

July 2019

Your water and sewerage retailer is changing

Dear Customer,

We're writing to let you know about some important changes that will affect your retail water and sewerage services.

What's changing?

During preparation for the opening of the new water retail market in April 2017, Yorkshire Water Business Services announced its intention to leave the water retail market.

Since then we've been actively looking for a new retailer for our customers who we're confident can deliver the same high quality and innovative services you know and expect. We're pleased to confirm that we've now reached an agreement with Business Stream who will become your new retail provider.

This means from **1st October 2019**, Yorkshire Water Business Services will no longer be providing retail services to you. The physical water and waste water services to your premises will still be managed and maintained as now by the wholesale part of Yorkshire Water. You will be billed for those services by Business Stream, the most experienced retailer in the water market and part of the Scottish Water group.

What does this mean to your business?

It's important to us and Business Stream that the change is as easy as possible for you. On the reverse of this letter you'll find a simple guide about what happens next. We've also enclosed a leaflet that provides you with more information about your new retailer Business Stream. Right now, it remains business as usual for you and your business.

Business Stream will write to you again in October to confirm your account has been transferred and provide further information in your first bill.

We're confident that you'll continue to receive a great retail service from Business Stream and once again we'll do everything possible to make your transfer experience seamless.

Yours sincerely,



Richard Flint
Chief Executive
Yorkshire Water

This letter is for information purposes only.

You don't need to do anything now as your new retailer Business Stream will be in touch with you again in October.



business stream
A SCOTTISH WATER COMPANY

You can find out more at www.business-stream.co.uk/yorkshire

What if you want to switch retailer

If you're considering switching, details of all licensed retailers and how to switch can be found on the Open Water website open-water.org.uk or on the website of our regulator ofwat.org.uk

What to expect, it's really simple

Up until transfer

Please continue to pay your bills and contact us as normal. Your account will automatically transfer to Business Stream and will continue to be handled by the same Yorkshire-based team you already know.



After transfer

The next bill you receive after **1st October** will be from Business Stream. The only change you'll need to make will be to make payments to the Business Stream bank account using the details on your new bill.



What you pay, when you pay and how you pay will all remain the same and your current options will be protected by Business Stream's terms and conditions, which you can find at www.business-stream.co.uk/yorkshire

Any outstanding complaints or queries will be transferred to and resolved by Business Stream's Yorkshire team without any interruption.

Contact us

For more information you can visit our website at:

www.ywbusinessservices.co.uk or call us on **0345 1 24 24 20**

To find out more about Business Stream go to www.business-stream.co.uk/yorkshire