

Welcome to Business Stream



Welcome

Welcome to Business Stream. We're delighted to have you on board.

We're one of the UK's largest and most experienced business water retailers, operating in the competitive water market longer than anyone else. We're trusted by over 300,000 businesses, organisations and public bodies to provide a seamless service and expert, insight-driven solutions to their water and waste water challenges.

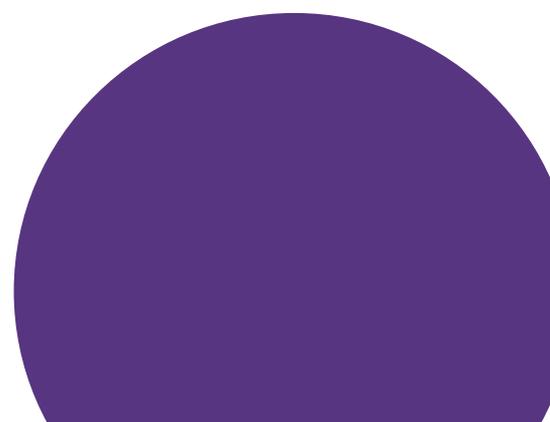
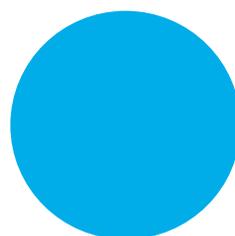
At Business Stream, we're committed to making a positive difference to our customers, our people, the environment and our local communities – which is why we launched our 'Making a Positive Difference' vision in September 2019. Since then, we've introduced a raft of initiatives to support our ambitions and you can read more at business-stream.co.uk/naturally-different.

It's really important to us that our customers know they're in good hands too. That's why we adopt and adhere to the regulator's Customer Code of Practice, as a key part of our commitment to deliver an enhanced level of service for our customers. This means you're protected by the Code of Practice in Scotland and the Customer Protection Code of Practice in England, which both place obligations on water retailers across different areas of market activity, in order to protect non-household customers. Areas include sales and marketing, how we provide information, account transfers, billing, complaint handling and dispute resolution. To find out more about how you're protected, you can download the Code of Practice in Scotland at [WICS.scot](https://wics.scot) or the Customer Protection Code of Practice in England at [Ofwat.gov.uk](https://ofwat.gov.uk).

This Welcome Pack includes all the information and guidance you'll need as a new customer of Business Stream. But if you can't find what you're looking for, we're always here to help. You'll find a range of ways to get in touch on the last page of this guide.



