



Stonehouse Farm

# Water Neutrality Statement

Updated August 2025

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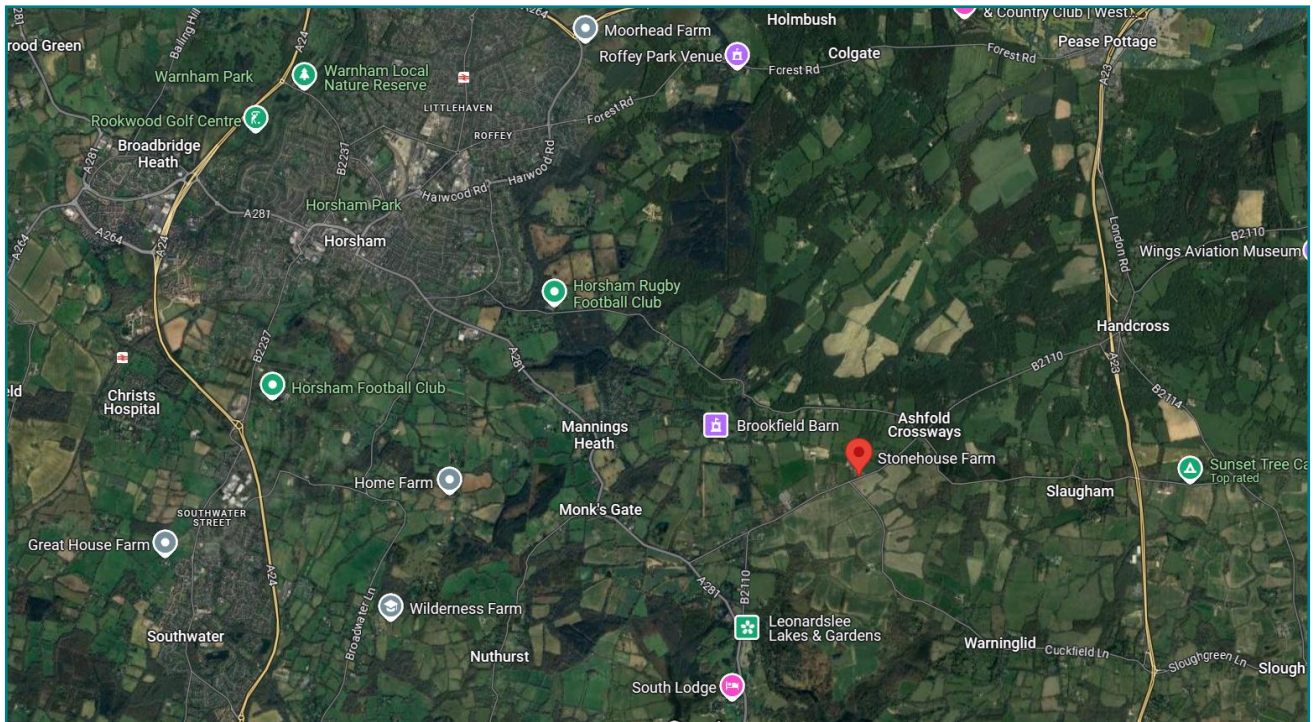
# 1 Introduction

## 1.1 This Document

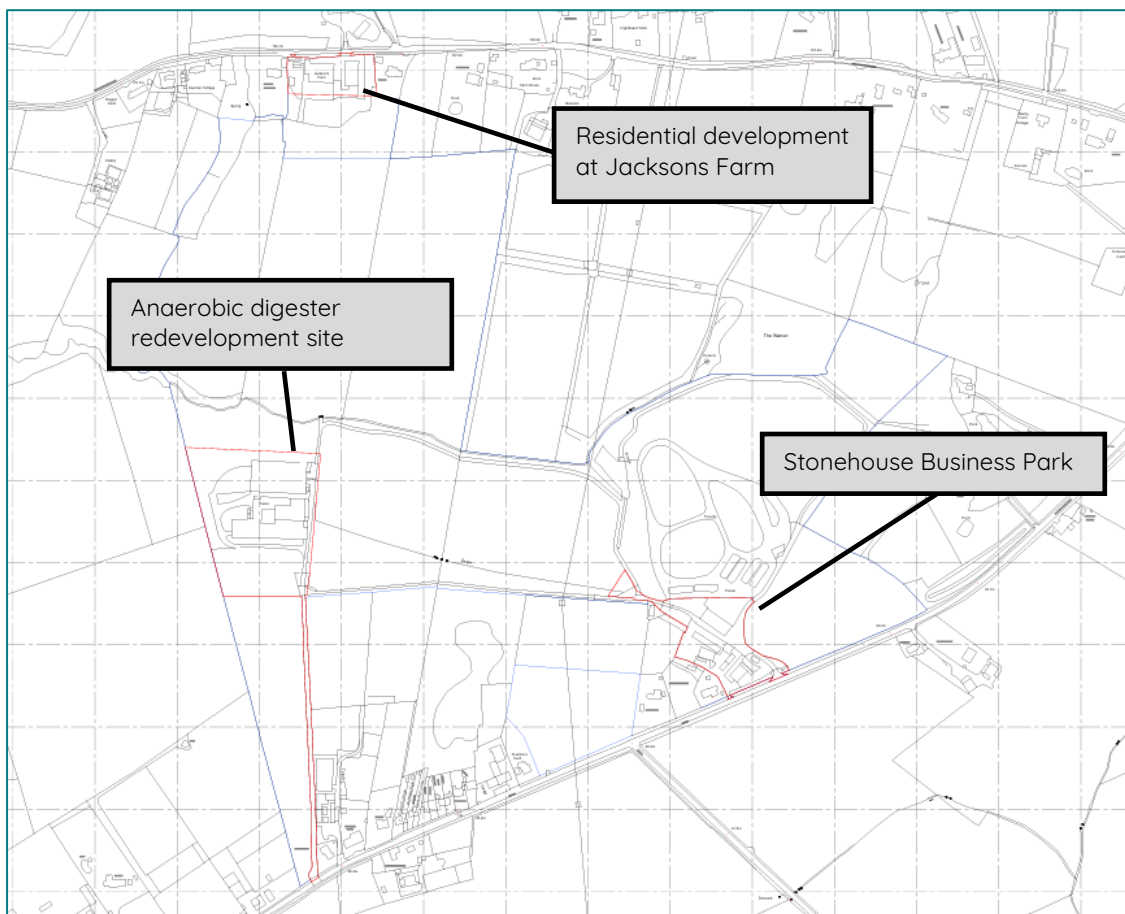
- 1.1.1 This water neutrality statement is an update to our initial submission at the request of the local authority and Natural England provides an updated position and additional information to further demonstrate how the proposals for the redevelopment of the Stonehouse Farm site comply with the requirements of Water Neutrality for development within the Sussex North Water Supply Zone.
- 1.1.2 It has been commissioned by the Applicant (Lake Investments Limited) to demonstrate how the development proposals are aiming to proactively address the issue of sustainable water use, describing how the proposals respond to the requirement for water neutrality in line with Natural England's Position Statement (2021) (see section 1.3).
- 1.1.3 It therefore supports the Full Planning Application submitted by the Applicant to form a comprehensive masterplan including:
- Rationalisation and enhancement of existing commercial facilities (Use Classes E(g) B2 and B8 at Stonehouse Business Park including demolition of two buildings and their replacement with new Class E(g), B2 and B8 facilities. Extension of existing building to form a new office and wardens' accommodation. Existing mobile home removed.
  - Decommissioning of the Anaerobic Digester and re-use of the existing 2no buildings for storage and office uses (Class E (g) and B8) and the diversion of a public footpath.
  - Residential redevelopment of the Jacksons Farm site including the demolition of existing barns to provide 3no. dwellings with access, parking, and landscaping.
- 1.1.4 This version of the report has been updated to reflect the latest meter readings and water bills received by the site owner, providing significant robustness in demonstrating existing water demands prior to the redevelopment of the site. The volumes of water per day have increased since the previous submission, with calculation periods now corresponding to actual water bills received.

## 1.2 The Site

- 1.2.1 Stonehouse Farm is located in Horsham, the wider site currently comprising a 5 bedroom farmhouse, extensive range of agricultural and commercial buildings and fishing lakes, totalling approximately 100 acres.



