

Your Business Stream quote

Your adviser's contact details

Email:

natasha.vetter@smarterbusiness.co.uk

Contact tel no.:

01444 847723

Introduction



Hello,

This document provides a copy of your quote and a summary of our contract proposal for your consideration.

Your quote applies to the business premises named in the 'summary of estate', on page eight. If you have other premises you would like us to quote for, please let us know and we can discuss any other discounts available to you.

At Business Stream, we're committed to making a positive difference to our customers, our people, the environment and our local communities. To find out more about how we're achieving these changes, please scroll down to page seven.

You could join thousands of customers who have made significant savings through discounts and water and energy efficiencies. By choosing Business Stream, you're choosing more than just a water retailer.

This document should provide you with all of the information you need. However, if you do have any questions, please use the details noted on the front page of this document to contact your adviser who will be happy to help.

We look forward to hearing from you.

Tom Abel
Director of Sales

Your quote details

Annual default charges /
wholesale charges*
(*estimate based on market data.)

£7,181.98

Your quote*
(*contracted annual spend.)

£6,592.34

Discount / uplift

£589.64

Quote expiry

Sun, 14/09/2025 - 09:52

Please note, if this contract was processed through a Third Party Intermediary (TPI) at your instruction and authorisation, they will receive a commission amount. The amount generated from this contract is £140 which will be paid to them directly. As part of our standard application process, we will conduct a soft credit check. If you don't consent to a credit check, unfortunately we will be unable to proceed with your application. Please contact the Sales Adviser who processed your quote request to let them know if you do not consent.

What next?

This is a limited time offer, so if you're happy with your quote and contract proposal, please respond as soon as possible to avoid missing out.

To accept your quote, simply complete your details below, including your signature, and send this document to the email address noted on the front page.

Your name:

Your signature:

Date:



Your details

Business name:	Cuckfield Parish Council
Your full name:	Naomi
Your contact tel no.:	+441444454276
Your contact email:	clerk@cuckfield.gov.uk
Contract length:	36 months

Naturally different.

Through everything we do, we aim to make a positive difference for our customers, our people, the environment and local communities. Going further to make a positive difference is what sets us apart from the competition, and what unites us as a business and as people. It's simply in our nature. And it's what makes us Naturally Different.

Why choose Business Stream?

At Business Stream, we make it effortless to manage your water and waste water services. Operating in the competitive water market longer than any other business water retailer, we're one of the largest service providers in the UK, delivering water and waste water services to over 300,000 businesses, organisations and public bodies across Scotland and England - ranging from small corner shops to large industrial estates.

We provide a range of services to business customers including billing, water efficiency support and water and waste water management solutions. We'll provide you with expert advice on how to use your water wisely - helping you to save water and reduce your bill. With Business Stream, you'll only pay for what you use and we won't charge you in advance for your metered services.

You can relax knowing that we're always here to help with our award-winning customer service. Since 2017 we have won more than 30 national and European Customer Service Awards and we're rated 'Excellent' on Trustpilot.



Why choose a contract?