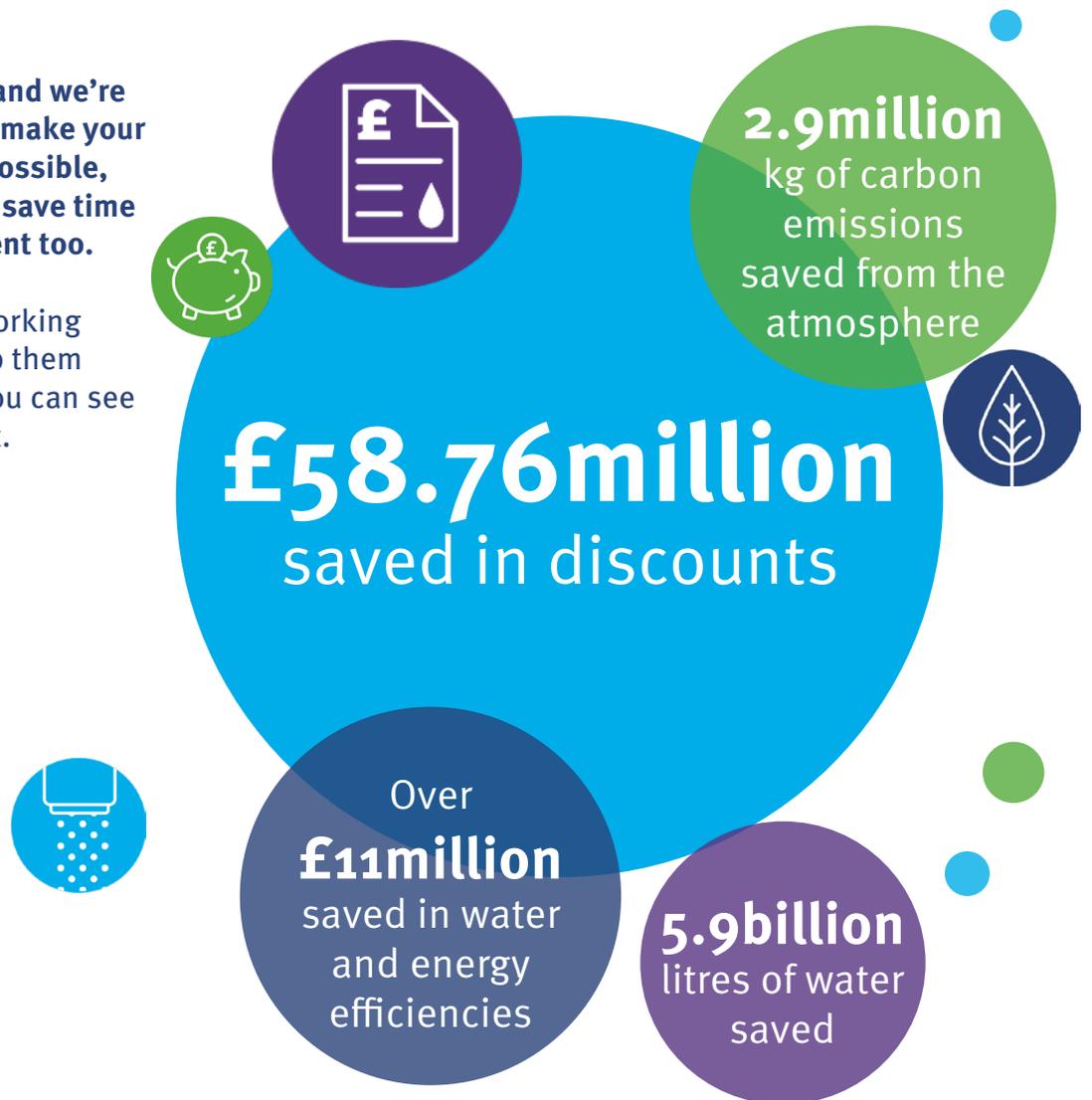
Johanna Dow
Chief Executive



Your savings start here

We're your water experts and we're committed to helping you make your water use as efficient as possible, so you can cut your costs, save time and protect the environment too.

Since 2020, we've been working with our customers to help them make big savings which you can see in the bubbles on the right.



Your right to switch

The provision of retail services to non-household customers is a competitive market, which means you can choose a service provider that best meets your needs. We really hope you continue using Business Stream for your water and waste water services but you do have the option to switch to another retailer, subject to the terms and conditions of your contract with us, or to renegotiate your terms of supply with us and you may benefit (including financially) from doing this. More information on the range of choice available can be found on the Open Water website at open-water.org.uk for premises in England, or on the Scotland on Tap website at scotlandontap.gov.uk for premises in Scotland.

How we bill you

How your bill is calculated

Your bills are estimated using ‘actual’ meter readings, received during the bill period, as well as historic meter readings. This is standard practice and ensures that we can provide you with regular, timely, accurate bills.

Billing schedule

If your premises is unmetered, which means you don't have a water meter, you will typically be billed annually for your water and/or waste water services. If your premises is metered, you may be billed monthly or quarterly on the same day each month, depending on your contract or tariff.

Your billing schedule is confirmed in your contract, if you have one, or please get in touch with one of our friendly advisers on 0330 123 2000 who will be happy to confirm this for you.

Ensuring bill accuracy

We'll bill you based on an estimate of the water you use, supplemented by the meter readings we take at your site. The frequency of when we take a meter reading at your site(s) will depend on the size of your meter(s).

- For smaller meters under 80mm in size, we'll attempt to take a meter reading every six months to ensure accurate billing.
- For larger meters over 80mm in size, we'll take a meter reading monthly, and the billing frequency will be as specified in your contract.

Understanding your bill

Water charges can be complex so we try to keep things as simple as possible for you, but if there's something you're unsure about, here are some useful links that can help you find what you're looking for:

