

Our Business Charter

About our Business Charter

Here at Business Stream we're committed to providing the highest level of service to you and by law there are certain standards we must meet.

This leaflet explains our promises and guarantees to you. The Charter outlines the length of time we'll take to respond and review contacts, as well as how much we'll pay when we fail to meet our standards to our business customers.

How your payments will be made: We make some payments automatically and others you need to claim within three months of the event.

Our promise to you...	When we'll respond to you	How much we'll pay you	How we'll pay you
Customer contacts			
We'll respond to any written complaints within ten working days.	10 days	£20	Automatic
We'll let you know if we are not able to change your payment method within five working days	5 days	£20	Automatic
We'll respond to other written and waste contacts within ten working days	10 days	£20	Automatic
We'll respond to any contacts about accounts, bills and payments within five working days	5 days	£20	Automatic
If we take a DD payment in error, we'll reimburse any costs you incur, including bank charges and interest attributable to our error.	1 day	£20	Claimed
If we wrongly issue a county court claim or wrongly obtain a county court judgement against you. A payment will be made to you on identifying that an error has been made		£150	Automatic
If we wrongly register a default against you with a credit reference agency.		£150	Automatic
If we fail to make payments in the stated timeframes, you can claim a further £10 if claimed within 3 months.	10 days	£10	Claimed
Appointments and Visits			
Where we need to visit your premises we'll agree an appointment in the morning, the afternoon or within a two-hour timeframe.			
If we fail to tell you that your appointment is for the morning, afternoon or within a specific two-hour timeband.		£20	Automatic
We'll attend any appointment that we've agreed with you within a two hour time slot.		£20	Automatic
We'll give you 24 hours' notice to cancel any agreed appointment	24 hours	£20	Automatic
Payment will be made in 10 days. If we fail customers can claim a further £10 if claimed within 3 months.	10 days	£10	Claimed
Planned Work			
We'll warn you, giving you 48 hours' notice, if your water supply will be interrupted for more than 4 hours.		£50	Automatic
If your supply is not restored by the time we stated we'll pay you £50		£50	Automatic
Payment will be made in 20 days. If we fail to make a payment within this time, customers can claim a further £50 if claimed within 3 months.		£50	Claimed

Unplanned or emergency work			
For emergency work, your supply will be restored within 12 hours, or 48 hours in the case of a strategic main. If not, we'll pay you £50 and a further £25 for each additional 24 hours your supply is cut off.	£25 for every 24 hours	£50	Automatic
Payment will be made in 20 days. If we fail to make a payment within this time we'll pay you an additional £50 automatically.	£20 days	£50	Automatic
Water Pressure			
Following an investigation, if the pressure in the communication pipe to your property falls below 7 metres static head on two occasions, each not less than one hour within a 28-day period, we'll pay you £25. We'll make only one such payment per annum.		£25	Automatic
Sewer flooding			
If flooding from a public sewer enters your property.		£150 or 100% of your sewerage bill up to £1000	Automatic
If flooding from a public sewer enters only your land you may claim for each incident in the year. You cannot claim a payment for sewer flooding to your land if you are entitled to an automatic payment for sewer flooding to your property for the same incident. Additionally, your claim for a payment for sewer flooding to your land will only be valid if you were materially affected by the incident. You need therefore to show or explain the effect of the sewer flooding to your land, when you make the claim.		£75 or 50% of your sewerage bill up to £500	Claimed
Payment will be made in 20 days. If we fail to make a payment within this time we'll pay you an additional £50 automatically.	20 days	£50	Automatic
Water Shortages			
If your supply has to be interrupted or cut off because of a drought, we'll automatically refund you. (Compensation is per day or part of a day during which we've interrupted supply, to a maximum of £500.)		£50 per day up to a maximum of £500	Automatic

Getting in touch

If you have any questions about our Business Charter or think you might have a claim, you can get in touch with us at:

Website: www.business-stream.co.uk/yorkshire

Telephone: 0345 1 24 24 20

Address:

Business Stream

PO Box 1255

Bradford

BD1 9AE

