

Naturally Simple Direct Debit & e-Billing Terms & Conditions

If you'd like to take advantage of our 'Naturally Simple' Promotion, please review the Terms and Conditions related to this offer stated below.

These Terms and Conditions for our 'Naturally Simple' 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 'Naturally Simple' Terms and Conditions will take precedence followed by the provisions of the standard Terms and Conditions of supply.

1. To be eligible for our 'Naturally Simple' Promotion you must be an occupier of a non-household Eligible Property in either Scotland or England with both water and waste water services; and agree to maintain payment of your water and waste water bills by Direct Debit for the duration of a 3-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 3-year term and provide regular on-line meter reads where it is safe to read the meter.

Business Stream reserves the right to contact customers who have not submitted meter readings to determine the reason and identify any underlying issues.

For unmetered customers, meter reads do not apply as a requirement for this offer.

This promotion cannot be used in conjunction with any other offer within a 12 month period.

2. The agreed introductory bonus cashback 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. If a customer changes to paper billing or cancels their direct debit within 3 years, the cashback credit will be reversed.
4. The charges for Licensed Services shall be as set out in the Business Stream charging statement on the Business Stream website.
5. To qualify for the bonus credit both Direct Debit and e-Billing must be selected.
6. 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 requirements can result in removal of the e-Billing service, reversal of the associated bonus credit and the reinstatement of paper bills.
7. In the event of a Direct Debit cancellation or default within 3 years of signing up to our 'Naturally Simple' Promotion, the bonus credit will be reversed. Customers are removed from Direct Debit after three failures.
8. 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.
9. Incomplete Direct Debit mandate forms will be returned to you by email or post, with further instructions on how to complete them. Applications will not be processed or bonus credits applied until the Direct Debit mandate has been completed, received and accepted.
10. Signing up to our 'Naturally Simple' Promotion will be treated as acceptance by a customer of these Terms and Conditions.
11. These Terms & Conditions are valid for contracts from the 1st May 2025.