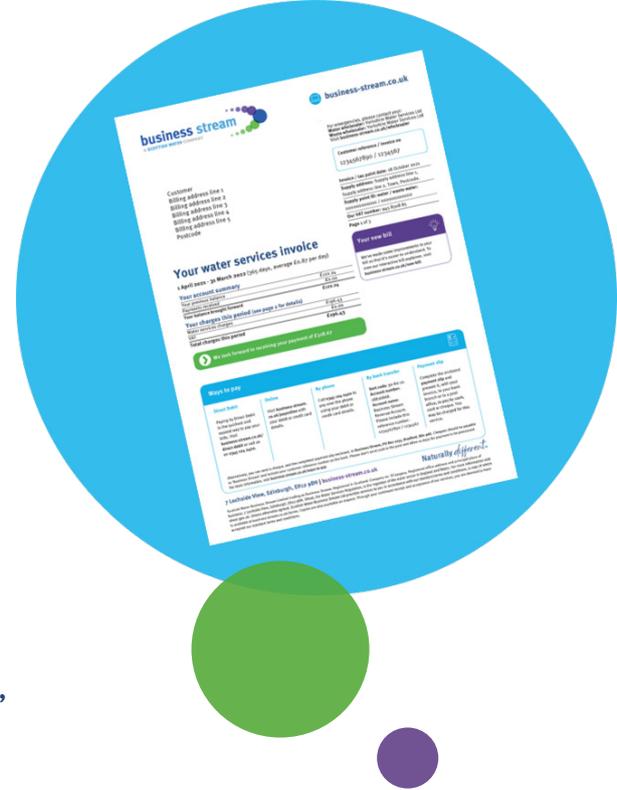
- Find out more about your charges at business-stream.co.uk/charges.
- Our interactive bill explainer provides more information about the different sections of your bill. Visit business-stream.co.uk/understandingyourbill.

Return to Sewer (RTS) allowance

Your RTS allowance reduces your sewerage charges if you're on a meter, because not all the water you use ends up going back into the sewer. If you receive an RTS allowance, you'll see it on your bill. Most of the time, it's assumed that around 90–95% of your water returns to the sewer, with the remaining 5–10% covering things like evaporation, water used in products, or water used outdoors. If you'd like to learn more or check whether your RTS is accurate, please visit business-stream.co.uk/sewerage-drainage.

Alternative bill formats

We can provide your bill in Braille or large print. To request this, please get in touch with one of our friendly advisers on 0330 123 2000 from Monday to Friday, 9.00am to 5.00pm and we'll set this up for you.



Submitting a meter reading



If you have a meter at your premises, we'll aim to take a meter reading at least twice per year to ensure your bills are as accurate as possible, and to give you an early indication of any unexpected changes in your usage. Please ensure we hold an up-to-date phone number and email address to contact you when we visit.

You can submit your own meter readings for your premises regularly too. Please note, we can only accept meter readings that are within four days of the date you took the reading.

How to take a meter reading

To take a meter reading, simply follow the steps below.

- Locate your meter - its location is printed on the top of page two of your bill.
- Please take a note of only the black numbers on the white background remembering to include any leading zeroes.
- If you have a newer digital meter, we only require the digits before the comma, indicating cubic meters of water used.

Important: please only access your meter if it's safe to do so. For tips, please visit business-stream.co.uk/meter-reading.

How to submit a meter reading

You can submit your meter readings at any time by:

- visiting business-stream.co.uk/meter-reading or
- by logging into your My Business Stream account at business-stream.co.uk/mbs (go to page six of this Welcome Pack for more information about My Business Stream).

Submitting bulk meter readings

If you have multiple sites that we provide water and/or waste water services for, you can submit all of your meter readings on My Business Stream with one simple bulk upload.

You can do this by navigating to the 'Manage account' section in the left-hand menu of your My Business Stream dashboard.

If you need support, you can find out more information about how to submit bulk meter readings by viewing our **MyBS Guide** here or please get in touch with us using the contact details at the end of this Welcome Pack.

Ways to pay

Your bills are due and payable within 14 days of you receiving them. We offer a range of simple and secure ways to pay your bills. However you like to pay, we've got an option for you.

Direct Debit

The quickest and easiest way to pay is by Direct Debit - saving you time, money and hassle.

Setting up your Direct Debit

If you'd like to pay by Direct Debit, it's simple and easy to set up. Just fill in our online form and we will do the rest. You'll find it on our website at business-stream.co.uk/direct-debit.

Internet banking or BACS

Sort code: 30-00-02

Account number: 03029919

Account name: Business Stream Revenue Account

Please include your customer reference number in the description field when sending your payment so that we can allocate your payment to your account. Your customer reference number is noted at the top of your welcome email or letter.