**Figure 1: Site location**



**Figure 2: Approximate site boundary**



Figure 3: Commercial facilities in detail

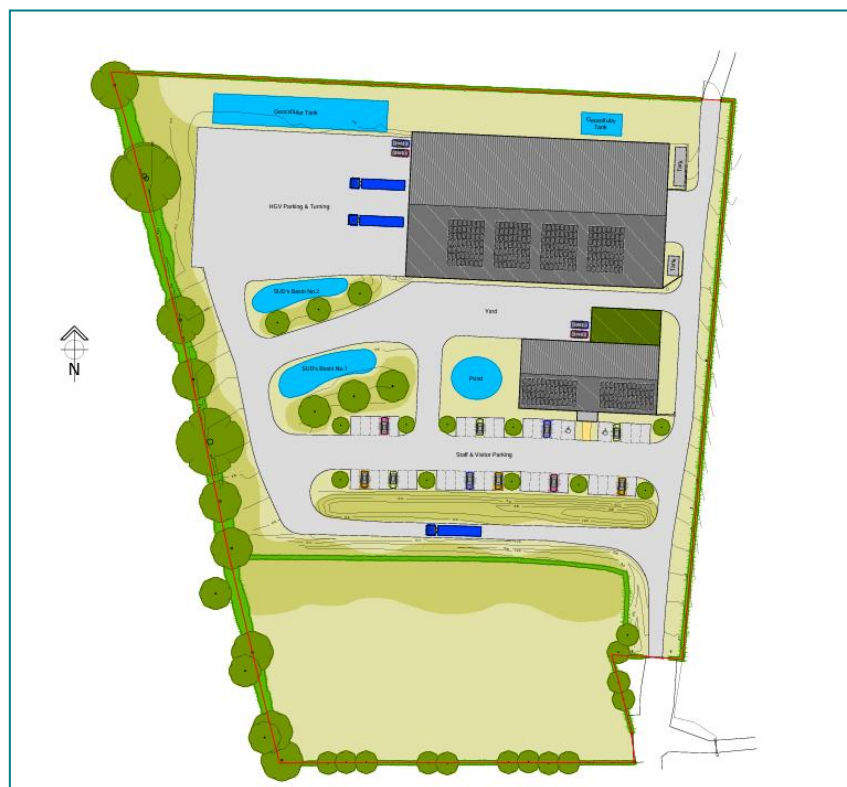


Figure 4: AD plant redevelopment



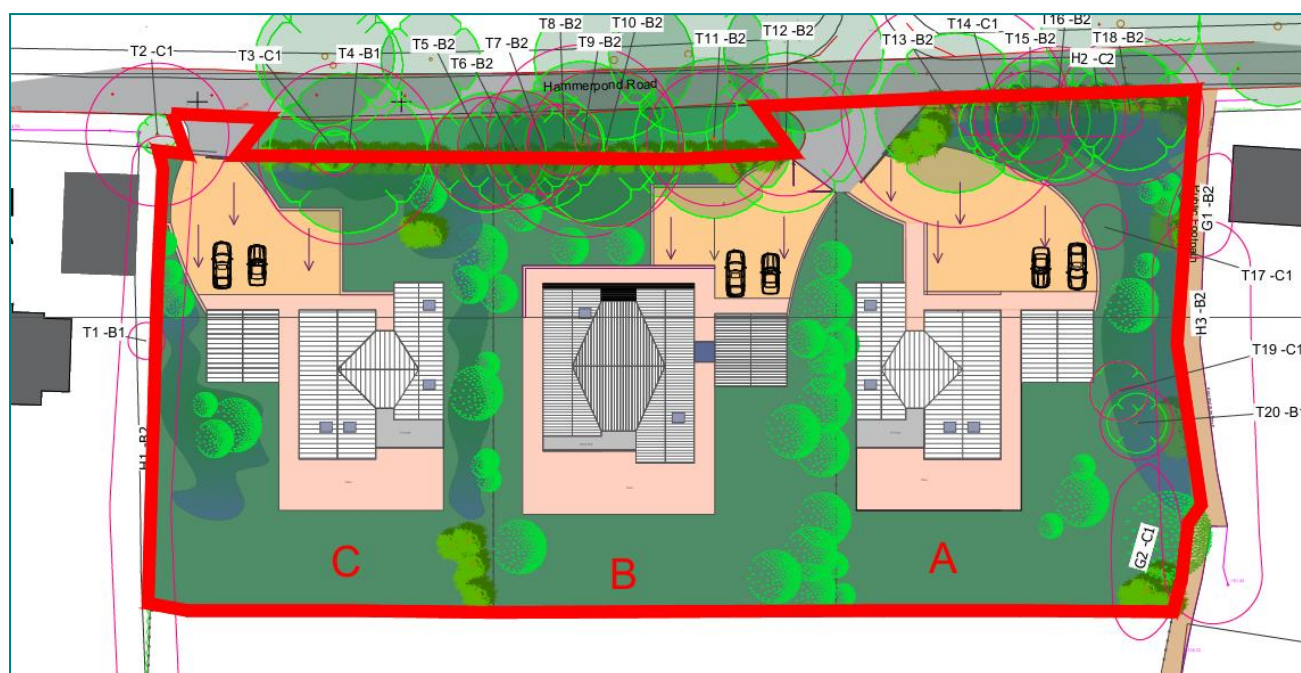


Figure 5: Jacksons Farm redevelopment

### 1.3 The Issue of Water Neutrality

#### Natural England's Position Statement for Applications within the Sussex North Water Supply Zone

- 1.3.1 Natural England's Position Statement has been produced following concerns over the adverse effects of existing groundwater abstraction on the integrity of Arun Valley, specifically Arun Valley Special Conservation Area, Arun Valley Special Protection Area and Arun Valley Ramsar site, and the potential impacts of further development on these areas.
- 1.3.2 To ensure that new developments do not exacerbate this situation, Natural England has advised that all new development proposals within the Sussex North Water Supply Zone (see Appendix A) must demonstrate water neutrality. Natural England define water neutrality as follows:
- 1.3.3 For every new development, total water use in the region after the development must be equal to or less than the total water use in the region before the new development.
- 1.3.4 The local authorities in the area are working with Natural England to secure water neutrality through a water neutrality strategy. In the interim, Natural England have advised the following approach:

**Minimising water use of new builds.**

- Complete a water budget (based on occupancy)
- All new builds to demonstrate that they can achieve strict water targets (e.g., 85L/pp/day\*)

This can be achieved by measures such as:

- Grey water recycling (advantage of being reliable in hot dry weather);
- Rainwater harvesting;
- Water efficient fixings (such as shower aerators) to demonstrably reduce demand-this would need to be suitably certain.

**In addition, water offsetting is required**

- One way to achieve this is retrofitting of council owned properties/commercial buildings-located within Sussex North. Examples include:
  - Grey water recycling- (for example there are clear opportunities for commercial properties).
  - Rainwater harvesting of commercial settings;
  - Installation of water reduction fittings in Council-owned buildings.

These measures need to be implemented until such time as a more sustainable water supply has been secured.

It will also need to be ensured that measures are not already proposed (for example in Southern Water's Management Plan) to avoid double-counting.

Any mitigation must be suitably certain in order to comply with the Habitats Regulations and Case law.

- 1.3.5 The Horsham District Council website includes a proposed method of dealing with the water neutrality issue and this Statement has been designed to align with this advice.

## 2 Existing Demand

### 2.1 Meter Readings

- 2.1.1 The following table provides a breakdown of the demand as calculated using live meter readings from the existing site. This data will continue to be collected over the period of the application and any conditions put into place in relation to application will be discharged using the most up to date data available at that time.
- 2.1.2 There are three separate meters on the site, each serving a range of different buildings and uses. The meter reading data over time is provided in the table below, and the associated bills are provided in the appendix for reference:

STONEHOUSE FARM - WATER METER READINGS FROM BILLS RECEIVED																	
Commercial Yard		Usage (m3) 07/12 - 21/02		Usage (m3) 21/02-07/03		Usage (m3) 07/03-03/07		Usage (m3) 03/07-14/09		Usage (m3) 14/09-19/02		Usage (m3) 19/02-24/06		Usage (m3) 24/06-23/07		DAYS	m3/day
	07/12/2023		21/02/2024		07/03/2024		03/07/2024		14/09/2024		19/02/2025		24/06/2025		23/07/2025	594	1.765
	6430.4	220.6	6651	46	6697	178.4	6875.4	136.6	7012	179	7191	155	7346	133	7479		
Jacksens		Usage (m3) 07/12 - 03/07		Usage (m3) 03/07-02/08		Usage (m3) 02/08-09/09		Usage (m3) 09/09-19/02		Usage (m3) 19/02-09/05		Usage (m3) 09/05-24/06		Usage (m3) 24/06-29/07			
	07/12/2023		03/07/2024		02/08/2024		09/09/2024		19/02/2025		09/05/2025		24/06/2025		29/07/2025	600	0.968
	6036	163	6199	13	6212	51	6263	123	6386	74	6460	40	6500	117	6617		
Dairy Building (AD Plant)		Usage (m3) 03/07-02/08		Usage (m3) 02/08-09/09		Usage (m3) 09/09-22/11		Usage (m3) 22/11-19/02		Usage (m3) 19/02-09/05		Usage (m3) 09/05-24/06		Usage (m3) 24/06-29/07			
	03/07/2024		02/08/2024		09/09/2024		22/11/2024		19/02/2025		09/05/2025		24/06/2025		29/07/2025	391	3.463
	769	7	776	94	870	737	1607	71	1678	106	1784	279	2063	60	2123		
																	6.197

Table 1: Water bill readings

- 2.1.3 Summarising this data across the three meter locations, the total annual water demand across the Stonehouse site is as follows:



Meter Location	Days between readings	m <sup>3</sup>	m <sup>3</sup> /day	Unit
Stonehouse Business Park	594	1049	1.765	m <sup>3</sup> /day
Anaerobic digester and associated buildings	391	1354	3.463	m <sup>3</sup> /day
Jacksons farm	600	581	0.968	m <sup>3</sup> /day
		<b>total</b>	<b>6.197</b>	<b>(m<sup>3</sup>/day)</b>
(Date/source of meter data: August 2025 Water Company via Hunter Group)			<b>2,262</b>	<b>(m<sup>3</sup>/a)</b>

**Table 2: Pre-development water demand (based on water bills received)**

2.1.4 On this basis, the total annual demand for the existing combined site is calculated to be **2,261,748** litres.

## 2.2 Additional Context

2.2.1 In respect of the existing demand for water on the site this is currently driven by a range of different factors, in addition to the existing commercial units within the Stonehouse Business Park. These include:

- At point of our purchase the AD Plant contained 1530 m<sup>3</sup> of partially digested feedstock. Specialist contractors engaged to stabilise facility implemented measures including dilution and mixing to enable extraction for spreading as fertiliser, and tank wash-throughs.
- Maintenance of the existing plant – even though in an inactive state - whilst the application is being determined requires regular flushing through with water
- Current grazing and animals on site: since acquiring the property, the applicant has entered into a grazing licence agreement (April–October) with a local tenant farmer. Evidence of this agreement has previously been issued to the council. Under this agreement, an average of **120 cattle** have grazed the land during each grazing period, comprising approximately:
  - (i) 40 lactating cows
  - (ii) 40 yearlings
  - (iii) 40 store cattle (two-year-olds)

## 2.3 Lawful Fallback Position

2.3.1 Stonehouse Farm secured permission an anaerobic digestion (AD) plant (application ref. DC/14/0729) and for a robotic dairy facility for 230 dairy cattle (application ref. DC/19/1122), granted in 2020. Those permissions have since been implemented, and additional evidence of the same has been provided by Hunter Group to the LPA. On that

basis, if these buildings were fully fitted out and became operational, water use on the AD plant site could be significantly higher than it currently is, as follows:

- **Dairy** – 230 lactating dairy cows require 100l per day to produce c. 30l of milk – 23,000l per day
- **AD Plant** – data provided by AD specialists Biotherm – further details in [ANNEX A](#)

Average slurry production/cow UK = 50Kg/day unit herd level of 230  
 Total slurry production per day = 12650 Kg from 230 head.  
 8-10% dry solid content maize = 1265Kg per day  
 Permitted power production = 250kW/day

Accepted ratio of slurry:water for AD plant = 60:40  
 ...therefore total added water per day = 4,200l

Add daily washdown water requirement = 500l  
 Normal daily total = 4700l

PLUS biannual washdown requirement = 250,000l  
 Equivalent daily washdown requirement = 1,400l

**Total daily requirement including AD water consumption, daily cleaning, biannual washing = 6,100l**

2.3.2 On this basis, the water demand could - in principle - be as high as:

Meter Location	m <sup>3</sup>	m <sup>3</sup> /day	Unit
Stonehouse Business Park	1049	1.765	m <sup>3</sup> /day
Anaerobic digester and associated buildings	1354	6.100	m <sup>3</sup> /day
Jacksons farm	581	0.968	m <sup>3</sup> /day
	<b>total</b>	<b>8.833</b>	<b>(m<sup>3</sup>/day)</b>
		<b>3,224</b>	<b>(m<sup>3</sup>/a)</b>

2.3.3 With this in mind, whilst we have chosen to use the current water meter to demonstrate water demand pre-development, in practice a fully operational site using the existing permissions, and therefore not subject to the existing water neutrality requirements, would be considerably higher than that currently demonstrable though existing meter readings.

### 3 Estimated Future Demand

#### 3.1 Calculation Assumptions and Approach

3.1.1 Using the information currently available – specifically the issued masterplan and accompanying schedule of future accommodation post development – we have calculated the likely future demands from the site.

