

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



1/001710

28 April 2022

Customer reference number: 9103289101

Dear Customer,

Changes to your 2022/23 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 metered sites that we provide water and/or waste water services for.

Your charges are made up of two elements - a wholesale charge and a retail charge. From 1 April 2022, both your wholesale and retail charges will be adjusted in line with the regulatory price controls which vary by region and service.

The wholesale charges

The wholesale charge in each region is the same for all water retailers and is determined by the wholesaler i.e. your regional water company. You can find the 2022/23 wholesale percentage changes, for your specific region, detailed in the table below.

	Measured water	Measured sewerage	Surface water drainage	Highway drainage	Trade effluent
Affinity Water	3.6%		BIGHES IN	Place S.	MALK EXCLUSION
Anglian Water	5,6%	9.5%	7.1%	0.0%	8.6%
Bristol Water	8.3%		and the same of the same of		
Northumbrian Water	10.2%	13.0%	12.8%	12.6%	11.9%
Portsmouth Water	4.8%			The section	
Severn Trent Water	4.7%	13.2%	4.5%	25.0%	13.3%
South East Water	4.2%	No. of the last of			
Southern Water	4.5%	-3.4%	-3.3%	-3.3%	-3.7%
South Staffs Water	4.5%	E CALL			
South West Water	-0.6%	-5.5%	-2.0%	-5.5%	4.3%
Sutton Water	4.0%	2001			
Thames Water	4.0%	4.8%		The State of the	4.8%
United Utilities	-2.4%	-3.3%	-2.2%	-2.2%	-1.6%
Wessex Water	3.2%	4.7%	9.5%		4.6%
Yorkshire Water	4.7%	1.9%	-0.7%		1.9%

Naturally different.

7 Lochside View, Edinburgh, EH12 9DH | business-stream.co.uk

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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. Your retail charges for 2022/23 will broadly reflect the movement in wholesale charges for the year.

You don't need to do anything

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/yorkshire/useful-info.

Where we only supply one of your services i.e. water or waste water, the retailer for your other service will confirm those rates.

Find out how we're naturally different

We're committed to making a positive difference to our customers, our people, local communities and the environment. To find out more, go to business-stream.co.uk/yorkshire/about-us.

We're here to help

If you have a query, please contact us on 0345 124 2420 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 0345 122 0560. One of our friendly, expert advisers will be happy to help.

Yours faithfully,

Douglas McLaren Chief Operating Officers

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