



Viamed Ltd
15 Station Road
Cross Hills
Keighley
BD20 7EH

7544 / 41 / 33300B

Customer reference number: 9103288201

Dear Customer,

28 March 2023

Changes to your 2023/24 charges

Like all water retailers, we review our charges every year. As a result, you will see some changes to the charges included in your next bill. These changes will apply to all of your measured sites where we provide water and/or waste water services.

Your charges are made up of two elements - a wholesale charge and a retail charge. From 1 April 2023, or 1 July 2023 for the Portsmouth Water region, both wholesale and retail charges will be adjusted in line with the regulatory price controls which vary by region and service.

Your wholesale charges

The wholesale charge in each region is the same for all water retailers and is determined by the wholesaler, i.e. the regional water company.

Measured wholesale charges

You can find the 2023/24 wholesale percentage uplifts, for your specific region, detailed in the table below and on the next page. These changes will be applied automatically from the billing period starting 1 April 2023, or 1 July 2023 for the Portsmouth Water region.

	Metered water	Measured sewerage	Surface Water drainage	Highway drainage	Trade effluent
Affinity Water	11.0%				
Anglian Water	16.7%	8.2%	5.0%		15.3%
Bristol Water	8.2%				
Northumbrian Water	5.7%	7.9%	10.8%	12.2%	8.9%
Portsmouth Water	7.3%				
Severn Trent Water	9.0%	10.8%	9.7%	9.4%	10.8%
South East Water	13.1%				

Southern Water	11.6%	10.1%	10.2%	10.2%	10.1%
South Staffs Water	8.3%				
South West Water	0.6%	5.1%	4.0%	5.2%	5.5%
Sutton Water	13.6%				
Thames Water	15.2%	11.1%			1.0%
United Utilities	8.4%	13.8%	8.4%	8.4%	8.4%
Wessex Water	11.2%	6.2%	8.7%	9.5%	6.0%
Yorkshire Water	8.1%	5.9%	9.2%		5.9%

Your retail charges

The retail charge is a small uplift, which is added to the wholesale charge to cover the services we provide, like billing, meter reading, account management and customer support.

Important points to note

- This change will be applied automatically ahead of your next bill date, so there's nothing you need to do.
- You can find further information about your charges at business-stream.co.uk/charges from 1 April 2023.
- Where we only supply one of your services, i.e. water or waste water, the retailer for your other service will confirm those rates.
- If any of your sites receive trade effluent services from us, we'll send you a separate letter detailing the changes related to your trade effluent charges.

Customer support

At Business Stream, we're committed to making a positive difference to our customers, helping you to save water, time and money. Whether you're moving out of your premises, have an issue with your water supply or need help with making payments, we're here to support you. Visit business-stream.co.uk/customer-support to find out more.

We're here to help

If you have a query, please contact us on **0330 123 2000** from Monday to Friday, 9.00am to 5.00pm. If you have any concerns about making payments, please contact our dedicated Credit Management team on **0330 123 2002**. One of our friendly, expert advisers will be happy to help.

Yours faithfully,



Douglas McLaren
Chief Operating Officer



Viamed Ltd
Ghyll House
17
Station Road
Cross Hills
BD20 7EH

7545 / 41 / 33300B

Customer reference number: 9103289101

Dear Customer,

28 March 2023

Changes to your 2023/24 charges

Like all water retailers, we review our charges every year. As a result, you will see some changes to the charges included in your next bill. These changes will apply to all of your measured sites where we provide water and/or waste water services.

Your charges are made up of two elements - a wholesale charge and a retail charge. From 1 April 2023, or 1 July 2023 for the Portsmouth Water region, both wholesale and retail charges will be adjusted in line with the regulatory price controls which vary by region and service.

Your wholesale charges

The wholesale charge in each region is the same for all water retailers and is determined by the wholesaler, i.e. the regional water company.

Measured wholesale charges

You can find the 2023/24 wholesale percentage uplifts, for your specific region, detailed in the table below and on the next page. These changes will be applied automatically from the billing period starting 1 April 2023, or 1 July 2023 for the Portsmouth Water region.

	Metered water	Measured sewerage	Surface Water drainage	Highway drainage	Trade effluent
Affinity Water	11.0%				
Anglian Water	16.7%	8.2%	5.0%		15.3%
Bristol Water	8.2%				
Northumbrian Water	5.7%	7.9%	10.8%	12.2%	8.9%
Portsmouth Water	7.3%				
Severn Trent Water	9.0%	10.8%	9.7%	9.4%	10.8%
South East Water	13.1%				

Naturally different.

Southern Water	11.6%	10.1%	10.2%	10.2%	10.1%
South Staffs Water	8.3%				
South West Water	0.6%	5.1%	4.0%	5.2%	5.5%
Sutton Water	13.6%				
Thames Water	15.2%	11.1%			1.0%
United Utilities	8.4%	13.8%	8.4%	8.4%	8.4%
Wessex Water	11.2%	6.2%	8.7%	9.5%	6.0%
Yorkshire Water	8.1%	5.9%	9.2%		5.9%

Your retail charges

The retail charge is a small uplift, which is added to the wholesale charge to cover the services we provide, like billing, meter reading, account management and customer support.

Important points to note

- This change will be applied automatically ahead of your next bill date, so there's nothing you need to do.
- You can find further information about your charges at business-stream.co.uk/charges from 1 April 2023.
- Where we only supply one of your services, i.e. water or waste water; the retailer for your other service will confirm those rates.
- If any of your sites receive trade effluent services from us, we'll send you a separate letter detailing the changes related to your trade effluent charges.

Customer support

At Business Stream, we're committed to making a positive difference to our customers, helping you to save water, time and money. Whether you're moving out of your premises, have an issue with your water supply or need help with making payments, we're here to support you. Visit business-stream.co.uk/customer-support to find out more.

We're here to help

If you have a query, please contact us on **0330 123 2000** from Monday to Friday, 9.00am to 5.00pm. If you have any concerns about making payments, please contact our dedicated Credit Management team on **0330 123 2002**. One of our friendly, expert advisers will be happy to help.

Yours faithfully,



Douglas McLaren
Chief Operating Officer