



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

3833 / 25 / 33300B

04 March 2025

Customer reference number: 9103289101

Dear Customer,

Changes to your 2025/26 charges

We recently got in touch to let you know about the anticipated annual price increases for your water and waste water charges, which come into effect from 1 April 2025 (or 1 July 2025 for the Portsmouth Water region). As previously signalled, based on Ofwat's recently published price controls for the next five-year period and the publication of regional wholesalers' charges for 2025/26, the increases are significantly higher than in recent years. We have raised concerns with Ofwat about the scale of the increases and the impact this will have on affordability for our customers. We have been assured that the scale of charge increases has been robustly challenged and that the increases have been phased to minimise the overall impact on customer charges over the five-year period.

You can view the average wholesale price increases for your region in the tables below. We recognise that the increases in some regions are exceptionally high and that these increases come at a time when many businesses are already facing increased cost pressures. We're committed to doing everything we can to help our customers to minimise the impact and we've included information on the ways we can provide support on the last page of this letter.

More detail

Ofwat, the water regulator in England, published their final determinations in December 2024, confirming the price controls for each wholesaler region in England for the next five-year price review period. The determinations included provision for £104 billion of investment to support the delivery of better outcomes for customers and the environment, including improved service, reduced pollution and improved resilience to climate change and population growth. As a result, price increases are significantly higher over this price control period, in comparison to previous years. To read Ofwat's final determinations, please visit ofwat.gov.uk and enter 'PR24 final determinations' into the search field.

Your charges

Your charges are made up of two elements - a wholesale charge and a retail charge. From 1 April 2025, or 1 July 2025 for the Portsmouth Water region, your charges will be adjusted in line with Ofwat's regulatory price controls which vary by region and service.

Naturally different

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

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 revenue from these charges is used to manage and maintain the water and sewerage infrastructure used to supply your services.

Measured wholesale charges

The 2025/26 average measured wholesale charge increases for each wholesale region are detailed in the table below and will be effective from 1 April 2025, or 1 July 2025 for the Portsmouth Water region.

	Metered water	Measured sewerage	Surface Water drainage	Highway drainage	Trade effluent
Affinity Water	17.6%				
Anglian Water	30.7%	8.6%	3.1%		9.3%
Bristol Water	2.8%				
Northumbrian Water	11.5%	28.0%	24.1%	26.6%	25.5%
Portsmouth Water	29.2%				
Severn Trent Water	43.1%	17.0%	-12.4%	2.3%	25.0%
South East Water	21.4%				
Southern Water	40.7%	54.2%	57.4%	57.4%	54.3%
South Staffs Water	22.8%				
South West Water	17.6%	5.6%	41.4%	23.2%	19.6%
SES Water	-2.2%				
Thames Water	29.2%	34.2%			34.2%
United Utilities	20.0%	26.8%	23.0%	23.0%	26.4%
Wessex Water	12.8%	27.9%	3.6%	3.6%	28.3%
Yorkshire Water	18.1%	30.4%	39.5%		30.4%

Unmeasured wholesale charges

The 2025/26 average unmeasured wholesale charge increases for each wholesale region are detailed in the table below and will be effective from 1 April 2025, or 1 July 2025 for the Portsmouth Water region.

	Assessed water	Unmeasured water	Assessed sewerage	Unmeasured sewerage	Surface water drainage	Highway drainage
Affinity Water	17.6%	28.0%				
Anglian Water	30.5%	31.3%	9.2%	11.0%	3.1%	
Bristol Water	2.5%	1.9%				
Northumbrian Water		10.7%		22%	26.6%	25.5%
Portsmouth Water		29.1%				
Severn Trent Water	40.0%	35.9%	5.0%	5.8%	-8.2%	2.3%
South East Water	21.4%	21.6%				
Southern Water	46.2%	40.6%	54.2%	53.1%	57.4%	57.4%
South Staffs Water	23.8%	25.3%				
South West Water	18.9%	39.2%	12.7%	13.0%	67.2%	67.2%
SES Water	27.0%	-2.1%				
Thames Water	29.2%	2.0%	34.2%	34.2%		
United Utilities	21.2%	16.5%	26.6%	25.1%	23.6%	23.5%
Wessex Water	17.4%	8.4%	26.1%	28.5%	4.0%	4.3%
Yorkshire Water	18.1%	17.9%	30.4%	34.9%	39.5%	

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

- If you have more than one site, these changes apply to all of them.
- If you have a site in the Southern Water area, please visit **business-stream.co.uk/southern-charges** to find out more about specific charges for this region.
- 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 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 you have a site in the Yorkshire Water region and you receive trade effluent services from us, we'll send you a separate letter detailing the changes related to your trade effluent charges.

Ways we can support you

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 our range of additional services that can help you reduce your water usage, including leak detection, automated meter reading and water audits, so you only pay for the water you need.

If you would like to discuss how we can support you, please get in touch with one of our friendly advisers from Monday to Friday, 9.00am to 5.00pm on **0330 123 2000** and we'll be happy to help.

Additionally:

- 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 our best rates, or
- if you're not already using our online portal, My Business Stream, you can sign up at **business-stream.co.uk/mbs** to view your bills, monitor your consumption, submit meter readings and more, and
- if you have any concerns about making payments, please get in touch with one of our friendly advisers on **0330 123 2000** to discuss the options we can offer you.

We're here to help

If you have a more general query, or want to find out more about making payments, please visit **business-stream.co.uk/customer-support**.