Peace of mind

Lock in your contract for three-years



Take advantage of our best rates

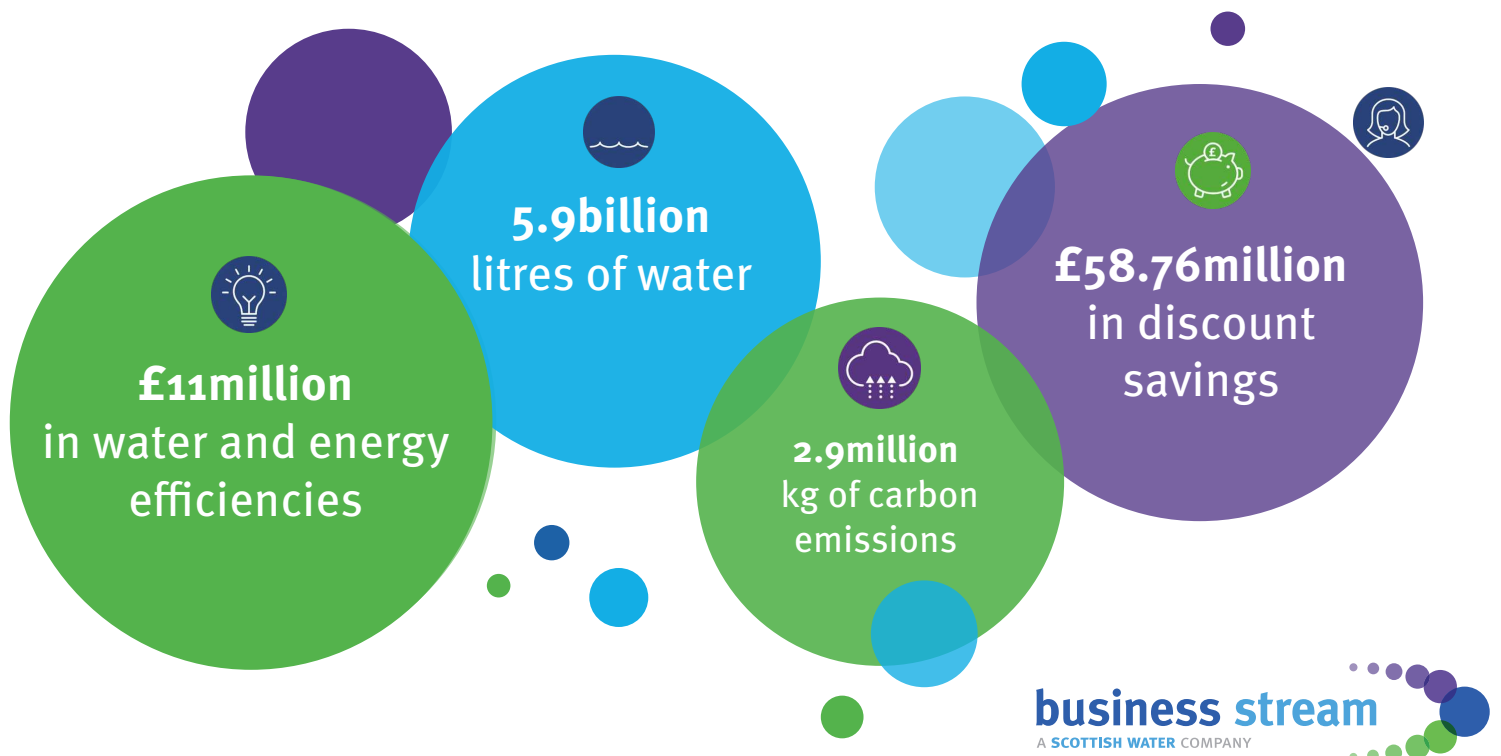
With a three-year contract you are getting the best savings



It's hassle-free

Pay by Direct Debit, manage your account easily online and view all of your bills in one place.

Since 2020, we've saved our customers...





Your charges and tariffs

The rates you are charged for your water and waste water services depend on where your business premises is located and if it has a water meter installed or not.

As part of your contract, you may be eligible for a saving on your services. This will be detailed on page two of this document.

You can find out more about your charges at business-stream.co.uk/my-charges

My Business Stream

My Business Stream is our free, online customer portal allowing you to view and manage your bills, submit meter readings and update your details - anywhere, anytime.

Plus, you can now download a range of useful reports including consumption and meter optimisation reporting, view important documents, track queries and upload bulk meter readings.

With My Business Stream, you can take advantage of e-billing too. View all of your bills online in an instant without the need for paper copies.



Terms and conditions

You can read the full terms and conditions of your contract on our website at: business-stream.co.uk/terms-and-conditions

Understanding your bill

We know that utility bills can be complex and confusing.

We've tried to make your bills as easy to understand as possible but if things don't quite make sense, you might find our online bill explainer helpful. Go to business-stream.co.uk/understanding-your-bill

Set up a Direct Debit

To contract with us you must pay by Direct Debit which is quick and easy - we will set-up your instructions as part of the contracting process. If you are transferring to Business Stream then your Direct Debit payments will be based on your new estimated annual spend until you receive your first bill.

