

Changes to your terms and conditions

Things you need to know

Our standard terms and conditions are changing from 1 April 2017. This document is a short summary of some changes we've made. You can view the new standard terms and conditions on our website.

Firstly, to make our terms and conditions easier to follow, we've reordered them into a style more similar to a standard commercial contract. Therefore, you may see some changes in the clause numbers and the formatting of the document.

Further changes are as follows:

- Clause 2.1.4 *previously 1(b)* – we've clarified what we mean by a contract with Business Stream
- Clause 6 *previously 1(f)* – has been amended to include what changes you need to inform us of, in relation to rateable value
- Clause 8.3 *previously 2(c)* – sets out more clearly which costs Business Stream can recover from the customer, including leakage allowance and charges levied against Business Stream by Scottish Water due to a breach in law or byelaw by the customer
- Clause 8.4 – states the ability for Business Stream to recover any charges in relation to disorderly exit
- Clause 10.3 *previously 4(a)* – the refundable deposit must now be paid immediately on request
- Clause 12.4 – Business Stream are entitled to recover court costs where it has been necessary to do so to gain access to a property's meter service
- Clause 13.8 – customers will now be liable to pay Business Stream for the cost of temporary disconnection
- Clause 14.5, 14.7, 15.2, 15.3 and 15.4 *previously 7(b)* – changes have been made here to the time period for terminating your arrangement with us and the payments when doing so
- Clause 16.1 and 16.2 *previously 9(b), (c), (d), (e), (f) and (g)* – a new privacy policy has been created for the management of customers' personal data, this will be linked to from the standard terms and conditions or you can find it on our website
- Clause 20.2 *previously 8(b)* – we've clearly explained our liability in relation to indirect losses, third party IPR infringement and faults in metering equipment not owned by Business Stream or Scottish Water

Should you have any further questions, please let us know by calling us on 0845 602 8855.