

business



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

1272 / 20 / 33300B

26th February 2024

Customer reference number: 9103289101

Dear Customer,

Changes to your 2024/25 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 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 2024, or 1 July 2024 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. The vast majority of your water related charges are passed to the regional water companies who manage and maintain the water and sewerage infrastructure used to supply your services. In England, these wholesale charges are capped in line with the price controls determined by Ofwat, the economic regulator. While these charges were expected to increase broadly in line with inflation, there are a number of cases where the increases are higher in order to fund under-recovered revenue in previous years and other approved regulatory adjustments.

Measured wholesale charges

You can find the 2024/25 average wholesale charge percentage uplifts, for your specific region, detailed in the table on the next page. If your site is measured, these changes will be applied automatically from the billing period starting 1 April 2024, or 1 July 2024 for the Portsmouth Water region.

Naturally different

PO Box 17381, Edinburgh, EH12 1GT | business-stream.co.uk

VAT registration number 945 8508 85. Scottish Water Business Stream Limited trading as Business Stream. Registered in Scotland. Company no. SC294924. Registered office address and principal place of business: 1-3 Lochside Crescent, Edinburgh, EH12 9SE.

Important points to note

- These changes will be applied automatically ahead of your next bill date, so there's nothing you need to do.
- You can find more detailed information about your new charges in the charges documents at **business-stream.co.uk/charges**.
- 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.

Statement of significant changes in the Southern Water region

If you're a customer in the Southern Water region with a Large User Tariff, please note that Southern Water plan to phase these tariffs out over the next three years, so that soon, all customers will pay the same, single volumetric rate. This is as part of a move to support the Government's target to reduce non-household water demand by 9% by 2038, by encouraging businesses to use water more sustainably and to reduce their water use where it's economically viable. This means that your charges will increase by more than others during this time.

Customer support

We recognise that these increases come at a time when many businesses are already facing increased cost pressures. We have a team of experts on hand to help advise you on how to reduce your water usage and cut your costs through our range of additional services, including leak detection, automated meter reading and water audits. To find out more or to request a call back, visit **business-stream.co.uk/our-services**.

If you're moving out of your premises, have an issue with your water supply, or need help with making payments, you can find out more by visiting **business-stream.co.uk/customer-support**. And it's always worth checking to make sure you're on the best deal for your business water services. Get in touch with us today on **0330 123 2000** and we'll help to ensure you're receiving the best rates.

We're here to help

If you have a general query, please get in touch with us on **0330 123 2000** from Monday to Friday, 9.00am to 5.00pm and one of our friendly, expert advisers will be happy to help. Alternatively, if you have any concerns about making payments, please get in touch with our dedicated Customer Support team on **0330 123 2002** to discuss the options we can offer you.

Yours faithfully,



Douglas McLaren
Chief Operating Officer

business



Viamed Ltd
15 Station Road
Cross Hills
Keighley
BD20 7EH

1271 / 20 / 33300B

26th February 2024

Customer reference number: 9103288201

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Chief Operating Officer