Benefits of Direct Debit

There are lots of benefits when paying by Direct Debit:

- Quick and easy to set up
- Spread the cost
- Manage your cash flow
- Never miss a payment

We'll adjust your payments so you don't pay too much or too little, and if we're going to make a change, we'll always let you know in advance. Why wait?

Business Stream takes your privacy very seriously. Please read the privacy policy found at the bottom of its home page at www.business-stream.co.uk. The policy outlines how Business Stream collects, uses and processes your personal information.





What happens next?

Switching to Business Stream couldn't be easier. Whether you accept your quote via email, online or over the phone with one of our friendly team, we'll make the process effortless. Follow our simple steps for a smooth and hassle-free switch – it's as easy as one, two, three...



Step one

Once you agree your quote and your contract, we will start the switching process.

Step two

The switch can take **up to 30 days** to go through as we'll need to get approval from your current supplier. In the meantime, we'll let you know if we need any further information from you.



Step three

We'll let you know as soon as your switch has completed and send you a **warm welcome to Business Stream**.



We're making a positive difference



At Business Stream, we're committed to making a positive difference to our people, our customers, the environment and our local communities. Since we launched our 'Making a Positive Difference' (MAPD) vision in September 2019, we've already made some incredible progress including introducing over 35 new initiatives to support our ambitions.

This has included:

- partnering with global climate action specialists, Ecologi, to invest in nature-based and society-based projects;
- becoming the first water retailer to achieve Developing the Young Workforce (DYW) Employee Guarantee Status in recognition of our commitment to providing skills training and employment opportunities to young people;
- establishing a strategic partnership with the Scottish Action for Mental Health (SAMH) to provide mental health and wellbeing support to colleagues; and
- expanding our primary school outreach programme to teach the next generation about the importance of saving water.

We're incredibly proud of everything we've achieved so far. But this is just the start. We're committed to maintaining and building on our vision and as part of that, we're introducing a number of new pledges, including launching new MAPD-led customer propositions, developing new partnerships to support our education programme and working towards our 2030 net zero target

Find out more about our vision to make a positive difference at business-stream.co.uk/naturally-different.

Getting in touch

If you need to contact Business Stream, you can get in touch on **0330 123 2000**. Our offices are open from 8.30am to 5.30pm Monday to Friday. Alternatively, you can view a range of other ways to contact us at business-stream.co.uk/contact-us.

For full details of Business Stream's standards of service, please visit business-stream.co.uk/governance-and-compliance/#standards. For full details of Business Stream's complaint process, please visit business-stream.co.uk/complaints.



Summary of estate

A unit rate breakdown of the discount across the Premises that are included in this Contract for this current financial year.

The following breakdown applies to all of these sites based on our consumption estimates.

Customer Name	Address	PostCode	SPID
CUCKFIELD PARISH COUNCIL	ALLOTMENTS, COURTMEAD ROAD, CUCKFIELD, HAYWARDS HEATH, WEST SUSSEX	RH17 5LP	3024509038
CUCKFIELD PARISH COUNCIL	CUCKFIELD YOUTH CLUB, LONDON LANE, CUCKFIELD, HAYWARDS HEATH, WEST SUSSEX	RH17 5BD	3024524851
CUCKFIELD PARISH COUNCIL	QUEENS HALL LIBRARY, HIGH STREET, CUCKFIELD, HAYWARDS HEATH, WEST SUSSEX	RH17 5EL	3024702415
CUCKFIELD PARISH COUNCIL	TOILETS @, THE BROAD STREET CAR PARK, BROAD STREET CUCKFIELD, HAYWARDS HEATH, WEST SUSSEX	RH17 5LB	3024721533
CUCKFIELD PARISH COUNCIL	ALLOTMENTS, WHITEMANS GREEN, CUCKFIELD, HAYWARDS HEATH, WEST SUSSEX	RH17 5BY	3024790012
CUCKFIELD PARISH COUNCIL	CUCKFIELD CEMETERY, NEWBURY LANE, CUCKFIELD, HAYWARDS HEATH, WEST SUSSEX	RH17 5AA	3024833390
CUCKFIELD PARISH COUNCIL	CEMETERY, NEWBURY LANE, CUCKFIELD, HAYWARDS HEATH, WEST SUSSEX	RH17 5AA	3024935932

The following breakdown shows all costs for your sites your current supplier/s will charge you in 2025/26 based on market retail rates.