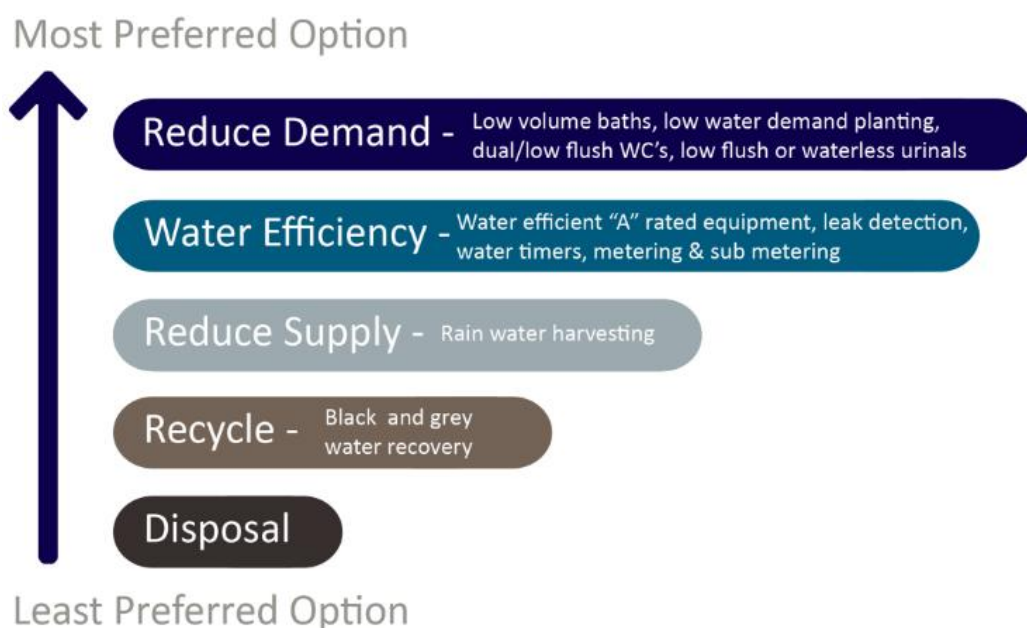
3.1.2 The following points are important to note in developing these calculations:

- Water efficiency improvements to existing buildings will be made, such that office accommodation enables a best practice water efficiency figure of c.28l per employee per day. This will require:
  - (i) Replacement of taps to reduce their flow rates
  - (ii) Replacement of single flush WCs to be dual flush, low flow units (4/2.4l)
- We have assumed a 228-day working year for employees working in existing and future commercial spaces
- For new and refurbished commercial spaces within the Commercial Area, we have assumed a figure of 28l/person per working day
- For the AD site – we have assumed that an employment intensity of 1 person per 10m<sup>2</sup> of dedicated office floor space (i.e. excluding circulation, WCs, etc). Again – best practice water fixtures and fittings are assumed to deliver average water use of 28l per employee per working day. There is a total of just over 1,000m<sup>2</sup> of dedicated office space in these two buildings. This is therefore a worst case scenario.
- For existing / retained commercial spaces, we have assumed an occupancy based on current usage and employment levels provided by the Applicant
- The three new residential dwellings on site at Jacksons Farm will be fitted out with fixtures and fittings and rainwater harvesting systems that also deliver a Part G calculated demand level of 85l per person per day. As per Horsham guidelines we have assumed an occupancy rate of 3.09 people per dwelling for these homes.
- For the live/work unit in the commercial area we have assumed 2 people occupying on a standard residential basis, and that again per Part G demand will be calculated at 85l/person/day
- Rainfall data has been requested from the flood risk consultants, who have confirmed that the rainfall level is 792mm per annum.
- There will be no cattle or other livestock on the site once the redevelopment has taken place.

#### 3.2 Water Demand – New Build Development

3.2.1 The Natural England Position Statement, and therefore Horsham Council, require a domestic water consumption target of 85 litres per person per day (l/p/d) for new residential build development in this location, well below the local average of 135 l/p/d ([www.horsham.gov.uk](http://www.horsham.gov.uk)).

- 3.2.2 In order to do so, the management of water in the development will follow the principles of the Water Hierarchy and will employ a combination of water efficient fixtures, fittings and appliances:



**Figure 6: The Water Hierarchy**

- 3.1.2 The accredited calculation methodology for Part G of the Water Regulations has been used to demonstrate that the specification for water fixtures and fittings currently proposed, shown in Table 2, will achieve the daily water use target.
- 3.1.3 An extract from the Water Calculator is given in Figure 3. The product specification shown is indicative to prove deliverability, and the final product specification to be used on the site to achieve the daily water use target will be fixed at construction stage to achieve the same (or better) overall level of performance:

Measure	Water Use	Example Product
Showers (l/min)	8	Aqualisa CMD100FS Thermostatic Bar shower with 8l/p/m flow regulator
Aerated taps (l/min)	5	ROCA Smooth Body Basin Mixer
Kitchen sink taps (l/min)	6	Reginox Rellini
Bath (l capacity)	130	Renaissance Grove
Low / dual flush WC (l)	4/2.6	Concealed Cistern Grohe 38661000 with 42333000 Adapter
Washing machine (l/kg dry load)	6	Bosch WAN24109GB
Dishwasher (l/place setting)	0.98	Bosch SMV40C40GB

**Table 3: Proposed Water Efficiency Fixtures and Fittings Performance Standards**

Installation Type	Unit of Measure	Capacity/Flow rate (1)	Use Factor (2)	Fixed use (litres/person/day) (3)	Litres/person/day = [(1)x(2)] + (3) (4)
WC (single flush)	Flush Volume (litres)		4.42	0.00	0
WC (dual flush)	Full flush Volume (litres)	4	1.46	0.00	5.84
	Part flush Volume (litres)	2.6	2.96	0.00	7.70
WC (multiple fittings)	Average effective flushing Volume (litres)		4.42	0.00	0
Taps (excluding kitchen/utility room taps)	Flow rate (litres/min)	5.00	1.58	1.58	9.48
Bath (where shower also present)	Capacity to overflow(litres)	130.00	0.11	0.00	14.30
Shower (where bath also present)	Flow Rate(litres / minute)	8.00	4.37	0.00	34.96
Bath Only	Capacity to overflow(litres)		0.50	0.00	0
Shower Only	Flow Rate (litres/minute)		5.60	0.00	0
Kitchen/Utility room sink taps	Flow rate (litres/minute)	6.00	0.44	10.36	13.00
Washing Machine	(Litres/kg dry load)	6.00	2.1	0.00	12.60
Dishwasher	(Litres/place setting)	0.98	3.6	0.00	3.51
Waste disposal unit	(Litres/use)	<input type="checkbox"/> Present	3.08	0.00	0
Water Softener	(Litres/person/day)		1.00	0.00	0
(5)	Total Calculated use (litres/person/day) =SUM(column 4)				101.39
(6)	Contribution from greywater (litres/person/day)				0
(7)	Contribution from rainwater (litres/person/day)				13.54
(8)	Normalisation factor				0.91
(9)	Total internal water consumption = [(5)-(6)-(7)]x(8) (litres/person/day)				79.94
(10)	External water use				5.0
(11)	Total water consumption (Building Regulation 17.K) = (9)+(10)(litres/person/day)				84.9

Installation Type	Make/Model (mandatory)	Litres/Person/Day
WC (dual flush)	Concealed Cistern Grohe 38661000 with 42333000 Adapter	13.54
Taps	ROCA Smooth Body Basin Mixer	9.48
Baths (shower(s) present)	Renaissance Grove	14.30
Showers (bath(s) present)	Aqualisa CMD100FS Thermostatic Bar shower with 8l/p/m flow regulator	34.96
Kitchen Taps	Reginox Ressini	13.00
Washing Machines	Bosch WAN24109GB	12.60
Dishwasher	Bosch SMV40C40GB	3.51
Contribution from rainwater (litres/person/day)	Flush volume	13.54

**Table 4: Indicative Part G Accredited Water Calculator Results**

- 3.1.4 The Water Calculator has been used to size an indicative rainwater harvesting system such that, when combined with the efficiency measures, it reduces mains water use to below the 85 l/p/d target.
- 3.1.5 The following two tables provide a breakdown of the anticipated sizing of the rainwater harvesting to meet the non-potable water uses – specifically the WCs. The two examples are for a new build home at Jacksons Farm, and the Wardens live work unit. In each case, there is sufficient rainfall and scope to accommodate the necessary system, taking account of both hydraulic filter efficiency and yield co-efficient:



Indicative Rainwater Harvesting Calculations - House			Indicative Rainwater Harvesting Calculations - Wardens		
Rainfall in this location	792	mm/a	Rainfall in this location	792	mm/a
Collectable rainfall volume	0.792	m <sup>3</sup> /m <sup>2</sup>	Collectable rainfall volume	0.792	m <sup>3</sup> /m <sup>2</sup>
Collection Area - estimate Jacksons Farm, 5 bed	190	m <sup>2</sup>	Collection Area - estimate Holiday Lodge, 1 bed	32	m <sup>2</sup>
Occupancy assumed as per WN requirements	3.09	people	Occupancy assumed as per WN requirements	1.88	people
Max collectable rainfall volume	150	m <sup>3</sup> /a	Max collectable rainfall volume	25	m <sup>3</sup> /a
Hydraulic filter efficiency	0.9		Hydraulic filter efficiency	0.9	
Yield co-efficient	0.8		Yield co-efficient	0.8	
<b>Actual annual potential collection volume</b>	<b>108.35</b>	<b>m<sup>3</sup>/a</b>	<b>Actual annual potential collection volume</b>	<b>18.25</b>	<b>m<sup>3</sup>/a</b>
<b>Actual annual potential collection volume</b>	<b>108,346</b>	<b>l/a</b>	<b>Actual annual potential collection volume</b>	<b>18,248</b>	<b>l/a</b>
Non-potable demand - WCs only			Non-potable demand - WCs only		
WCs (13.54l/person/day)	15271	l/a	WCs (13.54l/person/day)	9291	l/a
<b>TOTAL</b>	<b>15,271</b>	<b>l/a</b>	<b>TOTAL</b>	<b>9,291</b>	<b>l/a</b>
Tank size estimate (35 days' drought allowance)	1,464	l	Tank size estimate (35 days' drought allowance)	891	l
Tank size estimate (35 days' drought allowance)	1,464	m <sup>3</sup>	Tank size estimate (35 days' drought allowance)	0.891	m <sup>3</sup>

**Table 5: rainwater harvesting calculations (Jacksons site and Wardens)**

### 3.3 Calculation Results

- 3.3.1 The following table provides the full breakdown of post development potable water use on the development.
- 3.3.2 Furthermore, the Applicant also has other developments in the pipeline which may seek to use the residual water saving generated as a result of these proposals. As can be seen from the table overleaf, there is a **saving of around 946,000 litres per annum** which could be used to support development in other locations with the Water Neutrality Zone.
- 3.3.3 The Applicant is therefore seeking agreement to 'reserve' this further saving for future use, and any future applications will refer to this statement to explain the source of the credits available.