Yours faithfully,



Douglas McLaren
Chief Operating Officer



Viamed Ltd
15 Station Road
Cross Hills
Keighley
BD20 7EH

3832 / 25 / 33300B

04 March 2025

Customer reference number: 9103288201

Dear Customer,

Changes to your 2025/26 charges

We recently got in touch to let you know about the anticipated annual price increases for your water and waste water charges, which come into effect from 1 April 2025 (or 1 July 2025 for the Portsmouth Water region). As previously signalled, based on Ofwat's recently published price controls for the next five-year period and the publication of regional wholesalers' charges for 2025/26, the increases are significantly higher than in recent years. We have raised concerns with Ofwat about the scale of the increases and the impact this will have on affordability for our customers. We have been assured that the scale of charge increases has been robustly challenged and that the increases have been phased to minimise the overall impact on customer charges over the five-year period.

You can view the average wholesale price increases for your region in the tables below. We recognise that the increases in some regions are exceptionally high and that these increases come at a time when many businesses are already facing increased cost pressures. We're committed to doing everything we can to help our customers to minimise the impact and we've included information on the ways we can provide support on the last page of this letter.

More detail

Ofwat, the water regulator in England, published their final determinations in December 2024, confirming the price controls for each wholesaler region in England for the next five-year price review period. The determinations included provision for £104billion of investment to support the delivery of better outcomes for customers and the environment, including improved service, reduced pollution and improved resilience to climate change and population growth. As a result, price increases are significantly higher over this price control period, in comparison to previous years. To read Ofwat's final determinations, please visit ofwat.gov.uk and enter 'PR24 final determinations' into the search field.

Your charges

Your charges are made up of two elements - a wholesale charge and a retail charge. From 1 April 2025, or 1 July 2025 for the Portsmouth Water region, your charges will be adjusted in line with Ofwat's regulatory price controls which vary by region and service.

Naturally different

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

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 revenue from these charges is used to manage and maintain the water and sewerage infrastructure used to supply your services.

Measured wholesale charges

The 2025/26 average measured wholesale charge increases for each wholesale region are detailed in the table below and will be effective from 1 April 2025, or 1 July 2025 for the Portsmouth Water region.

	Metered water	Measured sewerage	Surface Water drainage	Highway drainage	Trade effluent
Affinity Water	17.6%				
Anglian Water	30.7%	8.6%	3.1%		9.3%
Bristol Water	2.8%				
Northumbrian Water	11.5%	28.0%	24.1%	26.6%	25.5%
Portsmouth Water	29.2%				
Severn Trent Water	43.1%	17.0%	-12.4%	2.3%	25.0%
South East Water	21.4%				
Southern Water	40.7%	54.2%	57.4%	57.4%	54.3%
South Staffs Water	22.8%				
South West Water	17.6%	5.6%	41.4%	23.2%	19.6%
SES Water	-2.2%				
Thames Water	29.2%	34.2%			34.2%
United Utilities	20.0%	26.8%	23.0%	23.0%	26.4%
Wessex Water	12.8%	27.9%	3.6%	3.6%	28.3%
Yorkshire Water	18.1%	30.4%	39.5%		30.4%

Unmeasured wholesale charges

The 2025/26 average unmeasured wholesale charge increases for each wholesale region are detailed in the table below and will be effective from 1 April 2025, or 1 July 2025 for the Portsmouth Water region.

	Assessed water	Unmeasured water	Assessed sewerage	Unmeasured sewerage	Surface water drainage	Highway drainage
Affinity Water	17.6%	28.0%				
Anglian Water	30.5%	31.3%	9.2%	11.0%	3.1%	
Bristol Water	2.5%	1.9%				
Northumbrian Water		10.7%		22%	26.6%	25.5%
Portsmouth Water		29.1%				
Severn Trent Water	40.0%	35.9%	5.0%	5.8%	-8.2%	2.3%
South East Water	21.4%	21.6%				
Southern Water	46.2%	40.6%	54.2%	53.1%	57.4%	57.4%
South Staffs Water	23.8%	25.3%				
South West Water	18.9%	39.2%	12.7%	13.0%	67.2%	67.2%
SES Water	27.0%	-2.1%				
Thames Water	29.2%	2.0%	34.2%	34.2%		
United Utilities	21.2%	16.5%	26.6%	25.1%	23.6%	23.5%
Wessex Water	17.4%	8.4%	26.1%	28.5%	4.0%	4.3%
Yorkshire Water	18.1%	17.9%	30.4%	34.9%	39.5%	

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

- If you have more than one site, these changes apply to all of them.
- If you have a site in the Southern Water area, please visit **business-stream.co.uk/southern-charges** to find out more about specific charges for this region.
- 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 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 you have a site in the Yorkshire Water region and you receive trade effluent services from us, we'll send you a separate letter detailing the changes related to your trade effluent charges.

Ways we can support you

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 our range of additional services that can help you reduce your water usage, including leak detection, automated meter reading and water audits, so you only pay for the water you need.

If you would like to discuss how we can support you, please get in touch with one of our friendly advisers from Monday to Friday, 9.00am to 5.00pm on **0330 123 2000** and we'll be happy to help.

Additionally:

- 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 our best rates, or
- if you're not already using our online portal, My Business Stream, you can sign up at **business-stream.co.uk/mbs** to view your bills, monitor your consumption, submit meter readings and more, and
- if you have any concerns about making payments, please get in touch with one of our friendly advisers on **0330 123 2000** to discuss the options we can offer you.

We're here to help

If you have a more general query, or want to find out more about making payments, please visit **business-stream.co.uk/customer-support**.

Yours faithfully,



Douglas McLaren
Chief Operating Officer