

For emergencies, please contact your:
Water wholesaler: Yorkshire Water
Waste wholesaler: Yorkshire Water
Visit business-stream.co.uk/emergencies

Customer reference / invoice no

9103289101 / 7445238

Invoice / tax point date: 11 March 2025

Supply address: Ghyll House 17 Station Road,
Cross Hills Keighley, BD20 7EH

Supply point ID: water / waste water:

3008072240W16 / 3008072240S13

Our VAT number: 945 8508 85

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Changes to your 2025/26 charges

Like all water retailers, we review our charges every year. As a result, you'll see some changes to the charges included in your bill for the billing period starting 1 April 2025. Find out more information at business-stream.co.uk/charges

Your water services invoice

10 December 2024 - 9 March 2025 (90 days)

Your account summary

Your previous balance	£31.99	CREDIT
Payments received	£0.00	
Your balance brought forward	£31.99	CREDIT

Your charges this period (see page 2 for details)

Water services charges	£21.12
VAT	£0.00
Total charges this period	£21.12

Your new account balance £10.87 CREDIT

Ways to pay

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit business-stream.co.uk/direct-debit or call us on 0330 123 2000.

Visit [business-stream.co.uk](https://business-stream.co.uk/pay) to pay online with your debit or credit card details.

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

Sort code: 30-00-02.
Account number: 03029919.
Account name: Business Stream Revenue Account.
Please include this reference number:
9103289101 / 7445238

Complete the enclosed payment slip and present it, with your invoice, to your bank branch or to a post office, to pay by cash, card or cheque. You may be charged for this service.

Alternatively, you can send a cheque, and the completed payment slip enclosed, to **Business Stream, PO Box 17381, Edinburgh EH12 1GT**. Cheques should be payable to 'Business Stream' and include your customer reference number on the back. Please don't send cash in the post and allow 10 days for payment to be processed. For more information, visit business-stream.co.uk/ways-to-pay

Your charges in detail

Meter number / meter size: 11MA104500 / 15mm

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee £65.46	10 Dec 24 - 9 Mar 25	90 days	0.179342	Z	£16.14

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

Volumetric water charge					
Estimated reading	10 Mar 25	448			
Estimated reading	10 Dec 24	454			
= volume used this period		-6 m ³			
Charges	10 Dec 24 - 9 Mar 25	-6 m ³	1.8466	Z	-£11.08

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

Total water charges **£5.06**

Waste water & drainage charges		Units	Rate	VAT	Charge
Fixed waste water charge					
Yearly fee £54.78	10 Dec 24 - 9 Mar 25	90 days	0.150082	Z	£13.51

This is a fee for the upkeep of external pipes and pumps that remove waste water from your premises.

Volumetric waste water charge					
Charges	10 Dec 24 - 9 Mar 25	-5.7 m ³	2.0866	Z	-£11.89
Based on 95% of water usage figure					

This is the amount of water that we estimate goes down your drain based on a proportion of the water consumption recorded by your water meter. In general, waste water is charged between 90% and 100% of your recorded water use.

Surface water drainage					
Charges	10 Dec 24 - 9 Mar 25	90 days		Z	£14.44
Based on the annual charge of £58.56					

This is a fee for the cost of collecting rain water which goes in to the public sewerage system from your premises.

Total waste water and drainage charges **£16.06**

Subtotal	£21.12
Total charges this period	£21.12

We're here to help



Contact us today

If you'd like to speak to one of our friendly advisers, visit business-stream.co.uk/contact-us to find out how to get in touch.

Making a complaint

If you feel your query hasn't been resolved as expected, you can make a complaint and we'll escalate your concerns to our Customer Relations Team. You can raise a complaint at business-stream.co.uk/make-a-complaint or by letter to Customer Relations Team, Business Stream, PO Box 17381, Edinburgh, EH12 1GT.

The Consumer Council for Water

If you've followed our complaints process and remain dissatisfied, The Consumer Council for Water can offer you free independent advice. Visit ccwater.org.uk, call 0300 034 2222 or write to The Consumer Council for Water, c/o 23 Stephenson Street, Birmingham, B2 4BH.

Helpful information



Emergency

If you have a water emergency, go to business-stream.co.uk/emergencies

Water meter and bills

It's important to us that you receive accurate bills. If you have a meter you can help by submitting regular meter reads. Visit business-stream.co.uk/contact-us

Understanding your bill

To understand more about your bill, view our interactive bill explainer at business-stream.co.uk/bill-explainer.

Help and support

We're here to help. That's why we make managing your water services as effortless as possible. You can find a range of frequently asked questions at business-stream.co.uk/help

Water efficiency

Taking small steps to reduce your water consumption can make a big positive difference to the environment. Find out more and download our water efficiency guide at business-stream.co.uk/water-efficiency