MASTERPLAN AREA	New and Retained Development	Total Floor Area	Assumed Roof Size (m2)	New or Retained	Basis	Daily Demand (l)	Annual Demand (l)	Relevant Notes and Assumptions
COMMERCIAL FACILITIES	Commercial building 1 (workshop&office)	597.9	314	Retained	Estimate	168	38,304	6 people, 28l per day, 228 day working year
	Commercial building 2 (2No. Units @ 151m2 - workshop/office/storage)	311.5	164	Retained	Estimate	168	38,304	6 people (3 in each unit), 28l per day, 228 day working year
	Commercial building 3 (workshop and office)	319.46	168	New	Estimate	223	50,943	12sqm per employee (OFFICE, 17.84sqm) and 47sqm per employee (WORKSHOP, 117.65sqm) as per OffPAT Guidelines Section 3 General Office , 28l/employee/day, 228 day working year
	Commercial building 4 (workshop/office/storage)	233.87	123	Retained	Estimate	168	38,304	6 people, 28l per day, 228 day working year
	"Warden Manager" building (live work unit)	85.69	45	Retained / New	Part G	170	62,050	2 people, 85l per day, 365 days
JACKSONS FARM	Residential plot A	316.5	166	New	Part G	263	95,867	(5 bed 3 bath) 3.09 occupants @ 85lpppd Part G incl RWH
	Residential plot B	373	196	New	Part G	263	95,867	
	Residential plot C	316.5	166	New	Part G	263	95,867	
ANAEROBIC DIGESTER	Main building (North) (warehouse and mezzanine office)	2780.34	1460	Converted	Estimate	1,753	399,644	12sqm per employee (OFFICE, 331.4sqm) and 70sqm per employee (GENERAL WAREHOUSE, 2448.9sqm) as per OffPAT Guidelines Section 3 General Office & General Warehousing, 28l/employee/day, 228 day working year
	Secondary building (South) (office and storage)	1704.13	895	Converted	N/A	1,758	400,734	12sqm per employee (OFFICE, 753.26sqm) as per OffPAT Guidelines Section 3 General Office, 28l/employee/day, 228 day working year
	TOTAL POST DEVELOPMENT						1,315,885	excludes holiday lodges
	TOTAL PRE DEVELOPMENT						2,261,748	
	DIFFERENCE						945,863	Total Annual Water Saving

**Table 6: Post development water demand**

## 4 Impact and Summary

- 4.1.1 The total post development demand across all three areas of development, is **calculated to fall by c. 946,000 litres per annum**.
- 4.1.2 As a result, the proposed development is better than water neutral. The primary reasons for this are:
- the significant reduction in demand expected to be realised on the AD site, when the nature of the operations will change from a more industrial / agricultural function to a commercial use
  - improvements to existing water fixtures and fittings in the Commercial Area
  - the ability to deliver high levels of water efficiency to 85l/person/day in the residential development
- 4.1.3 There is significant robustness and resilience in the approach which gives us significant confidence that the development as planned will be Water Neutral and must give Natural England confidence in the context of Appropriate Assessment.
- 4.1.4 Furthermore, excluding the savings associated with the permitted development, the Applicant notes that the reduction in water use compared with current consumption is substantial. On this basis, the Applicant is seeking to agree with Horsham and Natural England that approximately 75% of this surplus be 'reserved' for future development within the WNZ. By way of context, this allocation equates to around 709,000 litres per annum, sufficient to support approximately nine new three-bedroom residential properties, while still leaving a residual headroom of 246,000 litres.
- 4.1.5 Taken as a whole, therefore, the proposals should be considered as fully compliant with the requirements of water neutrality within the Sussex North Water Supply Zone.

## 5 Annex A – Biotherm AD calculations



### AD water consumption

Dear Mr. Goossens

Outlined below is the information requested showing the daily water consumption for a 250Kw AD plant operating on cow slurry feedstock.

Average slurry production/cow UK= 50Kg/day unit herd level =230 head  
 Total slurry production per day 12650 Kg from 230 head.  
 8-10% dry solid content maize 1265Kg per day  
 Permitted power production 250Kw/day

Accepted ratio of Slurry:: water for AD plant 60::40

Therefore total Added water per day =4200L

Daily washdown water = 500L

Normal Daily total= 4700L

Biannual washdown requirement =250000L

Equivalent daily equivalent = 1400 L

Total daily requirement including AD consumption; daily cleaning; Biannual washing  
 = 6100 L

Yours sincerely

Stuart Buckland  
 CEO

## 6 Annex B - Water Bills

### 6.1 Commercial Yard

Page 1 of 4

**WATER for LIFE** from Southern Water

LAKE INVESTMENTS LTD  
NASH MANOR LOWER NASH  
NUTBOURNE LANE  
NUTBOURNE  
RH20 2HS

Visit our website for live chat or to log into your account  
southernwater.co.uk/help

0330 303 0277  
Weekdays - 8am to 6pm

Your customer number  
22698265

Your payment reference  
0004 5230 66685

Invoice number  
70114278200

Dear LAKE INVESTMENTS LTD,

Here's your latest bill for: STONEHOUSE FARM, HANDCROSS ROAD, PLUMMERS PLAIN RH13 6NZ. This bill replaces the bill issued on 14 Feb 2024. The bill was reissued due to an incorrect or estimated meter reading. You currently pay by cash - see page two for your payment options.

Meter reading	Charges	Future payments
Water used in cubic metres <b>221 m<sup>3</sup></b> <small>One cubic metre = 1,000 litres This is equivalent to 11 baths, 31 (4 min) showers or 100 toilet flushes</small>	<b>£382.96</b> Bill date 15 Mar 2024	Total payment of <b>£382.96</b> Payment due by 31 March 2024
Meter number: 96005498 Latest reading: 21 Feb 2024 6 6 5 1 0 0 Previous reading: 7 Dec 2023 6 4 3 0 4 0 Your next meter reading is scheduled to take place by 26 Sep 2024	Billing period From: 07 December 2023 To: 21 February 2024 Bill type Metered - Cash Previous bill's charges £367.12	To pay your bill See how to pay on p. 2 Struggling to pay? See p. 3

Water	Wastewater
Period: 07 December 2023 to 14 February 2024 Variable Rate £1.716 x 211.60m <sup>3</sup> = £363.11 Standing Charge = £4.01 Period: 15 February 2024 to 21 February 2024 Variable Rate £1.716 x 9.00m <sup>3</sup> = £15.44 Standing Charge = £0.40 Total Water <b>£382.96</b>	Southern Water only supplies your water - we don't take wastewater away from your property. So, you don't receive any wastewater charges from us.

Standing Charge: This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

If you would like to know more about how we calculate our charges, please go to [www.southernwater.co.uk/account/how-we-calculate-your-bill](http://www.southernwater.co.uk/account/how-we-calculate-your-bill)

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**WATER for LIFE** from Southern Water

LAKE INVESTMENTS LTD  
NASH MANOR LOWER NASH  
NUTBOURNE LANE  
NUTBOURNE  
RH20 2HS

Visit our website for live chat or to log into your account  
southernwater.co.uk/help

0330 303 0277  
Weekdays - 8am to 6pm

Your customer number  
22698265

Your payment reference  
0004 5230 66685

Invoice number  
70114278201

Dear LAKE INVESTMENTS LTD,

Here's your latest bill based on the meter reading we took on 07 March 2024 for: STONEHOUSE FARM, HANDCROSS ROAD, PLUMMERS PLAIN RH13 6NZ. You currently pay by cash - see page two for your payment options.

Meter reading	Charges	Future payments
Water used in cubic metres <b>46 m<sup>3</sup></b> <small>One cubic metre = 1,000 litres This is equivalent to 11 baths, 31 (4 min) showers or 100 toilet flushes</small>	<b>£79.80</b> Bill date 15 Mar 2024	Total payment of <b>£462.76</b> Payment due by 31 March 2024
Meter number: 96005498 Latest reading: 7 Mar 2024 6 6 9 7 0 0 Previous reading: 21 Feb 2024 6 6 5 1 0 0 Your next meter reading is scheduled to take place by 26 Sep 2024	Billing period From: 22 February 2024 To: 07 March 2024 Bill type Metered - Cash Previous bill's charges £15.84	To pay your bill See how to pay on p. 2 Struggling to pay? See p. 3

Water	Wastewater
Period: 22 February 2024 to 07 March 2024 Variable Rate £1.716 x 46.00m <sup>3</sup> = £78.94 Standing Charge = £0.86 Total Water <b>£79.80</b>	Southern Water only supplies your water - we don't take wastewater away from your property. So, you don't receive any wastewater charges from us.

Standing Charge: This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

If you would like to know more about how we calculate our charges, please go to [www.southernwater.co.uk/account/how-we-calculate-your-bill](http://www.southernwater.co.uk/account/how-we-calculate-your-bill)

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**WATER for LIFE** from Southern Water

LAKE INVESTMENTS LTD  
NASH MANOR LOWER NASH  
NUTBOURNE LANE  
NUTBOURNE  
RH20 2HS

Visit our website for live chat or to log into your account  
southernwater.co.uk/help

0330 303 0277  
Weekdays - 8am to 6pm

Your customer number  
22698265

Your payment reference  
0004 5230 66685

Invoice number  
70114443417

Dear LAKE INVESTMENTS LTD,

Here's your latest bill based on the meter reading you provided us with, taken on 03 July 2024 for: STONEHOUSE FARM, HANDCROSS ROAD, PLUMMERS PLAIN RH13 6NZ. You currently pay by cash - see page two for your payment options.

Meter reading	Charges	Future payments
Water used in cubic metres <b>178 m<sup>3</sup></b> <small>One cubic metre = 1,000 litres This is equivalent to 11 baths, 31 (4 min) showers or 100 toilet flushes</small>	<b>£348.09</b> Bill date 03 Jul 2024	Total payment of <b>£348.09</b> Payment due by 19 July 2024
Meter number: 96005498 Latest reading: 3 Jul 2024 6 6 7 3 4 0 Previous reading: 7 May 2024 6 6 3 2 7 0 Your next meter reading is scheduled to take place by 26 Sep 2024	Billing period From: 08 March 2024 To: 03 July 2024 Bill type Metered - Cash Previous bill's charges £79.80	To pay your bill See how to pay on p. 2 Struggling to pay? See p. 3

Water	Wastewater
Period: 08 March 2024 to 31 March 2024 Variable Rate £1.716 x 36.20m <sup>3</sup> = £62.12 Standing Charge = £1.37 Period: 01 April 2024 to 03 July 2024 Variable Rate £1.958 x 142.20m <sup>3</sup> = £278.43 Standing Charge = £6.17 Total Water <b>£348.09</b>	Southern Water only supplies your water - we don't take wastewater away from your property. So, you don't receive any wastewater charges from us.

Standing Charge: This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

If you would like to know more about how we calculate our charges, please go to [www.southernwater.co.uk/account/how-we-calculate-your-bill](http://www.southernwater.co.uk/account/how-we-calculate-your-bill)

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**WATER for LIFE** from Southern Water

LAKE INVESTMENTS LTD  
NASH MANOR LOWER NASH  
NUTBOURNE LANE  
NUTBOURNE  
RH20 2HS

Visit our website for live chat or to log into your account  
southernwater.co.uk/help

0330 303 0277  
Weekdays - 8am to 6pm

Your customer number  
22698265

Your payment reference  
0004 5230 66685

Invoice number  
70114566062

Dear LAKE INVESTMENTS LTD,

Here's your final bill based on the meter reading you provided us with, taken on 13 September 2024 for: STONEHOUSE FARM, HANDCROSS ROAD, PLUMMERS PLAIN RH13 6NZ. You currently pay by cash - see page two for your payment options.

