



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



1/004348

17th January, 2022

**Customer reference number:** 91032891

Dear Customer,

## Your new services are coming

Since taking over your services in 2019, it's been our priority to ensure that you receive the same outstanding customer service that you're used to – but it doesn't stop there. We've been working hard to improve the services we provide, to make managing your business water effortless.

As part of our vision to make a positive difference to our customers, we've invested in a brand new state-of-the-art billing system. This means we'll soon be introducing a range of additional service benefits including new, improved and easier to understand bills, coming in February, and access to manage your account online 24/7 with My Business Stream, coming later in 2022.



To find out everything you need to know, visit [business-stream.co.uk/yorkshire](https://business-stream.co.uk/yorkshire). You can also sign up to our mailing list and we'll keep you up-to-date with our ongoing service improvements. To sign up, go to [business-stream.co.uk/yorkshire/sign-up](https://business-stream.co.uk/yorkshire/sign-up).

## What's changing?

You may notice some changes to your services soon.

- If you currently pay by Direct Debit at the beginning of each month, you may experience a delay in your payment being taken during February, as we transition your details across to our new billing system. If the delay is more than five working days, we'll write to you to let you know.
- If any of your premises currently receive trade effluent services from us, then your next bill will show these charges alongside your water and/or waste water charges. This means that in future, you won't receive multiple bills – just one simple bill covering all of your services. If you already have a Direct Debit set up to pay at least one of your services, this will now automatically cover all of your chargeable services. We'll send you confirmation of your new Direct Debit schedule in advance of any future payments.

*Naturally different.*

7 Lochside View, Edinburgh, EH12 9DH | [business-stream.co.uk](https://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: 7 Lochside View, Edinburgh, EH12 9DH.

- If you're one of a small number of customers who currently pays your bills on an 8-month or a 10-month payment plan, this will also change. To help us improve our customer service and standardise our service offerings, we are condensing our payment plan frequency options by introducing one simple 12-month plan. If you're impacted, we will write to you directly with the details.
- If you are due to be billed during the period we are transitioning your details across to our new billing system, you may receive your bill a few days later than expected.

### Frequently asked questions

If you'd like to find out more, visit [business-stream.co.uk/yorkshire/new-services](https://business-stream.co.uk/yorkshire/new-services) where you'll find our helpful FAQs.

### We're here to help

If you have a query, you can find help online at [business-stream.co.uk/yorkshire/my-account](https://business-stream.co.uk/yorkshire/my-account). Alternatively, if you'd prefer to speak to one of our friendly advisers over the phone, simply call us on 0345 124 2420 from Monday to Friday, 9.00am to 5.00pm and we'll be happy to help.

Yours faithfully,



Martin Kirby  
Head of Credit Management

## Direct Debit Guarantee



- This guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date, or frequency of your Direct Debit, Business Stream will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Business Stream to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Business Stream or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - a. If you receive a refund you are not entitled to, you must pay it back when requested to do so.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society, but please notify us too. Written confirmation may be required.

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