



## Background

Since the Scottish retail water market opened in 2008, allowing non-household customers to choose their supplier, we've been working hard to drive change in the water sector and help businesses reap the benefits created by a competitive market. These benefits include improved customer service levels, lower bills, increased innovation and greater environmental efficiencies.

Recognising customers' appetite for the market to extend beyond Scotland, we were supportive of the UK Government's plans to introduce a competitive retail water market in England. We shared the lessons learned from the Scottish experience and worked closely with both Scottish and UK Governments, via industry forums, to help develop the market principles prior to the opening of the English retail water market in 2017.

In advance of the English market opening, we took the bold move to acquire the non-household customer base of Southern Water, which doubled our customer base overnight. Recognising that scale is an important factor in helping us deliver a more competitive service for our customers across the UK, the acquisition provided us with a strong foothold in the new market and in the first year alone we successfully secured over £155m of new business.

In January 2019, we announced our plans to acquire the non-household customer base of Yorkshire Water Business Services and Three-Sixty, which took effect in October. As a result, we are now servicing an additional 140,000 customers, which has cemented our position as one of the top three largest water retailers in the UK market.

## Who we are

Business Stream is **one of the largest water retailers in the UK** and a trusted supplier to over 340,000 forward-thinking businesses.

We have **over 11 years' experience of operating in a competitive water market** – longer than any other retailer - and are the chosen supplier for customers ranging from small corner shops to large industrial estates.

**Employing around 400 people** across our offices in Edinburgh, Glasgow, Worthing and Bradford, **we provide a range of services to business customers** including billing, water efficiency support and water and waste water management solutions.

To date, we have helped our customers save over £242 million through discounts and water and energy efficiencies and our current portfolio of customers includes Network Rail, Lloyds Banking Group, Regus Management (UK), Morrisons, Cancer Research UK, as well as thousands of SMEs. We also recently secured a deal with the Yorkshire Purchasing Organisation (YPO), which was one of the largest single public sector contracts to be awarded since the English market opened.



# Awards Success

Our efforts are being recognised externally too; across 2017 and 2018 we won a total of 14 national and European customer service awards.



# Our Services

We have invested over the last 10 years to ‘raise the bar’ to deliver market leading customer services for all our customers across the UK, developing a suite of innovative services and solutions to save our customers time and money. From trade effluent treatment plants, hire fleet and water management plans to automated meter readers, free water efficiency packs and flexible billing options, we have it covered.

Our experience and expertise means that we are well placed to operate in a highly competitive marketplace whilst ensuring we deliver a tailored suite of services that meets the needs of all our customers, large and small.

# Making a Positive Difference

As a responsible business we want to make sure we are doing the right thing for our customers, our people, communities and the environment. To help us achieve this ambition we recently launched our ‘Making a Positive Difference’ vision. Through this ambitious programme we have launched our charity panel; worked in partnership with Business in the Community to develop our volunteering programme; expanded our Modern Apprenticeship scheme; introduced a raft of activities designed to improve employees’ wellbeing; and become an accredited Real Living Wage employer.

In addition, as passionate advocates of the environment and water efficiency we have been working hard to help our customers save over 43 billion litres of water – the equivalent of over half a billion filled bathtubs! We have ambitious plans in place to increase this figure further, following the recent launch of our pledge to help customers reduce their water usage by 20%.

To support these efforts, in 2018 we also became the first water retailer to partner with the leading NGO on water efficiency, Waterwise, to help promote the importance of water efficiency and conservation to retail customers across the UK. As part of this, our CEO, Jo Dow, was appointed Co-Chair of Waterwise’s new Retailers Leadership Group – the first Group of its kind set up to enable water retailers to work together to share ideas and best practice, as well as promote more ambitious water saving targets for customers across the UK. We understand the importance of water efficiency for our customers and the environment and believe that as a responsive forward thinking water retailer we have a responsibility to do everything we can to help businesses use water wisely.



**MAKE A  
POSITIVE  
DIFFERENCE**