Meter reading	Charges	Payments
Water used in cubic metres <b>137 m<sup>3</sup></b> <small>One cubic metre = 1,000 litres This is equivalent to 11 baths, 31 (4 min) showers or 100 toilet flushes</small>	<b>£272.19</b> Bill date 20 Sep 2024	Total payment of <b>£272.19</b> Payment due by 04 October 2024
Meter number: 96005498 Latest reading: 13 Sep 2024 7 0 1 2 0 0 Previous reading: 3 Jul 2024 6 6 7 3 4 0 Your next meter reading is scheduled to take place by 26 Sep 2024	Billing period From: 04 July 2024 To: 13 September 2024 Bill type Metered - Cash Previous bill's charges £348.09	To pay your bill See how to pay on p. 2 Struggling to pay? See p. 3 We're closing your account See what you need to do on p. 2

Water	Wastewater
Period: 04 July 2024 to 13 September 2024 Variable Rate £1.958 x 136.60m <sup>3</sup> = £267.46 Standing Charge = £4.73 Total Water <b>£272.19</b>	Southern Water only supplies your water - we don't take wastewater away from your property. So, you don't receive any wastewater charges from us.

Standing Charge: This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

If you would like to know more about how we calculate our charges, please go to [www.southernwater.co.uk/account/how-we-calculate-your-bill](http://www.southernwater.co.uk/account/how-we-calculate-your-bill)



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**WATER for LIFE** from Southern Water

STONEHOUSE FARM DEVELOPMENTS LTD  
NASH MANOR LOWER NASH  
NUTBOURNE LANE  
NUTBOURNE  
RH20 2HS

*Commerical yard. Attached*

Dear STONEHOUSE FARM DEVELOPMENTS LTD,

Here's your latest bill based on the meter reading you provided us with, taken on 19 February 2025 for: STONEHOUSE FARM, HANDCROSS ROAD, PLUMMERS PLAIN RH13 6NZ. You currently pay by cash – see page two for your payment options.

Meter reading	Charges	Future payments
Water used in cubic metres <b>179 m<sup>3</sup></b> <small>One cubic metre = 1,000 litres This is equivalent to 11 baths, 31 1/2 mugs or 160 toilet flushes.</small>	<b>£360.92</b> Bill date <b>21 Feb 2025</b> Billing period From: 14 September 2024 To: 19 February 2025 Bill type Metered - Cash Previous bill's charges <b>£0.00</b>	Total payment of <b>£360.92</b> Payment due by <b>07 March 2025</b> To pay your bill See how to pay on p. 2 Struggling to pay? See p. 3

Meter number: 98005494  
Latest reading: 19 Feb 2025  
Previous reading: 14 Sep 2024  
Your next meter reading is scheduled to take place by 20 Sep 2025

Water	Wastewater
Period: 14 September 2024 to 19 February 2025 Variable Rate: £1958 x 179.00m <sup>3</sup> = £350.48 Standing Charge = £10.44 Total Water <b>£360.92</b>	Southern Water only supplies your water – we don't take wastewater away from your property. So, you don't receive any wastewater charges from us.

**Standing Charge:** This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

If you would like to know more about how we calculate our charges, please go to [www.southernwater.co.uk/account/how-we-calculate-your-bill](http://www.southernwater.co.uk/account/how-we-calculate-your-bill)

Visit our website for live chat or to log into your account [southernwater.co.uk/help](http://southernwater.co.uk/help)  
0330 303 0277 Weekdays - 8am to 6pm  
Your customer number 22802705  
Your payment reference 0004 5245 51643  
Invoice number 70114790536

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**WATER for LIFE** from Southern Water

STONEHOUSE FARM DEVELOPMENTS LTD  
NASH MANOR LOWER NASH  
NUTBOURNE LANE  
NUTBOURNE  
RH20 2HS

*Attached 16/07*

Dear STONEHOUSE FARM DEVELOPMENTS LTD,

Here's your latest bill based on the meter reading you provided us with, taken on 24 June 2025 for: STONEHOUSE FARM, HANDCROSS ROAD, PLUMMERS PLAIN RH13 6NZ. You currently pay by cash – see page two for your payment options.

Meter reading	Charges	Future payments
Water used in cubic metres <b>155 m<sup>3</sup></b> <small>One cubic metre = 1,000 litres This is equivalent to 11 baths, 31 1/2 mugs or 160 toilet flushes.</small>	<b>£398.78</b> Bill date <b>02 Jul 2025</b> Billing period From: 20 February 2025 To: 24 June 2025 Bill type Metered - Cash Previous bill's charges <b>£360.92</b>	Total payment of <b>£398.78</b> Payment due by <b>16 July 2025</b> To pay your bill See how to pay on p. 2 Struggling to pay? See p. 3

Meter number: 98005494  
Latest reading: 24 Jun 2025  
Previous reading: 19 Feb 2025  
Your next meter reading is scheduled to take place by 20 Sep 2025

Water	Wastewater
Period: 20 February 2025 to 31 March 2025 Variable Rate: £1958 x 49.60m <sup>3</sup> = £97.12 Standing Charge = £2.63 Period: 01 April 2025 to 24 June 2025 Variable Rate: £2,753 x 105.40m <sup>3</sup> = £290.17 Standing Charge = £8.86 Total Water <b>£398.78</b>	Southern Water only supplies your water – we don't take wastewater away from your property. So, you don't receive any wastewater charges from us.

**Standing Charge:** This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

If you would like to know more about how we calculate our charges, please go to [www.southernwater.co.uk/account/how-we-calculate-your-bill](http://www.southernwater.co.uk/account/how-we-calculate-your-bill)

Visit our website for live chat or to log into your account [southernwater.co.uk/help](http://southernwater.co.uk/help)  
0330 303 0277 Weekdays - 8am to 6pm  
Your customer number 22802705  
Your payment reference 0004 5245 51643  
Invoice number 70115041337

Page 1 of 4

**WATER for LIFE** from Southern Water

STONEHOUSE FARM DEVELOPMENTS LTD  
NASH MANOR LOWER NASH  
NUTBOURNE LANE  
NUTBOURNE  
RH20 2HS

Dear STONEHOUSE FARM DEVELOPMENTS LTD,

Here's your latest bill based on the meter reading you provided us with, taken on 23 July 2025 for: STONEHOUSE FARM, HANDCROSS ROAD, PLUMMERS PLAIN RH13 6NZ. You currently pay by cash – see page two for your payment options.

Meter reading	Charges	Future payments
Water used in cubic metres <b>133 m<sup>3</sup></b> <small>One cubic metre = 1,000 litres This is equivalent to 11 baths, 31 1/2 mugs or 160 toilet flushes.</small>	<b>£369.17</b> Bill date <b>25 Jul 2025</b> Billing period From: 25 June 2025 To: 23 July 2025 Bill type Metered - Cash Previous bill's charges <b>£398.78</b>	Total payment of <b>£369.17</b> Payment due by <b>08 August 2025</b> To pay your bill See how to pay on p. 2 Struggling to pay? See p. 3

Meter number: 98005494  
Latest reading: 23 Jul 2025  
Previous reading: 24 Jun 2025  
Your next meter reading is scheduled to take place by 20 Sep 2025


Water	Wastewater
Period: 25 June 2025 to 23 July 2025 Variable Rate: £2,753 x 133.00m <sup>3</sup> = £366.15 Standing Charge = £3.02 Total Water <b>£369.17</b>	Southern Water only supplies your water – we don't take wastewater away from your property. So, you don't receive any wastewater charges from us.

**Standing Charge:** This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

If you would like to know more about how we calculate our charges, please go to [www.southernwater.co.uk/account/how-we-calculate-your-bill](http://www.southernwater.co.uk/account/how-we-calculate-your-bill)

Visit our website for live chat or to log into your account [southernwater.co.uk/help](http://southernwater.co.uk/help)  
0330 303 0277 Weekdays - 8am to 6pm  
Your customer number 22802705  
Your payment reference 0004 5245 51643  
Invoice number 70115080456

## 6.2 Jacksons



LAKE INVESTMENTS LTD  
Nash Manor, Lower Nash  
Nutbourne Lane  
Nutbourne  
PULBOROUGH  
RH20 2HS

**business-stream.co.uk**

**0330 123 2000**

For emergencies, please contact your:  
**Water wholesaler: Southern Water**  
Visit [business-stream.co.uk/emergencies](https://business-stream.co.uk/emergencies)

**Customer reference / invoice no**  
9190558904 / 4643638

**Invoice / tax point date:** 19 March 2024

**Supply address:** JACKSONS FARM,  
HAMMERPOND ROAD, HORSHAM SW,  
PLUMMERS PLAIN, RH13 6PE

**Water supply point ID:** 305947823W45

**Our VAT number:** 945 8508 85

Page 1 of 3

### Your water services invoice

**7 December 2023 - 17 March 2024** (102 days, average £0.65 per day)

**Your account summary**

Your previous balance	£0.00
Payments received	£0.00
<b>Your balance brought forward</b>	<b>£0.00</b>

**Your charges this period (see page 2 for details)**

Water services charges	£67.18
Sundry charges	£0.00
VAT	£0.00
<b>Total charges this period</b>	<b>£67.18</b>

**Changes to your 2024/25 charges**

Like all water retailers, we review our charges every year. As a result, you'll see some changes to the charges included in your bill for the billing period starting 1 April 2024. Find out more information at [business-stream.co.uk/charges](https://business-stream.co.uk/charges)

**Carbon consumption**

Based on this period your annual carbon consumption is **33.23kgCO<sub>2</sub>e/yr**, based on National Government statistics.

**We look forward to receiving your payment of £67.18**

### Ways to pay

<b>Direct Debit</b> Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit <a href="https://business-stream.co.uk/direct-debit">business-stream.co.uk/direct-debit</a> or call us on 0330 123 2000.	<b>Online</b> Visit <a href="https://business-stream.co.uk/pay-online">business-stream.co.uk/pay-online</a> with your debit or credit card details.	<b>By phone</b> Call 0330 123 2000 to pay over the phone using your debit or credit card details.	<b>By bank transfer</b> <b>Sort code:</b> 30-00-02. <b>Account number:</b> 09029919. <b>Account name:</b> Business Stream Revenue Account. Please include this reference number: 9190558904 / 4643638	<b>Payment slip</b> Complete the enclosed payment slip and present it, with your invoice, to your bank branch or to a post office, to pay by cash, card or cheque. You may be charged for this service.
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Alternatively, you can send a cheque, and the completed payment slip enclosed, to **Business Stream, PO Box 17381, Edinburgh EH12 1GT**. Cheques should be payable to 'Business Stream' and include your customer reference number on the back. Please don't send cash in the post and allow 30 days for payment to be processed. For more information, visit [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

**PO Box 17381, Edinburgh, EH12 1GT | [business-stream.co.uk](https://business-stream.co.uk)**

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Scottish Water Business Stream Limited trading as Business Stream. Registered in Scotland. Company no. SC394604. Registered office address and principal place of business: 1-3 Lathside Crescent, Edinburgh, EH12 9SE. Ofwat, the Water Services Regulation Authority, is the regulator of the water sector in England and Wales. For more information visit [ofwat.gov.uk](https://ofwat.gov.uk). Unless otherwise agreed, Scottish Water Business Stream Ltd provides services to you in accordance with our standard terms and conditions, a copy of which is available at [business-stream.co.uk/terms](https://business-stream.co.uk/terms). Copies are also available on request. Through your continued receipt and acceptance of our services, you are deemed to have accepted our standard terms and conditions.

