

Easy Water Service Promotion Terms & Conditions

If you'd like to take advantage of our 'Easy Water Service' Promotion, please review the Terms and Conditions related to this offer.

These Terms and Conditions for our 'Easy Water Service' Promotion supplement our standard Terms and Conditions for supplying water and waste water services - England and Wales, and water and waste water supply Contract (the "Contract"). If there is a conflict between our standard Terms and Conditions supplying water and waste water services - England & Wales and the Contract, these Easy Water Service Terms and Conditions will take precedence followed by the provisions of the Contract, and then the standard Terms and Conditions of supply.

1. To be eligible for our 'Easy Water Service' Promotion you must be a non-household customer with at least one of your supply point identification points (SPIDs) for water and/or waste water services located in either The Thames Water Wholesale Service Region or The Severn Trent Wholesale Region and:

- i) A single site or multi-site customer with estimated annual charges of between £250 and £5K
- ii) Sign up to and maintain a three year fixed contract

Your estimated annual consumption is based on information supplied to the central market system and where these are not available industry standards are used.

You must also:

- a) Sign up to and maintain payment of your water and/or waste water bills by Direct Debit throughout your contract
- b) View and manage your bills online throughout your contract (eBilling on my business stream) for services to be supplied by Business Stream
- c) Complete and submit the application online form at business-stream.co.uk/EasyWater or via phone with Business Stream's customer service team.

2. Signing up to our 'Easy Water Service' Promotion in accordance with condition two above will be treated as acceptance by a Customer of these Terms and Conditions

3. Your estimated annual charges for water and/or waste water services will also be taken into consideration. The total cash back offered and applied will be dependent on your estimated annual consumption. Your estimated annual consumption is based on information supplied to the central market system and where these are not available industry standards are used



4. Only one introductory bonus amount is available per Customer (including Customers with multiple sites and accounts)
5. Once an application for our 'Easy Water Service' Promotion is accepted, one cash back bonus amount will be paid to the Customer via a credit on their first bill or the following bill, should a bill fall close to the Contract start date
6. The charges for Services shall be as set out in the Business Stream charging statement available on the Business Stream website
7. Customers who require more than one signatory to complete a Direct Debit mandate will not be able to complete the online form. Customers must download and complete the Direct Debit Mandate form provided and post to Mail Team, Business Stream, P.O. Box 17381, Edinburgh EH12 1GT or submit using the form available on the contact us page of our website. Business Stream is not responsible for the security of any personal data that is emailed. Applications for our 'Easy Water Service' Promotion will not be processed until the Direct Debit Mandate has been completed and received and the online form has been completed via the phone with a member of Business Stream's customer service team
8. Incomplete Direct Debit mandate forms will be returned to customers by post with further instructions on how to complete them. Applications will not be processed or cash back bonus incentives applied until they are completed and received
9. As part of the application process Business Stream may refer to a credit reference agency. This check will not appear on or affect your credit score. The results of the check will determine the Direct Debit payment frequency offered
10. The transfer-in process will be complete and the billing cycle will start after 20 business days. If you have nine or fewer employees (are a micro business customer) the 20 business day transfer-in process will start after your cooling off period of seven calendar days
11. If you are transferring into Business Stream, your current retailer may object to the request if you have an outstanding balance or are currently in a contract. Business Stream will advise you of any objections received from your current retailer
12. Business Stream reserves the right to terminate this promotion and/or amend any of these Terms and Conditions, at any stage, if deemed necessary in its opinion
13. As Customer, you are obliged to advise Business Stream of any changes to the Premises, as well as any changes to the Premises which may affect the terms of supply. These obligations are set out in the applicable Standard Terms and Conditions.
14. If you have nine or fewer employees (are a micro business customer) you can cancel this Contract within your cooling off period with no penalty, which is seven calendar days from the date of issue by

Business Stream by calling us on 0330 123 2000

15. The 'Easy Water Service' Contract will automatically roll on to the next year unless 28 calendar days advance notice of termination is provided. If you do not give us these notices within the required time, the Contract Term will be automatically extended and such extended date shall be the "revised end date"

16. If you have nine or fewer employees (are a micro business customer) the Contract will expire on the initial end date unless you confirm to us expressly that you would like the Contract to be extended

17. Unless otherwise agreed between us, any supply of services after the end date shall be subject to the applicable Standard Terms and Conditions

18. If the 'Easy Water Service' Promotion Contract is terminated (irrespective of the reason for such termination) after the cooling off period and prior to the initial end date by you, or by Business Stream as a result of your breach of the Contract, Business Stream shall be entitled to recover from you the cash back bonus which would be payable via your final bill

19. Unless otherwise agreed between you and Business Stream, any supply of water and/or waste water services after the date of termination of this Contract shall be subject to Business Stream's standard Terms and Conditions of supply

20. These Terms and Conditions shall be governed in accordance with English Law and the parties hereby submit to the exclusive jurisdiction of the courts of England and Wales. All communications with you will be in English

21. If Ofwat makes a determination or takes any other regulatory action which impacts Business Stream such that the economic basis on which Business Stream offers Services on the terms set out in the Contract is adversely affected, Business Stream shall be entitled to amend the terms of the Contract at any time on or after the date on which any such determination or other regulatory action takes effect so that Business Stream is put in the same economic position as it would have been had the impact not occurred. Business Stream shall give not less than one month's notice in writing of any such amended terms.