

EVERYTHING

you need to know
about your transition
to Business Stream

The water experts

business stream
A SCOTTISH WATER COMPANY

The logo graphic for Business Stream consists of a cluster of colored dots in shades of purple, blue, and green, arranged in a roughly circular pattern.

Hello there,

It's official, 2017 has arrived and your transition to Business Stream is just around the corner. We're looking forward to becoming your water and waste water services supplier on 1 April 2017 and wanted to take this opportunity to tell you exactly what will be happening and when. We've also included some top tips to help you get ahead.

We like to keep things simple, so here's a quick guide with everything you need to know:

YOUR TERMS AND CONDITIONS

You can download a copy of your Business Stream standard terms and conditions at www.business-stream.co.uk/SouthernWater.



YOUR WAYS TO PAY

If you have a Direct Debit set up with Southern Water, you can sit back and relax. You don't have to do anything - it will transfer to Business Stream automatically.

If you don't currently pay by Direct Debit, don't forget to change your payment details to ensure you're paying Business Stream

from 1 April. We'll send you a reminder and all the details you need nearer the time.

YOUR CHARGES

Your charges will not exceed those that you would have paid to Southern Water in 2017/18, following the annual price adjustment. We'll send you a statement of your charges in March.



YOUR DIRECT DEBIT

If you currently pay by Direct Debit, your payment schedule

will stay the same – apart from one small change in April.

If you pay by monthly Direct Debit your payment due in April will be taken on the 25th, no matter what your normal payment date is. Don't worry it will revert back to your normal payment date in May. If you have a meter we'll send you a copy of your Direct Debit payment schedule at least 14 days in advance of your first payment so you know exactly what is happening and when. If you do not have a meter we'll send you a copy of your payment schedule with your first bill.

YOUR CUSTOMER REFERENCE

We'll send you a brand new customer reference number for each of your premises – it will be included in your welcome pack which will be sent to you in March.

YOUR TRADE EFFLUENT BILL

If you have trade effluent services Southern Water will send you your final bill in April to close your account with them. Your trade effluent bill from Business Stream will match the bill frequency of your water and waste water bills. This means that if you're billed monthly you could receive two trade effluent bills in April, your final bill from Southern Water and your first bill from Business Stream. We'll also merge your water, waste water and trade effluent accounts – that means that you will only have one customer reference number for all of your services, unless you have a private trade effluent meter.



YOUR WATER AND WASTE WATER BILL

Southern Water will send you your final bill in February or March to close your account with them. Your water and waste water bills from Business Stream will be the same as your current billing cycle – nothing changes. We'll take the estimated meter reading used to calculate your final bill with Southern Water to open your account with us. If, following your first Business Stream meter reading, you are owed any money as a result of your estimated final bill, we will make sure that this is credited to your account.

Top tips to get ahead

Your transition to Business Stream is not far away. Although your account will move to Business Stream automatically there are a few things that you can do to make your transition a little easier:

1 Sign up to Direct Debit today

If you don't already pay by monthly Direct Debit for your **water and waste water** sign up at www.southernwater.co.uk/business-pay-by-direct-debit today. Not only is it the easiest, quickest and safest way to pay, it means you won't have to change your payment details to pay Business Stream in April. Don't miss out; the latest date you can sign up for Direct Debit before you move to Business Stream is 6 March.

If you would like to pay by Direct Debit for your **trade effluent**, you can. We'll be in touch with all the details you need nearer the time.

2 Change your payment details

If Direct Debit really isn't for you, you can pay Business Stream by BACS; online via our account management tool or WorldPay site; over the phone using our automated service; or you can send us a cheque. Whichever way you pay, don't forget to take note and pay Business Stream from the 1 April. Don't worry, we'll send you a reminder and all the details you need nearer the time.

3 Get a more accurate final Southern Water bill

You'll receive your final **water and waste water** bill from Southern Water in February or March and your **trade effluent** bill in April. They will be calculated based on a final meter reading taken by Southern Water in January, February or March and an estimate based on your consumption from the reading date to 31 March.

The best way to receive a more accurate final bill is to submit your own meter reading. Simply call Southern Water on 0330 303 0277 by 17 March and they'll use this to calculate what you owe. Please remember; only take a meter reading if it's safe to do so.

4 Go dual supply with Business Stream

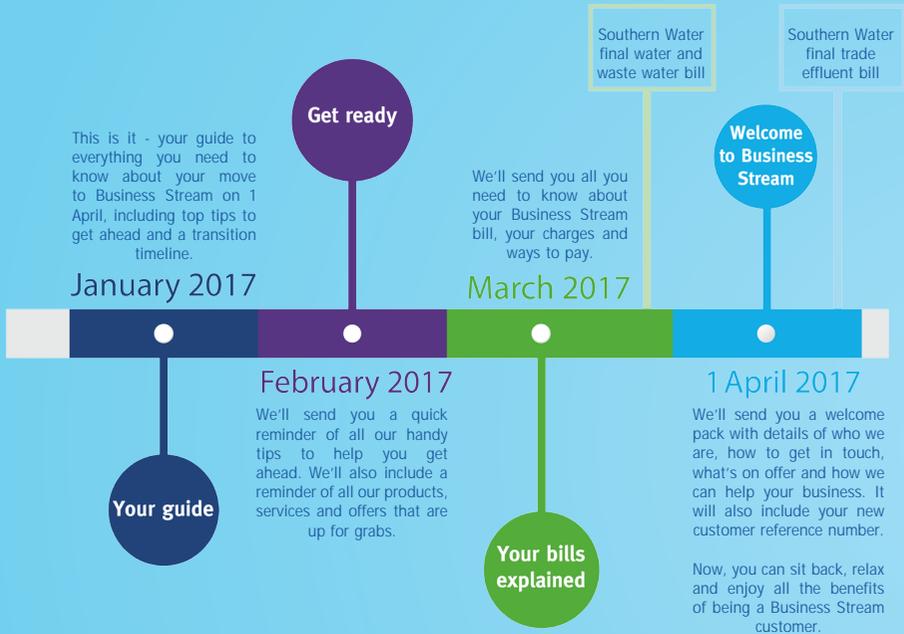
If your water and waste water services are currently managed by two different suppliers and you'd like to make things a little easier, like having one bill for all your water and waste water services, you can. To find out more simply get in touch, all the details you need are at the back of this leaflet. We're happy to help.

5 Snap up a Business Stream deal in preparation for April

Whether you're in charge of a retail unit, a takeaway, a hotel chain with 50 locations across the UK, a food manufacturer with high water consumption or a chemical processor with complex trade effluent requirements - we have a water offer to suit you with lots of bonus rewards up for grabs. We'll be in touch over the next few weeks with all the details you need to find out more and sign up.

Your transition timeline

We care about our customers and want to make sure that you're ready for your transition in April – it'll be here before you know it. Check out our timeline below so you know exactly when we'll be in touch and where you are on your journey to becoming a Business Stream customer.



Get in touch

If you have a query or want some advice, we're here to help. Here's how to get in touch, who with and when:

Southern Water

It's just business as usual for now as Southern Water will continue to be your water, waste water and trade effluent services supplier and your first point of contact up until 31 March. Simply call 0330 303 0277 or visit www.southernwater.co.uk/countdown for the latest information.

Business Stream

If you would like to find out more about Business Stream, you can. Simply visit www.business-stream.co.uk/SouthernWater. It has all the information you need about your transition in April.