

Big Deals Terms and Conditions

If you'd like to take advantage of our Big Deals, please review the terms and conditions related to this offer.

These terms and conditions for our Big Deals supplement our Standard Terms and Conditions of Supply, and the Water and Waste Water Supply Contract (the "Contract"). If there is a conflict between our Standard Terms and Conditions of Supply, and the Contract, these Big Deals 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 Big Deals you must be a non-household customer in the Scotland that:
 - Currently receives water and/or waste water services from Scottish Water Business Stream Limited ("Business Stream"); and/or
 - Wishes to transfer sites or services from another water retailer to Business Stream.

You must also:

- Sign up to and maintain a fixed term contract with Business Stream of 1, 2 or 3 years
 - Sign up to and maintain payment of your water and/or waste water bills by monthly Direct Debit for the duration of your contract
 - View and manage your bills online (eBilling on My Business Stream/Business Stream App) for services to be supplied by Business Stream for the duration of your contract
 - Complete and submit the application online at www.business-stream.co.uk or via phone with a Business Stream or third party representative.
2. If you sign up to one of our Big Deals via a Business Stream third party representative (Pulse Business Solutions and/or other selected Business Stream partners), you must also be:
 - A non-household customer with estimated annual charges of between £100 - £25,000. Quotes are valid for 90 business days.

3. Signing up to one of our Big Deals in accordance with condition two and three above will be treated as acceptance by a customer of these Terms and Conditions.

4. The total discounts offered and applied will be dependent on the service taken, your estimated annual consumption and the chosen contract term. Your estimated annual consumption is based on



information contained in our billing system (where available), information supplied to the central market system and where these are not available

industry standards are used. The discounted rates are based on the Business Stream contracted primary charges as published in the Business Stream's Contracted Primary Charging Statement for Scotland.

5. If you require more than one signatory to complete a Direct Debit mandate you can post the completed form to Mail Team, Business Stream, PO Box 17381, Edinburgh EH12 1GT or include them as attachments using the form here on our website. Business Stream is not responsible for the security of any personal data that is emailed.

6. Incomplete Direct Debit mandate forms will be returned to customers by post, with further instructions on how to complete them. Applications will not be processed or discounts applied until:

- The Direct Debit Mandate has been completed, received and accepted
- The Big Deal online application form has been completed via phone with a Business Stream representative.

7. 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.

8. The discounts will be applied to your Business Stream account as follows:

a) Current Business Stream Customers - the discounts will be applied to your account(s) within one working day of Business Stream receiving the online application. If the Direct Debit mandate requires more than one signatory, and is posted or emailed to Business Stream, the discount will be applied within one business day of receipt of a completed form.

b) Non-Business Stream Customers - an account will be opened and the discounts will be applied on the contract start date, which includes the 20 business days' notice Business Stream has to give your current supplier. If the Direct Debit mandate requires more than one signatory, and is posted or emailed to Business Stream, we will wait until we receive the completed form before we request a transfer from your current supplier.

c) If you are a multi-site customer with both Business Stream and non-Business Stream sites, your contract will commence the next working day. Non-Business Stream sites will begin the transfer-in process and billing will start after 20 business days.

9. If you are transferring your site(s) or service(s) 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.

10. Business Stream reserves the right to terminate this promotion and/or amend any of these terms and conditions, at any stage, if deemed necessary in its opinion.

11. 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 of Supply.

12. Where:

- Business Stream has supplied the Services at a discount to the charges set out in the Business Stream's Contracted Primary Charging Statement for Scotland or on the basis of other contract specific pricing arrangements as a result of agreement with you; and
- This contract is terminated (in whole or in part, irrespective of the reason for such termination) prior to the initial end date (or the revised end date, if applicable)

then Business Stream shall be entitled to recover from you the difference between what you have paid (or are liable to pay) in consideration of the contract term from the commencement date to the date of termination on the basis of the agreement between us and the amount you would have been liable to pay had the discount or other contract specific pricing arrangements not been applied. When the contract term has been extended, any discount applied to the period from the anniversary of the initial end date to the date of termination would also be recovered. In any event, Business Stream shall not recover more than a maximum of 12 months' of cumulative discount that has been applied in consideration of the contract term.

13. If the Water Industry Commission makes a determination or takes any other regulatory action or the Wholesaler increases the wholesale prices which it charges Business Stream for the services we need in order to provide you with water and waste water services, which impacts Business Stream such that the economic basis on which Business Stream offers retail services on the terms set out in the Big Deal 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.