

Simply Water Offer Terms & Conditions

If you'd like to take advantage of our Simply Water offer, please review the Terms and Conditions related to this offer.

These Terms and Conditions for our Simply Water offer supplement our standard Terms and Conditions for supplying water and waste water services - England, and water and waste water supply Contract (the "Contract"). If there is a conflict between our standard Terms and Conditions supplying water and waste water services - England and the Contract, these Simply Water Terms and Conditions will take precedence followed by the provisions of the Contract, and then the standard Terms and Conditions of supply.

1. To be eligible for our 'Simply Water' Offer you must be a non-household customer with your supply point identification points (SPIDs) for water and/or waste water services located in any English Wholesale Region and:
 - a. A single site or multi-site customer with estimated annual charges of between £250 and £5K
 - b. Sign up to and maintain a one year fixed contract (unless otherwise stated)
2. Your estimated annual consumption is based on information supplied to the central market.
3. You must also:
 - a. Sign up to and maintain payment of your water and/or waste water bills by Direct Debit throughout your contract. To sign up to Direct Debit you must complete a mandate and email it to Business Stream's retention team at retention@business-stream.co.uk.
 - b. View and manage your bills online throughout your contract (eBilling on my business stream) for services to be supplied by Business Stream
 - c. Sign the Quote PDF issued by Business Stream and return it to Business Stream's retention team via email to retention@business-stream.co.uk.
4. Signing up to our Simply Water Offer in accordance with condition 3 above will be treated as acceptance by a Customer of these Terms and Conditions
5. Your first monthly invoice will be for two months estimated charges billed in advance. You will receive your first bill at the beginning of your contract.
6. All charges are generated using fixed and usage charges from central market data
7. If you have chosen our 'retail discount' offer the charges for Services shall be as set out in the Business Stream default retail scheme of charges for the English Wholesale Regions which are available on the Business Stream website at business-stream.co.uk/charges. The Simply Water 5% discount calculation will be based on the published default retail scheme of charges. Alternatively, if you have chosen our 'retail services discount' the charges for Services shall be as set out in the English Wholesaler non-household scheme of charges which are available on their websites. The Simply Water retail services charges are additional to the non-household wholesaler scheme of charges.
8. Business Stream is not responsible for the security of any personal data that is emailed. Applications for our 'Simply Water Service' Offer will not be processed until the Quote PDF has been signed, and the Direct Debit Mandate has been completed, and received by Business Stream's retention team.
9. Incomplete Direct Debit mandate forms will not be processed. Business Stream will notify applicants by email where mandates are received incomplete with further instructions on how to complete them.

10. As part of the application process Business Stream may refer to a credit reference agency. This check will not appear on or affect your credit score. The results of the check will determine the Direct Debit payment frequency offered.
11. The transfer-in process will take up to 20 business days to complete. If you have nine or fewer employees (are a micro business customer) the 20 business days' transfer-in process will start after a cooling off period of seven calendar days.
12. If you are transferring into Business Stream, your current retailer may object to the request if you have an outstanding balance or are currently in a contract. Business Stream will advise you of any objections received from your current retailer. In cases where transfer requests have been objected to contract start date will be postponed. Business Stream will notify applicants where transfer request have been objected to and give advice on how to resolve the objection.
13. Business Stream reserves the right to terminate this offer and/or amend any of these Terms and Conditions, at any stage, if deemed necessary in its opinion.
14. As Customer, you are obliged to advise Business Stream of any changes to the Premises, as well as any changes to the Premises which may affect the terms of supply. These obligations are set out in the applicable Standard Terms and Conditions.
15. At the 12-month anniversary your Simply Water Contract and discount will automatically roll on to another year unless 28 calendar days advance notice of termination is provided. If you do not give us these notices within the required time, the Contract Term will be automatically extended and such extended date shall be the "revised end date". If you choose not to roll on, or do so and reach the revised end date, your charges will align to our default retail scheme of charges.
16. If you decide to end your Simply Water contract before the contract end date, then you will be required to pay back the discount you have enjoyed since the contract start date. If you remain a Business Stream customer, then your charges will align to our default retail charges. If you are transferring out, then your final bill from Business Stream will include a credit of any advance payments net off the discounts you will be required to pay back.
17. If you have nine or fewer employees (are a micro business customer) the Contract will expire on the initial end date unless you confirm to us expressly that you would like the Contract to be extended.
18. If you have nine or fewer employees (are a micro business customer) you can cancel this Contract within your cooling off period with no penalty, which is seven calendar days from the date of issue by Business Stream by calling us on 0330 123 2000.
19. Unless otherwise agreed between us, any supply of services after the end date shall be subject to the applicable Standard Terms and Conditions
20. Unless otherwise agreed between you and Business Stream, any supply of water and/or waste water services after the date of termination of this Contract shall be subject to Business Stream's Standard terms and conditions for supplying water and waste water services – England & Wales.
21. These Terms and Conditions shall be governed in accordance with English Law and the parties hereby submit to the exclusive jurisdiction of the courts of England and Wales. All communications with you will be in English.
22. If Ofwat makes a determination or takes any other regulatory action which impacts Business Stream such that the economic basis on which Business Stream offers Services on the terms set out in the Contract is adversely affected, Business Stream shall be entitled to amend the terms of the Contract at any time on or after the date on which any such determination or other regulatory action takes effect so that Business Stream is put in the same economic position as it would have been had the impact not occurred. Business Stream shall give not less than one month's notice in writing of any such amended

terms.