |
| |

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 to sign up.

You can find out more about your bill and use our frequently asked questions by visiting business-stream.co.uk/your-bill



Your bill explained

England Metered properties

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.

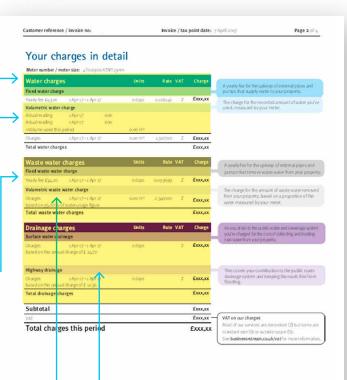
Fixed waste water charges

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.

BACK OF YOUR BILL



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

You can find out more about your bill and use our frequently asked questions by visiting business-stream.co.uk/your-bill