Summary of estate

A unit rate breakdown of the discount across the Premises that are included in this Contract for this current financial year.

Business Stream Contracted Charges for 2025/26										Total Contracted Estimated Annual Spend			£6,592.34	
										Discount			8.21%	
													£589.64 (estimated)	
Consumption estimates are based on information from the market. Unit rate and fixed charges are the same as published 2025/26 Retail Scheme of Charges for your wholesale region. All Retailers use the same regional Retail Scheme of Charges.														
Meter	SPID	Consumption (Estimated)			Unit rates			Fixed rates (£/annum)					Total Annual Default Retail Charges	£7,181.98
		Water	Waste	Trade Effluent	Water	Waste	Trade Effluent	Water	Waste	Surface Drainage	Roads Drainage	Trade Effluent		
Serial Number	Core SPID	Volumetric	Volumetric	Volumetric	Default Retail Charges								Total charges	
ELSTER 11M870068	3024509038	15.00 m³	0.00 m³	0.00 m³	£2.8903 / m³	N/A	N/A	£33.33	£0.00	£0.00	£0.00	£0.00	£76.68	
Core	3024509038							£67.52					£67.52	
Core	3024524851	0.00 m³	0.00 m³	0.00 m³	N/A	N/A	N/A	£1,223.69	£1,091.56	£42.78	£21.39	£0.00	£2,379.42	
ELSTER 04M231127	3024702415	328.04 m³	311.64 m³	0.00 m³	£2.8903 / m³	£3.9717 / m³	N/A	£10.01	£0.00	£42.78	£21.39	£0.00	£2,260.04	
Core	3024702415	0.00 m³	0.00 m³	0.00 m³				£67.52	£56.51	£0.00	£0.00	£0.00	£124.03	
SOCAM 1586924	3024721533	209.64 m³	199.15 m³	0.00 m³	£2.8903 / m³	£3.9717 / m³	N/A	£10.01	£0.00	£42.78	£21.39	£0.00	£1,471.07	
Core	3024721533	0.00 m³	0.00 m³	0.00 m³				£67.52	£56.51	£0.00	£0.00	£0.00	£124.03	



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		Water	Waste	Trade Effluent	Water	Waste	Trade Effluent	Water	Waste	Surface Drainage	Roads Drainage	Trade Effluent		
Serial Number	Core SPID	Volumetric	Volumetric	Volumetric	Default Retail Charges								Total charges	
KENT 88/126665	3024790012	95.47 m³	0.00 m³	0.00 m³	£2.8903 / m³	N/A	N/A	£10.01	£0.00	£0.00	£0.00	£0.00	£285.95	
Core	3024790012							£67.52					£67.52	
SOCAM 1806063	3024833390	12.00 m³	0.00 m³	0.00 m³	£2.8903 / m³	N/A	N/A	£10.01	£0.00	£0.00	£0.00	£0.00	£44.69	
Core	3024833390							£67.52					£67.52	
SOCAM 5719016	3024935932	2.30 m³	2.18 m³	0.00 m³	£2.8903 / m³	£3.9717 / m³	N/A	£10.01	£0.00	£42.78	£21.39	£0.00	£89.48	
Core	3024935932	0.00 m³	0.00 m³	0.00 m³				£67.52	£56.51	£0.00	£0.00	£0.00	£124.03	
Your Business Stream bill will show your unit rates and fixed charges, based on the Retail Scheme of Charges, and details of the discount you have been offered as a percentage and an apportioned value. The 2026/27 Retail Scheme of Charges will be published in April 2026. Please note, you may not currently be paying default tariff rates, as published in our Retail Scheme of Charges, and this means your pricing will depend on the contractual arrangements you agree and accept with us.														

Thank you

Naturally *different.*

business stream
A SCOTTISH WATER COMPANY