



Dear Amanda,

**Clarification Regarding Water Neutrality – Response to Email Dated 17 July**

Further to your email of 17 July, forwarded by Chris Barker, please find our detailed response regarding the clarification sought on water neutrality at Stonehouse Farm, in relation to application DC/25/0403.

**1. Correction to Section 2.2.1 in the Submitted Water Neutrality Statement**

**Original Text (Section 2.2.1):**

“Stonehouse Farm secured permission for 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 because the new buildings were built, although it has never been operational.”

**Corrected Position:**

The above statement is inaccurate and requires clarification.

**Operational History (2017–2021)**

**Anaerobic Digestion (AD) Plant:**

- The AD plant was fully operational for approximately 4.5 years until May 2021, including during the COVID-19 period (March 2020 – March 2021).
- It is currently maintained in a safe, inactive condition to allow rapid active operation if required.

**Supporting Evidence:**

- **Google Earth Pro – August 2018:** Shows significant volumes of feedstock (digestate and associated material) and active on-site vehicle activity.
- **Google Earth Pro – April 2020:** Shows increased feedstock volumes being drawn, indicating continued operations.
- The visible quantity of feedstock suggests sustained use before and after the captured dates.
- **Connection Agreement with UK Power Networks (March 2017)** – attached. This supports a likely operational start in late 2017.
- **Export Meter Reading:** Indicates export of 376 KWH alongside on-site energy use (image attached). While the exact date of generation is unclear, the reading confirms the AD plant was operational and producing electricity.
- The above aligns with verbal information provided by the seller’s agents during our purchase in December 2023.



## **Livestock Building Use**

### **Livestock Building:**

- Although the robotic fit-out was never completed, the building was used to house livestock until December 2023. Cattle were observed in the building at the time of purchase.
- April 2020 imagery confirms both livestock presence and active crop production. Additional historic imagery is available showing livestock activity and on-site feedstock generation.

## **2. AD Plant Status at Time of Purchase & Current Condition**

### **Transition Period (Post-May 2021 to Dec 2023)**

#### **As of December 2023:**

- The plant contained 1530 m3 of partially digested feedstock and liquid digestate.
- A specialist contractor was engaged at takeover to stabilise the facility. Measures included:
  - Diluting remaining feedstock with water
  - Extracting and spreading digestate as fertiliser
  - Performing full tank wash-throughs in accordance with safety protocol

#### **Current Status (as of July 2025)**

- The plant is being maintained in a safe, inactive condition and is ready to be:
  - Rapidly returned to active operation, or
  - Fully decommissioned (subject to planning consent)

#### **Evidence:**

- Ledger extracts (attached) confirm [REDACTED] payments to Bioengineering Ltd specialists by Lake Investments since acquisition (Dec 2023). Invoices are available on request.
- Ongoing in-house management by trained personnel (operational statement available).
- Digestate continues to be spread by local farmers (supporting statements available).

## **3. Water Usage – Actual vs. WNS Projections**

### **Comparison of Usage**



**Projections WNS Daily Use (m³) Actual Average Daily Use (m³)**

SBP	1.944	1.615
AD Plant	4.452	2.479
Jacksons	0.813	0.818
Total	7.209	4.913

**Supporting Invoices:**

Invoices are attached confirming meter readings taken in December 2023 and June 2025, evidencing 18 months water use averaging 4.913m3 a day.

**Explanation for lower current use over that projected in the WNS:**

- The WNS was produced in February 2025 and reflected the water use from Dec 23 – Feb 2025
- The current lower water consumption since February 2025 reflects the AD plant’s inactive status. Every six months, water is used in significant quantities for maintenance cycles to ensure the plants safety. Between these cycles, the water usage is lower.
- We anticipate average daily usage returning to or exceeding 7.209 m³ by December 2025, depending on whether a further cleaning cycle or decommissioning is undertaken if the application is approved.
- Notably, if application DC/25/0403 is approved and implemented, the anticipated annual water usage is just 3.6m3 a day (excluding lodges) — representing a reduction of 1.3m3 a day compared to current levels.

**Livestock Grazing:**

- Livestock grazing continues under tenancy, with water supplied via the AD and Jacksons meters.
- This will cease once the application is approved and the Biodiversity Net Gain (BNG) plan is registered across most of the holding, as indicated in documentation already provided.

**4. Conclusion**

- All current water usage at Stonehouse Farm has been clearly and comprehensively evidenced.
- Ongoing operations are fully lawful, based on consented and implemented buildings and uses.
- Water demand calculations reflect actual and historical site activity.



- The proposed development will result in a **substantial reduction in water consumption**, providing ample headroom under the water neutrality framework.

We trust this provides the clarity required for your assessment. Please do not hesitate to contact me should you require further information or supporting documentation.