**Customer reference / invoice number:** 9190558904 / 4643638 **Invoice / tax point date:** 19 March 2024 **Page:** 2 of 3

### Your charges in detail

**Meter number / meter size:** 9509241 / 15mm

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Yearly fee £85.90	8 Dec 23 - 17 Mar 24	101 days	0.234699	2
				£23.70
<b>Volumetric water charge</b>				
Actual reading	14 Feb 24	6054		
Customer reading	7 Dec 23	6036		
= volume used this period		18 m <sup>3</sup>		
Estimated reading	18 Mar 24	6053		
Actual reading	14 Feb 24	6054		
= volume used this period		9 m <sup>3</sup>		
Charges	7 Dec 23 - 13 Feb 24	18 m <sup>3</sup>	1.6105	2
				£28.99
Charges	14 Feb 24 - 17 Mar 24	9 m <sup>3</sup>	1.6105	2
				£14.49
<b>Total water charges</b>				<b>£67.18</b>
<b>Sundry charges</b>				
Deposit			2	£0.00
<b>Total sundry charges</b>				<b>£0.00</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption. Find out more at [business-stream.co.uk/yorkshire/useful-info](https://business-stream.co.uk/yorkshire/useful-info)

This is a charge for any provisions other than the main service(s) we provide to you.

LAKE INVESTMENTS LTD  
Nash Manor, Lower Nash  
Nutbourne Lane  
Nutbourne  
PULBOROUGH  
RH20 2HS

Customer reference / invoice no

9190558904 / 5345370

Invoice / tax point date: 18 June 2024

Supply address: JACKSONS FARM,  
HAMMERPOND ROAD, HORSHAM SW,  
PLUMMERS PLAIN, RH13 6PE

Water supply point ID: 3019478723W15

Our VAT number: 945 8508 85

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### Water efficiency toolkit

We're committed to supporting our customers to reduce their water usage by up to 20%. Download our free water efficiency workplace tools at [business-stream.co.uk/water-efficiency](https://business-stream.co.uk/water-efficiency)

## Your water services invoice

18 March - 17 June 2024 (92 days, average £0.98 per day)

### Your account summary

Your previous balance	£67.18	
Payments received	£67.18	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	

### Your charges this period (see page 2 for details)

Water services charges	£91.03
VAT	£0.00
<b>Total charges this period</b>	<b>£91.03</b>



We look forward to receiving your payment of £91.03

### Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 28.78m<sup>3</sup>. Based on the billing period and using UK Government statistics, your annual carbon emissions are 50.49kgCO<sub>2</sub>e/yr.

### Ways to pay

#### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

#### Online

Visit [business-stream.co.uk/pay-online](https://business-stream.co.uk/pay-online) with your debit or credit card details.

#### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

#### By bank transfer

Sort code: 30-00-02.  
Account number: 03029959.  
Account name: Business Stream Revenue Account.  
Please include this reference number: 9190558904 / 5345370

#### Payment slip

Complete the enclosed payment slip and present it, with your invoice, to your bank branch or to a post office, to pay by cash, card or cheque. You may be charged for this service.

Alternatively, you can send a cheque, and the completed payment slip enclosed, to Business Stream, PO Box 17381, Edinburgh EH12 1GT. Cheques should be payable to 'Business Stream' and include your customer reference number on the back. Please don't send cash in the post and allow 10 days for payment to be processed. For more information, visit [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

PO Box 17381, Edinburgh, EH12 1GT | [business-stream.co.uk](https://business-stream.co.uk)

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Scottish Water Business Stream Limited trading as Business Stream. Registered in Scotland. Company no. SC294924. Registered office address and principal place of business: 1-3 Lochside Crescent, Edinburgh, EH12 9SE. Ofwat, the Water Services Regulation Authority, is the regulator of the water sector in England and Wales. For more information visit [ofwat.gov.uk](https://ofwat.gov.uk). Unless otherwise agreed, Scottish Water Business Stream Ltd provides services to you in accordance with our standard terms and conditions, a copy of which is available at [business-stream.co.uk/terms](https://business-stream.co.uk/terms). Copies are also available on request. Through your continued receipt and acceptance of our services, you are deemed to have accepted our standard terms and conditions.

Customer reference / invoice number: 9190558904 / 5345370

Invoice / tax point date: 18 June 2024

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9509241 / 15mm

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Yearly fee £85.90	18 Mar 24 - 31 Mar 24	14 days	0.234699	£3.29
Yearly fee £83.20	1 Apr 24 - 17 Jun 24	78 days	0.227945	£17.78
<b>Volumetric water charge</b>				
Actual reading	26 Mar 24	6069		
Estimated reading	18 Mar 24	6063		
= volume used this period		6 m <sup>3</sup>		
Estimated reading	18 Jun 24	6100		
Actual reading	26 Mar 24	6069		
= volume used this period		31 m <sup>3</sup>		
Charges	18 Mar 24 - 25 Mar 24	6 m <sup>3</sup>	1.6105	£9.66
Charges	26 Mar 24 - 31 Mar 24	2.214 m <sup>3</sup>	1.6105	£3.57
Charges	1 Apr 24 - 17 Jun 24	28.786 m <sup>3</sup>	1.9706	£56.73
<b>Total water charges</b>				<b>£91.03</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption. Find out more at [business-stream.co.uk/yorkshire/useful-info](https://business-stream.co.uk/yorkshire/useful-info)

## Your water services invoice

18 June - 10 September 2024 (85 days, average £3.24 per day)

### Your account summary

Your previous balance	£91.03	
Payments received	£91.03	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	

### Your charges this period (see page 2 for details)

Water services charges	£275.56
VAT	£0.00
<b>Total charges this period</b>	<b>£275.56</b>



We look forward to receiving your payment of £275.56

We're here to help and we're committed to making a positive difference to our customers, so you can save water, save time, and save money. Find out more in our Support Hub. Visit [business-stream.co.uk/customer-support](https://business-stream.co.uk/customer-support)

### Your water consumption and carbon emissions



The year to date (YTD) water consumption for your site is 158.78m³. Based on the billing period and using UK Government statistics, your annual carbon emissions are 192.03kgCO₂e/yr.

### Ways to pay

#### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

#### Online

Visit [business-stream.co.uk/pay-online](https://business-stream.co.uk/pay-online) with your debit or credit card details.

#### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

#### By bank transfer

**Sort code:** 30-00-02.  
**Account number:** 03029919.  
**Account name:** Business Stream Revenue Account.  
Please include this reference number: 9190558904 / 6016962

#### Payment slip

Complete the enclosed **payment slip** and present it, with your invoice, to your bank branch or to a post office, to pay by cash, card or cheque. You may be charged for this service.

Alternatively, you can send a cheque, and the completed payment slip enclosed, to **Business Stream, PO Box 17381, Edinburgh EH12 1GT**. Cheques should be payable to 'Business Stream' and include your customer reference number on the back. Please don't send cash in the post and allow 50 days for payment to be processed. For more information, visit [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

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Customer reference / invoice number: 9190558904 / 6016962

Invoice / tax point date: 11 September 2024

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9509241 / 15mm

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Yearly fee £83.20	18 Jun 24 - 10 Sep 24	85 days	0.227945	2
				£19.38
<b>Volumetric water charge</b>				
Actual reading	3 Jul 24	6199		
Estimated reading	18 Jun 24	6100		
= volume used this period		99 m³		
Actual reading	2 Aug 24	6212		
Actual reading	3 Jul 24	6199		
= volume used this period		13 m³		
Estimated reading	11 Sep 24	6230		
Actual reading	2 Aug 24	6212		
= volume used this period		18 m³		
Charges	18 Jun 24 - 2 Jul 24	99 m³	1.9706	2
				£195.09
Charges	3 Jul 24 - 1 Aug 24	13 m³	1.9706	2
				£25.62
Charges	2 Aug 24 - 10 Sep 24	18 m³	1.9706	2
				£35.47
<b>Total water charges</b>				<b>£275.56</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.



## Your water services invoice

11 September - 10 December 2024 (91 days, average £3.64 per day)

### Your account summary

Your previous balance	£275.56
Payments received	£275.56 CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>

### Your charges this period (see page 2 for details)

Water services charges	£332.09
VAT	£0.00
<b>Total charges this period</b>	<b>£332.09</b>



We look forward to receiving your payment of £332.09

Wholesale price increases for 2025/26 are anticipated to be much higher than in recent years. View your wholesaler's indicative charges and more about how we can support you at [business-stream.co.uk/price-increase-support](https://business-stream.co.uk/price-increase-support).

### Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 316.78m<sup>3</sup>. Based on the billing period and using UK Government statistics, your annual carbon emissions are 218.00kgCO<sub>2</sub>e/yr.

### Ways to pay

#### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

#### Online

Visit [business-stream.co.uk/payonline](https://business-stream.co.uk/payonline) with your debit or credit card details.

#### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

#### By bank transfer

**Sort code:** 30-00-02.  
**Account number:** 03029919.  
**Account name:** Business Stream Revenue Account. Please include this reference number: 9190558904 / 6708727

You can also find other ways to pay at [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

Customer reference / invoice number: 9190558904 / 6708727

Invoice / tax point date: 11 December 2024

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9509241 / 15mm

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee £83.20	11 Sep 24 - 10 Dec 24	91 days	0.227945	Z	£20.74
Volumetric water charge					
Estimated reading	11 Dec 24	6388			
Estimated reading	11 Sep 24	6230			
= volume used this period		158 m <sup>3</sup>			
Charges	11 Sep 24 - 10 Dec 24	158 m <sup>3</sup>	1.9706	Z	£311.35
Total water charges					£332.09

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

<b>Subtotal</b>	<b>£332.09</b>
<b>Total charges this period</b>	<b>£332.09</b>



## Your water services invoice

11 December 2024 - 10 March 2025 (90 days, average £0.33 per day)

### Your account summary

Your previous balance	£332.09	
Payments received	£332.09	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	

### Your charges this period (see page 2 for details)

Water services charges	£30.37
VAT	£0.00
<b>Total charges this period</b>	<b>£30.37</b>



We look forward to receiving your payment of £30.37

### 2025/26 charges

Like all water retailers, we review our charges every year. As a result, you'll see some changes to the charges included in your bill for the billing period starting 1 April 2025. Find out more information at [business-stream.co.uk/charges](https://business-stream.co.uk/charges)

### Your water consumption and carbon emissions



The year to date (YTD) water consumption for your site is 321.78m<sup>3</sup>. Based on the billing period and using UK Government statistics, your annual carbon emissions are 6.97kgCO<sub>2</sub>e/yr.