Other ways to pay

Payment method

Online via our website and My Business Stream

Over the phone using our automated phone system

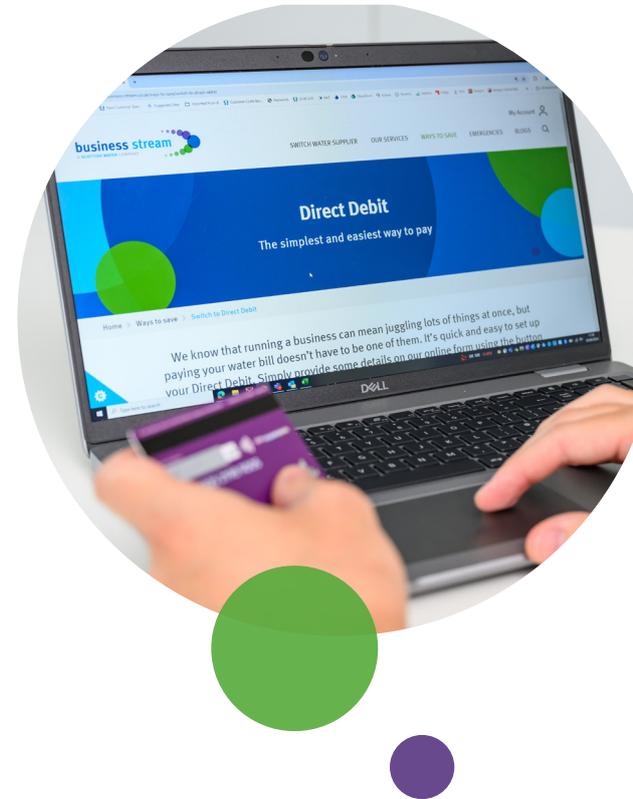
Electronic payments: Internet banking or BACS

Manual payments: Cheque and bank giro

To find out more and choose your payment option, visit business-stream.co.uk/ways-to-pay

A credit on your account

If your account is in credit and you'd like to discuss a credit refund or explore alternative payment terms, please get in touch with one of our friendly advisers on 0330 123 2000, and we'll be happy to help. Please be aware that you may be at risk of losing any accrued credit if you move out of your premises, switch to another water retailer, cease trading without notifying us of your updated contact information and bank details, or in the unlikely event that Business Stream becomes insolvent.



My Business Stream



My Business Stream (MyBS) is our online customer portal giving you access to manage your water services online, at any time.

› **Enjoy 24/7 access to your account**
from your laptop, phone or other device.

› **Upload meter readings in bulk**
submit meter readings for all of your sites with one simple upload.

› **View and download paperless bills**
view consolidated statements and detailed invoices in your preferred format for faster billing management.

› **Pay bills quickly and easily**
helping you save time and effort.

› **Track any open queries**
including status updates and notes from beginning to end.

› **Select different site views**
view your portfolio and individual sites at a glance.

› **Access a suite of comprehensive reports**

view and download a range of useful reports for your sites including meter consumption data to help identify potential leaks or any periods of high consumption.

› **View site lists**
with the facility to add your own site references and pin sites of interest to the top of the list.

› **Update your details**
including personal and site information.

› **View informational content**
including useful 'how to' videos and guides.

› **Find answers to FAQs**
including topics like bills, payments, meter readings and customer service.

Register for MyBS

All you'll need is your customer reference number and the email address associated to your account to register. To sign up, visit business-stream.co.uk/mbs and for support in registering, view the 'How to register' video on the right-hand menu.

If you've signed up to a contract with us, you should have already received an email inviting you to activate your MyBS account.

Keeping us up-to-date

We know how quickly things can change in businesses and organisations like yours so it's important to keep us up-to-date. We're always on hand if you have any questions or issues in relation to your account. Whether you're moving in, moving out or updating your contact details, it's easy to let us know.

You can let us know about any changes to your details on My Business Stream or get in touch with us by visiting business-stream.co.uk/contact-us.

Added value services

Your water doesn't need to cost the earth. We're here to help you save water, reduce costs and protect the planet.

At Business Stream, we're passionate about the benefits of saving water for our customers and the environment.

Water efficiency toolkit

We offer a range of useful water efficiency tools to help your business save water. Our suite of tools will provide your workplace and your colleagues with water efficiency advice tailored specifically to small and medium-sized businesses.

From interactive quiz questions to impactful workplace posters, our tools are designed to help educate and inspire your colleagues to take action on behalf of your business and ultimately make positive changes to help protect the environment. Every single drop counts and together we can make a big difference.

To download your Water Efficiency Workplace Tools, visit **business-stream.co.uk/water-efficiency**.

Online shop

We've partnered with Aqualogic to offer a range of low cost water efficiency devices including cistern Hippos, tap aerators and monsoon showers that help you save money by reducing your water use. You can install most of them yourself too - without the need for specialist equipment or plumbing experts.