### Google Earth Pro – August 2018



### Google Earth Pro – April 2020





### Export Meter Reading



### Gayne Cooper Connection Agreement

# AGREEMENT FOR CONNECTION TO SOUTH EASTERN POWER NETWORKS PLC'S DISTRIBUTION SYSTEM

## BETWEEN

- (1) South Eastern Power Networks plc  
Company Number 03043097  
Newington House, 237 Southwark Bridge Road, London, SE1 6NP  
("the **Company**")

## AND

- (2) Biowaste Recovery Ltd  
Company Number 05883769  
Matts Hill Road, Hartlip, Sittingbourne, Kent, ME9 7UY  
("the **Customer**")

In consideration of the payment of its charges the Company agrees to the Connection of the Customer's Installation to its Distribution System on the terms set out in the **National Terms of Connection** (available by internet at [www.connectionterms.co.uk](http://www.connectionterms.co.uk) or on request in writing to Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseferry Road, London SW1P 2AF) which may be varied from time to time, and the Appendices to this Agreement (collectively being the "**Terms and Conditions**").

The Customer confirms that he has read and fully understands all of the **Terms and Conditions**.

In entering into this Agreement the Customer understands that he shall be bound contractually by the **Terms and Conditions** on and from the Commencement Date.

Subject to the **Terms and Conditions**, the Agreement shall remain in full force and effect on and from the Commencement Date until terminated in accordance with its terms.

Expressions used in this Agreement have the same meaning as in the Terms and Conditions.

The Customer agrees that the Company shall, on the application of any person purporting to be an owner and/or occupier (or prospective owner and/or occupier) of the Connected Premises, be entitled to disclose to such person the fact that this Agreement contains terms which differ from the terms set out in the **National Terms of Connection** ([www.connectionterms.co.uk](http://www.connectionterms.co.uk)).

The Customer shall, prior to selling or leasing its interest in the Connected Premises (or otherwise permitting a third party to occupy the Connected Premises), ensure that the existence and provisions of this Agreement are brought to the attention of such third party. For information, any such third party should note that it may automatically be bound by the provisions of this Agreement in accordance with the **National Terms of Connection** ([www.connectionterms.co.uk](http://www.connectionterms.co.uk)).



## AGREEMENT FOR CONNECTION TO SOUTH EASTERN POWER NETWORKS PLC'S DISTRIBUTION SYSTEM

If you are signing this Agreement on behalf of the Customer but are not employed by the Customer you must forward with the signed Agreement a valid signed letter of authority (dated no more than 12 months before the date of the Customer's signature below) from the Customer expressly authorising you to enter into the Agreement on behalf of the Customer.

SIGNED by the authorised signatory for and  
on behalf of the Customer

(signature) .....

(print name) .....



GAYNE COOPER

EITHER (position at the Customer)  
OR (if signing as agent for the Customer  
the name of person and company acting  
as agent and attach letter of authority  
to bind the Customer)

(position at the Customer) or  
(agent's name and company)

(date) .....

DIRECTOR

04/03/2017

SIGNED by the authorised signatory  
for and on behalf of the Company

(signature) .....

(print name) .....

(date) .....



PETER WYMONT

03 MAR 2017

LAKE INVESTMENTS LIMITED  
NASH MANOR  
Nutbourne Lane  
Nutbourne  
West Sussex  
RH20 2HS



**Bio Engineering & Design Ledger**

Account Transactions  
Lake Investments Limited  
For the period 7 December 2023 to 18 July 2025

Department is AD Plant Costs (Lot 8).  
Account Type contains Expense, Revenue

Date	Source	Description	Reference	Debit	Credit	Gross
AD Plant Costs (Lot 8)						
20 Dec 2023	Payable Invoice	Bio Engineering & Design - Inspection & safety and condition check re AD Plant; Hazardous environment supplement	220010			
26 Apr 2024	Payable Invoice	Bio Engineering & Design - Commencement of AD recommissioning estimate & costing	22031			
12 May 2024	Payable Invoice	Bio Engineering & Design - AD Recommissioning project description & costing	220032			
24 Jul 2024	Payable Invoice	Bio Engineering & Design - Mobilisation of AD Plant digestate recommissioning of SCADA project and prepare for the safe removal of the digestate.	220109			
06 Aug 2024	Payable Invoice	Bio Engineering & Design - Progress payment re recommissioning of SCADA project & removal of digestate	220111			
22 Aug 2024	Payable Invoice	Bio Engineering & Design - Progress payment re SCADA project	220132			
01 Oct 2024	Payable Invoice	Bio Engineering & Design - Progress payment re AD Plant digestate	220151			
14 Nov 2024	Payable Invoice	Bio Engineering & Design - Fees re works for safe removal of digestate	22029			
19 Dec 2024	Payable Invoice	Bio Engineering & Design - Final payment re safe removal of digestate	220171			
Total AD Plant Costs (Lot 8)						
Total						



Hi Lee

The last audited figures for the LIQUID digestate after shutdown (which should be the same now ) verified by me were as follows:

Digester 1 (capacity 650m3) 600m3

Digester 2 (capacity 650m3) 600m3

Hydrolyser (capacity 190m3) 140m3

Feed tank (capacity 40m3) 40m3

Digestate tank (capacity 50m3) 40m3

outside storage tank 1 (capacity 90m3) 90m3

outside storage tank 2 (capacity 90m3) 20m3

TOTAL DIGESTATE STORED ONSITE =1530M3 =1530T =1.53MI

This needs to be verified and Audited (before the sale).