### Ways to pay



#### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

#### Online

Visit [business-stream.co.uk/payonline](https://business-stream.co.uk/payonline) with your debit or credit card details.

#### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

#### By bank transfer

Sort code: 30-00-02.  
Account number: 03029919.  
Account name: Business Stream Revenue Account. Please include this reference number: 9190558904 / 7446702

You can also find other ways to pay at [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

Customer reference / invoice number: 9190558904 / 7446702

Invoice / tax point date: 11 March 2025

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9509241 / 15mm

Water charges		Units	Rate	VAT	Charge
<b>Fixed water charge</b>					
Yearly fee £83.20	11 Dec 24 - 10 Mar 25	90 days	0.227945	2	£20.52
<b>Volumetric water charge</b>					
Actual reading	19 Feb 25	6386			
Estimated reading	11 Dec 24	6388			
= volume used this period		-2 m <sup>3</sup>			
Estimated reading	11 Mar 25	6393			
Actual reading	19 Feb 25	6386			
= volume used this period		7 m <sup>3</sup>			
Charges	11 Dec 24 - 18 Feb 25	-2 m <sup>3</sup>	1.9706	2	-£3.94
Charges	19 Feb 25 - 10 Mar 25	7 m <sup>3</sup>	1.9706	2	£13.79
<b>Total water charges</b>					<b>£30.37</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

<b>Subtotal</b>	<b>£30.37</b>
<b>Total charges this period</b>	<b>£30.37</b>

# Your water services invoice

water efficiency workplace tools at  
[business-stream.co.uk/water-efficiency](https://business-stream.co.uk/water-efficiency)

11 March - 10 June 2025 (92 days, average £3.42 per day)

## Your account summary

Your previous balance	£30.37	
Payments received	£30.37	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	

## Your charges this period (see page 2 for details)

Water services charges	£314.67
VAT	£0.00
<b>Total charges this period</b>	<b>£314.67</b>

**Your new account balance** **£314.67**



Thanks for paying by Direct Debit. You don't need to do anything - we'll collect £314.67 from your account on 25 June 2025.

## Your water consumption and carbon emissions



The year to date (YTD) water consumption for your site is 93.95m³. Based on the billing period and using UK Government statistics, your annual carbon emissions are 150.12kgCO₂e/yr.

## Ways to pay

### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

### Online

Visit [business-stream.co.uk/payonline](https://business-stream.co.uk/payonline) with your debit or credit card details.

### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

### By bank transfer

Sort code: 30-00-02.  
Account number: 03029919.  
Account name: Business Stream Revenue Account. Please include this reference number: 9190558904 / 8135724

You can also find other ways to pay at [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

Customer reference / invoice number: 9190558904 / 8135724

Invoice / tax point date: 11 June 2025

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9509241 / 15mm

Water charges		Units	Rate	VAT	Charge
<b>Fixed water charge</b>					
Yearly fee £83.20	11 Mar 25 - 31 Mar 25	21 days	0.227945	Z	£4.79
Yearly fee £92.47	1 Apr 25 - 10 Jun 25	71 days	0.253342	Z	£17.99
<b>Volumetric water charge</b>					
Actual reading	26 Mar 25	6401			
Estimated reading	11 Mar 25	6393			
= volume used this period		8 m³			
Actual reading	9 May 25	6460			
Actual reading	26 Mar 25	6401			
= volume used this period		59 m³			
Estimated reading	11 Jun 25	6503			
Actual reading	9 May 25	6460			
= volume used this period		43 m³			
Charges	11 Mar 25 - 25 Mar 25	8 m³	1.9706	Z	£15.76
Charges	26 Mar 25 - 31 Mar 25	8.045 m³	1.9706	Z	£15.85
Charges	1 Apr 25 - 8 May 25	50.955 m³	2.7702	Z	£141.16
Charges	9 May 25 - 10 Jun 25	43 m³	2.7702	Z	£119.12
<b>Total water charges</b>					<b>£314.67</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

## 6.3 Dairy Building / AD Plant

- 6.3.1 Note we have only included bills based on actual meter readings rather than those based on estimates, although the latter are available on request if required.

### Your water services invoice


7 December 2023 - 2 July 2024 (209 days, average £1.22 per day)

#### Your account summary

Your previous balance	£206.83	CREDIT
Payments received	£0.00	
<b>Your balance brought forward</b>	<b>£206.83</b>	<b>CREDIT</b>

#### Your charges this period (see page 2 for details)

Water services charges	£256.34
VAT	£0.00
<b>Total charges this period</b>	<b>£256.34</b>


We look forward to receiving your payment of £49.51

#### Water efficiency toolkit

We're committed to supporting our customers to reduce their water usage by up to 20%. Download our free water efficiency workplace tools at [business-stream.co.uk/water-efficiency](https://business-stream.co.uk/water-efficiency)

#### Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 76.44m³. Based on the billing period and using UK Government statistics, your annual carbon emissions are 67.28kgCO2e/yr.

#### Ways to pay

##### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

##### Online

Visit [business-stream.co.uk/pay](https://business-stream.co.uk/pay) online with your debit or credit card details.

##### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

##### By bank transfer

Sort code: 30-00-02.  
Account number: 03029919.  
Account name: Business Stream Revenue Account. Please include this reference number: 9190564871 / 5622297

##### Payment slip

Complete the enclosed payment slip and present it, with your invoice, to your bank branch or to a post office, to pay by cash, card or cheque. You may be charged for this service.

Alternatively, you can send a cheque, and the completed payment slip enclosed, to **Business Stream, PO Box 17381, Edinburgh EH12 1GT**. Cheques should be payable to "Business Stream" and include your customer reference number on the back. Please don't send cash in the post and allow 10 days for payment to be processed. For more information, visit [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

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Customer reference / invoice number: 9190564871 / 5622297      Invoice / tax point date: 2 August 2024      Page: 2 of 4

### Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Yearly fee £85.90      7 Dec 23 - 6 Mar 24	91 days	0.234699	Z	£21.36
<b>Volumetric water charge</b>				
Estimated reading      1 Nov 22      657				
Actual reading      1 Nov 22      657				
= volume used this period	0 m³			
Actual reading      7 Mar 24      672				
Estimated reading      1 Nov 22      657				
= volume used this period	15 m³			
Charges      7 Dec 23 - 6 Mar 24      15 m³      1.6105      Z				£24.16
Charges      7 Dec 23 - 6 Mar 24      0 m³      1.7272      Z				£0.00
<b>Total water charges</b>				<b>£45.52</b>
<b>Subtotal</b>				<b>£45.52</b>

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption. Find out more at [business-stream.co.uk/yorkshire/useful-info](https://business-stream.co.uk/yorkshire/useful-info)

## Your water services invoice

3 July - 28 August 2024 (57 days, average £3.61 per day)

### Your account summary

Your previous balance	£49.51	
Payments received	£49.51	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	

### Your charges this period (see page 2 for details)

Water services charges	£206.10
VAT	£0.00
<b>Total charges this period</b>	<b>£206.10</b>



We look forward to receiving your payment of £206.10

### Water efficiency toolkit

We're committed to supporting our customers to reduce their water usage by up to 20%. Download our free water efficiency workplace tools at [business-stream.co.uk/water-efficiency](https://business-stream.co.uk/water-efficiency)

### Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 174.44m<sup>3</sup>. Based on the billing period and using UK Government statistics, your annual carbon emissions are 215.87kgCO<sub>2</sub>e/yr.

### Ways to pay

#### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

#### Online

Visit [business-stream.co.uk/pay](https://business-stream.co.uk/pay) online with your debit or credit card details.

#### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

#### By bank transfer

Sort code: 30-00-02.  
Account number: 03029919.  
Account name: Business Stream Revenue Account. Please include this reference number: 9190564871 / 5852845

#### Payment slip

Complete the enclosed payment slip and present it, with your invoice, to your bank branch or to a post office, to pay by cash, card or cheque. You may be charged for this service.

Alternatively, you can send a cheque, and the completed payment slip enclosed, to Business Stream, PO Box 17381, Edinburgh EH12 1GT. Cheques should be payable to 'Business Stream' and include your customer reference number on the back. Please don't send cash in the post and allow 10 days for payment to be processed. For more information, visit [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

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Customer reference / invoice number: 9190564871 / 5852845

Invoice / tax point date: 29 August 2024

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Yearly fee £83.20	3 Jul 24 - 28 Aug 24	57 days	0.227945	2
				£12.99
<b>Volumetric water charge</b>				
Actual reading	2 Aug 24	776		
Actual reading	3 Jul 24	769		
= volume used this period		7 m <sup>3</sup>		
Estimated reading	29 Aug 24	867		
Actual reading	2 Aug 24	776		
= volume used this period		91 m <sup>3</sup>		
Charges	3 Jul 24 - 1 Aug 24	7 m <sup>3</sup>	1.9706	2
				£13.79
Charges	2 Aug 24 - 28 Aug 24	91 m <sup>3</sup>	1.9706	2
				£179.32
<b>Total water charges</b>				<b>£206.10</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

# Your water services invoice

29 August - 28 September 2024 (31 days, average £4.67 per day)

## Your account summary

Your previous balance	£206.10
Payments received	£206.10 CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>

## Your charges this period (see page 2 for details)

Water services charges	£145.01
VAT	£0.00
<b>Total charges this period</b>	<b>£145.01</b>



We look forward to receiving your payment of £145.01

## Customer support hub

We're here to help and we're committed to making a positive difference to our customers, so you can save water, save time, and save money. Find out more in our Support Hub. Visit [business-stream.co.uk/customer-support](https://business-stream.co.uk/customer-support)

## Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 244.44m<sup>3</sup>. Based on the billing period and using UK Government statistics, your annual carbon emissions are 283.52kgCO<sub>2</sub>e/yr.

## Ways to pay

### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

### Online

Visit [business-stream.co.uk/pay](https://business-stream.co.uk/pay) online with your debit or credit card details.

### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

### By bank transfer

**Sort code:** 30-00-02.  
**Account number:** 03029919.  
**Account name:** Business Stream Revenue Account. Please include this reference number: 9190564871 / 6070963

### Payment slip

Complete the enclosed payment slip and present it, with your invoice, to your bank branch or to a post office, to pay by cash, card or cheque. You may be charged for this service.

Alternatively, you can send a cheque, and the completed payment slip enclosed, to Business Stream, PO Box 17381, Edinburgh EH12 1GT. Cheques should be payable to 'Business Stream' and include your customer reference number on the back. Please don't send cash in the post and allow 10 days for payment to be processed. For more information, visit [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

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Customer reference / invoice number: 9190564871 / 6070963

Invoice / tax point date: 29 September 2024

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Yearly fee £83.20	29 Aug 24 - 28 Sep 24	31 days	0.227945	£7.07
<b>Volumetric water charge</b>				
Actual reading	9 Sep 24	870		
Estimated reading	29 Aug 24	867		
= volume used this period		3 m <sup>3</sup>		
Estimated reading	29 Sep 24	937		
Actual reading	9 Sep 24	870		
= volume used this period		67 m <sup>3</sup>		
Charges	29 Aug 24 - 8 Sep 24	3 m <sup>3</sup>	1.9706	£5.91
Charges	9 Sep 24 - 28 Sep 24	67 m <sup>3</sup>	1.9706	£132.03
<b>Total water charges</b>				<b>£145.01</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.