To take a look, visit **business-stream.co.uk/shop**.

Leak assistance and repair

Even small leaks can increase your bills by thousands of pounds. That's why it's good to know how to identify a leak and, if you find one, what action you need to take. View our leak assistance guide on the next page for more information.



Leak assistance



It's important to check for leaks at your premises regularly. Leaks waste money by wasting water, but they can also cause serious damage to your pipework over time. General wear and tear, or extreme weather, can also affect your pipes and cause leaks when you least expect it.

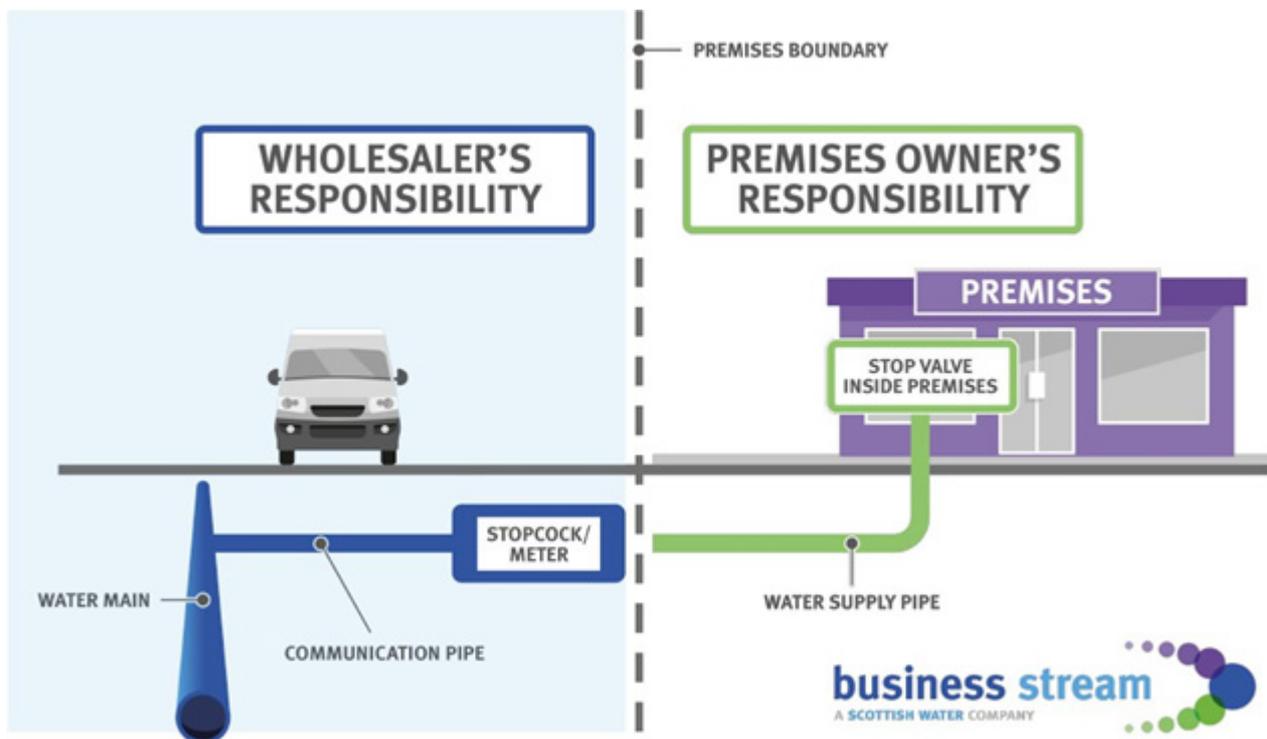
How to check for a leak

You can use our step-by-step leak assistance guide at business-stream.co.uk/leak-assistance.

If you do find a leak, it's important to act immediately. Leaks left unrepaired can lead to huge costs and property damage, and can impact the environment too.

Pipework responsibility

The location of the leak determines who's responsibility it is to fix.



1. If the leak is located within the boundary of your premises, then this would be your responsibility to fix through a local plumber.
2. If the leak is located outside of the boundary of your premises for example, on the public network then this is your regional water wholesaler's responsibility to fix. Please get in touch with us on our **Emergency line 0330 123 2100** and we'll go over the next steps.

How to get in touch

**We're here to help.
And we offer a range of ways to reach us.**

My Business Stream Customer Portal

It's quick and easy to find answers to frequently asked questions, view your balance, update your account information, submit meter readings, and view and pay your bills with My Business Stream.