# Your water services invoice

29 October - 28 November 2024 (31 days, average £40.72 per day)

## Your account summary

Your previous balance	£119.16	
Payments received	£119.16	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	
<b>Your charges this period (see page 2 for details)</b>		
Water services charges	£1,262.34	
VAT	£0.00	
<b>Total charges this period</b>	<b>£1,262.34</b>	



We look forward to receiving your payment of £1,262.34

We're here to help and we're committed to making a positive difference to our customers, so you can save water, save time, and save money. Find out more in our Support Hub. Visit [business-stream.co.uk/customer-support](https://business-stream.co.uk/customer-support)

## Your water consumption and carbon emissions



The year to date (YTD) water consumption for your site is 938.44m<sup>3</sup>. Based on the billing period and using UK Government statistics, your annual carbon emissions are 2,580.05kgCO<sub>2</sub>e/yr.

## Ways to pay

### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

### Online

Visit [business-stream.co.uk/payonline](https://business-stream.co.uk/payonline) with your debit or credit card details.

### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

### By bank transfer

Sort code: 30-00-02.  
Account number: 03029919.  
Account name: Business Stream Revenue Account. Please include this reference number: 9190564871 / 6526281

You can also find other ways to pay at [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

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Customer reference / invoice number: 9190564871 / 6526281

Invoice / tax point date: 29 November 2024

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges		Units	Rate	VAT	Charge
<b>Fixed water charge</b>					
Yearly fee £83.20	29 Oct 24 - 28 Nov 24	31 days	0.227945	Z	£7.07
<b>Volumetric water charge</b>					
Actual reading	22 Nov 24	1607			
Estimated reading	29 Oct 24	994			
= volume used this period		613 m <sup>3</sup>			
Estimated reading	29 Nov 24	1631			
Actual reading	22 Nov 24	1607			
= volume used this period		24 m <sup>3</sup>			
Charges	29 Oct 24 - 21 Nov 24	613 m <sup>3</sup>	1.9706	Z	£1,207.98
Charges	22 Nov 24 - 28 Nov 24	24 m <sup>3</sup>	1.9706	Z	£47.29
<b>Total water charges</b>					<b>£1,262.34</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

# Your water services invoice

29 January - 27 February 2025 (30 days)

## Your account summary

Your previous balance	£212.01	
Payments received	£212.01	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	

## Your charges this period (see page 2 for details)

Water services charges	-£245.39	CREDIT
VAT	£0.00	
<b>Total charges this period</b>	<b>£245.39</b>	CREDIT
<b>Your new account balance</b>	<b>£245.39</b>	CREDIT

Like all water retailers, we review our charges every year. As a result, you'll see some changes to the charges included in your bill for the billing period starting 1 April 2025. Find out more information at [business-stream.co.uk/charges](https://business-stream.co.uk/charges)

## Ways to pay

### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

### Online

Visit [business-stream.co.uk/payonline](https://business-stream.co.uk/payonline) with your debit or credit card details.

### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

### By bank transfer

**Sort code:** 30-00-02.  
**Account number:** 03029919.  
**Account name:** Business Stream Revenue Account. Please include this reference number: 9190564871 / 7281348

You can also find other ways to pay at [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

Customer reference / invoice number: 9190564871 / 7281348

Invoice / tax point date: 1 March 2025

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges		Units	Rate	VAT	Charge
<b>Fixed water charge</b>					
Yearly fee £83.20	29 Jan 25 - 27 Feb 25	30 days	0.227945	Z	£6.84
<b>Volumetric water charge</b>					
Actual reading	19 Feb 25	1678			
Estimated reading	29 Jan 25	1836			
= volume used this period		-158 m <sup>3</sup>			
Estimated reading	28 Feb 25	1708			
Actual reading	19 Feb 25	1678			
= volume used this period		30 m <sup>3</sup>			
Charges	29 Jan 25 - 18 Feb 25	-158 m <sup>3</sup>	1.9706	Z	-£311.35
Charges	19 Feb 25 - 27 Feb 25	30 m <sup>3</sup>	1.9706	Z	£59.12
<b>Total water charges</b>					<b>-£245.39</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

# Your water services invoice

29 April - 28 May 2025 (30 days)

## Your account summary

Your previous balance	£500.56	
Payments received	£500.56	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	

## Your charges this period (see page 2 for details)

Water services charges	-£599.07	CREDIT
VAT	£0.00	
<b>Total charges this period</b>	<b>£599.07</b>	CREDIT
<b>Your new account balance</b>	<b>£599.07</b>	CREDIT

Like all water retailers, we review our charges every year. As a result, you'll see some changes to the charges included in your bill for the billing period starting 1 April 2025. Find out more information at [business-stream.co.uk/charges](https://business-stream.co.uk/charges)

## Ways to pay

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### Online

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### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

### By bank transfer

**Sort code:** 30-00-02.  
**Account number:** 03029919.  
**Account name:** Business Stream Revenue Account. Please include this reference number: 9190564871 / 7957381

You can also find other ways to pay at [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

Customer reference / invoice number: 9190564871 / 7957381

Invoice / tax point date: 30 May 2025

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges		Units	Rate	VAT	Charge
<b>Fixed water charge</b>					
Yearly fee £92.47	29 Apr 25 - 28 May 25	30 days	0.253342	Z	£7.60
<b>Volumetric water charge</b>					
Actual reading	9 May 25	1784			
Estimated reading	29 Apr 25	2030			
= volume used this period		-246 m <sup>3</sup>			
Estimated reading	29 May 25	1811			
Actual reading	9 May 25	1784			
= volume used this period		27 m <sup>3</sup>			
Charges	29 Apr 25 - 8 May 25	-246 m <sup>3</sup>	2.7702	Z	-£681.47
Charges	9 May 25 - 28 May 25	27 m <sup>3</sup>	2.7702	Z	£74.80
<b>Total water charges</b>					<b>-£599.07</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

# Your water services invoice

29 May - 28 June 2025 (31 days, average £25.09 per day)


## Your account summary

Your previous balance	£599.07	CREDIT
Payments received	£0.00	
<b>Your balance brought forward</b>	<b>£599.07</b>	<b>CREDIT</b>

## Your charges this period (see page 2 for details)

Water services charges	£777.97
VAT	£0.00
<b>Total charges this period</b>	<b>£777.97</b>

**Your new account balance** £178.90

 **Thanks for paying by Direct Debit.** You don't need to do anything - we'll collect £178.90 from your account on 11 July 2025.

We're committed to supporting our customers to reduce their water usage. Download our free water efficiency workplace tools at [business-stream.co.uk/water-efficiency](https://business-stream.co.uk/water-efficiency)

## Your water consumption and carbon emissions



The year to date (YTD) water consumption for your site is 224.29m³. Based on the billing period and using UK Government statistics, your annual carbon emissions are 1,125.98kgCO₂e/yr.

## Ways to pay

### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

### Online

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### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

### By bank transfer

**Sort code:** 30-00-02.  
**Account number:** 03029919.  
**Account name:** Business Stream Revenue Account. Please include this reference number: 9190564871 / 8184585

You can also find other ways to pay at [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

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Customer reference / invoice number: 9190564871 / 8184585

Invoice / tax point date: 29 June 2025

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Yearly fee £92.47	29 May 25 - 28 Jun 25	31 days	0.253342	£7.85
<b>Volumetric water charge</b>				
Actual reading	24 Jun 25	2063		
Estimated reading	29 May 25	1811		
= volume used this period		252 m³		
Estimated reading	29 Jun 25	2089		
Actual reading	24 Jun 25	2063		
= volume used this period		26 m³		
Charges	29 May 25 - 23 Jun 25	252 m³	2.7702	£698.09
Charges	24 Jun 25 - 28 Jun 25	26 m³	2.7702	£72.03
<b>Total water charges</b>				<b>£777.97</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

# Your water services invoice

29 June - 28 July 2025 (30 days, average £2.93 per day)

## Your account summary

Your previous balance	£178.90	
Payments received	£178.90	CREDIT
<b>Your balance brought forward</b>	<b>£0.00</b>	
<b>Your charges this period (see page 2 for details)</b>		
Water services charges	£87.94	
VAT	£0.00	
<b>Total charges this period</b>	<b>£87.94</b>	
<b>Your new account balance</b>	<b>£87.94</b>	



Thanks for paying by Direct Debit. You don't need to do anything - we'll collect £87.94 from your account on 12 August 2025.

We're committed to supporting our customers to reduce their water usage. Download our free water efficiency workplace tools at [business-stream.co.uk/water-efficiency](https://business-stream.co.uk/water-efficiency)

## Your water consumption and carbon emissions



The year to date (YTD) water consumption for your site is 253.29m<sup>3</sup>. Based on the billing period and using UK Government statistics, your annual carbon emissions are 121.37kgCO<sub>2</sub>e/yr.

## Ways to pay

### Direct Debit

Paying by Direct Debit is the quickest and easiest way to pay your bills. Visit [business-stream.co.uk/direct-debit](https://business-stream.co.uk/direct-debit) or call us on 0330 123 2000.

### Online

Visit [business-stream.co.uk/payonline](https://business-stream.co.uk/payonline) with your debit or credit card details.

### By phone

Call 0330 123 2000 to pay over the phone using your debit or credit card details.

### By bank transfer

Sort code: 30-00-02.  
Account number: 03029919.  
Account name: Business Stream Revenue Account. Please include this reference number: 9190564871 / 8417511

You can also find other ways to pay at [business-stream.co.uk/ways-to-pay](https://business-stream.co.uk/ways-to-pay)

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Customer reference / invoice number: 9190564871 / 8417511

Invoice / tax point date: 29 July 2025

Page: 2 of 3

## Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges		Units	Rate	VAT	Charge
<b>Fixed water charge</b>					
Yearly fee £92.47	29 Jun 25 - 28 Jul 25	30 days	0.253342	2	£7.60
<b>Volumetric water charge</b>					
Actual reading	23 Jul 25	2117			
Estimated reading	29 Jun 25	2089			
= volume used this period		28 m <sup>3</sup>			
Estimated reading	29 Jul 25	2118			
Actual reading	23 Jul 25	2117			
= volume used this period		1 m <sup>3</sup>			
Charges	29 Jun 25 - 22 Jul 25	28 m <sup>3</sup>	2.7702	2	£77.57
Charges	23 Jul 25 - 28 Jul 25	1 m <sup>3</sup>	2.7702	2	£2.77
<b>Total water charges</b>					<b>£87.94</b>

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.



Daedalus Environmental Limited  
61 London Road  
Maidstone  
Kent  
ME16 8TX

E: [enquiries@daedalusenvironmental.co.uk](mailto:enquiries@daedalusenvironmental.co.uk)  
W: [www.daedalusenvironmental.co.uk](http://www.daedalusenvironmental.co.uk)

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