Access your online account at **business-stream.co.uk/mbs**.

Email us

customerenquiries@business-stream.co.uk

Call us

0330 123 2000 from Monday to Friday, 9.00am to 5.00pm.

Or visit **business-stream.co.uk/contact-us** to find a range of alternative ways to get in touch.

Self-serve

Complete common tasks like making a payment or setting up a Direct Debit, quickly and easily online at **business-stream.co.uk/contact-us**.



Emergency

In a water emergency, you can contact us on **0330 123 2000, 9.00am – 5.00pm, Monday to Friday.** Outside of these hours, please contact your regional wholesaler directly. Visit **business-stream.co.uk/emergencies** for contact details.

Resolving your query

We're committed to providing you with an excellent service, but if something does go wrong, we'll do everything we can to make it right.

Step one | Escalating your query

The quickest way to escalate and resolve your query is to contact our Customer Service team. You can reach one of our friendly advisers on **0330 123 2000** from **Monday to Friday, 8.30am to 5.30pm**. Alternatively, you can escalate your query using our webform at **business-stream.co.uk/complaints**. It's helpful to have your customer reference number to hand when phoning us, as well as any bill numbers if this is relevant to your query.

Step two | Making a complaint

We'll always do our best to find a resolution to your query, but if you don't feel satisfied after speaking to our Customer Service team, you can raise a complaint that will be picked up by our Customer Resolutions team. You'll be assigned one of our dedicated Case Handlers who will be your point of contact until a resolution is reached. You can make a complaint on our website at **business-stream.co.uk/complaints**.

Alternatively, if you'd prefer to put your complaint in writing, please send all of the details to **The Customer Resolutions team, Business Stream, PO Box 17381, Edinburgh, EH12 1GT**.

Day 1

You contact us to register your complaint. If you raise your complaint by post, day 1 starts the day we receive your letter.

Day 2 or 3

We'll contact you within two working days of receiving your complaint to confirm we've received it and that it's being processed.

Day 10

We'll aim to resolve your complaint or provide a substantive response within 10 working days. The substantive response confirms your complaint points, the action we have taken so far and next steps required to resolve it.

Day 20

We aim to resolve all cases as quickly as we can, but where a case is more complex, it can take up to eight weeks. In the rare occasion where this takes longer, we'll keep you regularly updated on the progress of your case until we reach resolution.

If you're still unhappy

If you've gone through our complaints process and remain dissatisfied, we'll escalate your complaint and carry out a further review. And if you reach the end of our complaints procedure and you're still unsatisfied with the outcome, you do have the option of requesting a review from an independent body. For more details on our complaints procedure, on escalating your complaint and what to do next, please visit **business-stream.co.uk/complaints**.

More about us



Making a positive difference



Since we launched our vision to Make a Positive Difference (MAPD) in 2019, we've introduced over 35 new initiatives to support our ambitions.

in the past year this has included:

- › partnering with global climate action specialists, Ecologi, to invest in nature-based and society-based projects;
- › becoming the first water retailer to achieve Developing the Young Workforce (DYW) Employee Guarantee Status in recognition of our commitment to providing skills training and employment opportunities to young people;
- › establishing a strategic partnership with Scottish Action for Mental Health (SAMH) to provide mental health and wellbeing support to colleagues; and
- › expanding our primary school outreach programme to teach the next generation about the importance of saving water.

We're also committed to helping our customers cut their costs, while protecting the environment, by helping you reduce your water use by up to 20%.

To find out more, please download our latest **Sustainability Report** at business-stream.co.uk/naturally-different.

GOLD | Top 5%

ecovadis

Sustainability Rating

JAN 2026

EcoVadis

To help us measure our progress, we're assessed by EcoVadis – the world's leading sustainability assessment platform. We achieved a Gold rating in 2022, 2023, 2025 and increased our score in 2026 to 83/100 – placing us within the top 2% of over 150,000 companies assessed worldwide. EcoVadis bases its assessment on international sustainability standards including the Global Reporting Initiative and the United Nations Global Compact and measures companies' progress across four key sustainability areas – the environment, sustainable procurement, labour and human rights and ethics.

What's next?

We're incredibly proud of everything we've achieved since launching our vision. In the year ahead we have ambitious plans to build on our vision, including launching new offers to our customers - giving them opportunities to make a positive difference to their local communities or the environment - just by paying their water bill, developing new partnerships to support our education programme and working towards our 2030 net zero target.



You can find all of our terms and conditions documents on our website at business-stream.co.uk/terms