CAUTION it is important from both a SAFETY and ECOLOGICAL point of view that before removing or disposal of the Digestate a thorough study and Risk Assessment is undertaken particularly giving consideration to the aforementioned points.

Before the contents are checked it will be necessary to recommission the SCADA system to view the system status of the plant.

However the SCADA system is running in the background with the aid of an ongoing internet connection, this enables the gas monitoring alarms to still run and be active and checking levels and excess leaks. the main gasses of concern are Methane and Hydrogen Sulphide which are both highly volatile in the wrong mixtures with air (oxygen) the alarms are all active and in good condition. There is no evidence of any leaks.

The only significant safety concern was addressed previously advising in a ventilated locked fence and appropriate signage.

Kind Regards

Stuart Buckland Biotherm uk Ltd.

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**From:** Lee Goossens [REDACTED]

**Sent:** Wednesday, December 20, 2023 8:32 AM

**To:** Stuart Buckland [REDACTED]

**Subject:** RE: Stonehouse Farm

Thanks Stewart Stuart let me know dates that work for January and as said it would be helpful to know the level of digestate of feed stock you understand to be present in the plant,

Thanks again have a good Xmas .

Kind Regards

**Lee Goossens**

Managing Director

[REDACTED]



Hunter Development Holdings Limited - Company registration: 03606898.  
Incorporated United Kingdom - Registered address: Amelia House, Crescent Road, Worthing, BN11 1RL

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**From:** Stuart Buckland [REDACTED]  
**Sent:** Wednesday, December 20, 2023 7:12 AM  
**To:** Lee Goossens [REDACTED]  
**Subject:** Re: Stonehouse Farm

This is the correct type and accurate but not too complicated to understand and use  
Regards  
Stuart

Hydrogen Sulfide Detector H<sub>2</sub>S Monitor 0~100ppm Electrochemical H<sub>2</sub>S Sensor LED Alarm with LCD  
Screen Backlight Portable Tester <https://amzn.eu/d/hIX2irN>

Get [Outlook for iOS](#)

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**From:** Lee Goossens [REDACTED]  
**Sent:** Tuesday, December 19, 2023 6:18:43 PM  
**To:** Stuart Buckland [REDACTED]  
**Subject:** Stonehouse Farm

Stuart thank you for your time today in assessing the plant as said I'm happy to meet the cost of your time in helping us understand how to ensure the plant remains safe.

You can invoice me at Lake Investments Nash Manor Nutbourne Lane Nutbourne West Sussex RH20 2HS.

We are going to get the site fenced of and put some warning signs up.

It would be helpful if you could let me know which device, we should buy it's a bit mind boggling.

<https://gasmonitor-point.co.uk/hydrogen-sulphide-gas-detector>

Just so I know can you remind me of the level of digestate of feed stock you understand to be present in the plant, John had said it was virtually empty.

Re the digest that is in the feeder pit – do you have any idea of the volume for this as well please.

Finally, can we get a date in the diary to meet on site at an early point to go over the plan we should have in place to maintain the plants safety going forward as well as discuss your wider interest.

Thanks again for going and checking today.

Kind Regards

**Lee Goossens**

Managing Director



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Incorporated United Kingdom - Registered address: Amelia House, Crescent Road, Worthing, BN11 1RL

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LAKE INVESTMENTS LIMITED  
NASH MANOR  
Nutbourne Lane  
Nutbourne  
West Sussex  
RH20 2HS



**Business Stream Bill for Jackson – December 2023 and June 2025**

**Business Stream Bill for AD Plant – December 2023 and June 2025**

**Southern Water Bill for Stonehouse Business Park – December 2023 and June 2025**



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

Invoice / tax point date: 19 March 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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## Your water services invoice

7 December 2023 - 17 March 2024 (102 days, average [redacted] per day)

### Your account summary

Your previous balance	[redacted]
Payments received	[redacted]
<b>Your balance brought forward</b>	<b>[redacted]</b>

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

Water services charges	[redacted]
Sundry charges	[redacted]
VAT	[redacted]
<b>Total charges this period</b>	<b>[redacted]</b>



We look forward to receiving your payment of [redacted]

### 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.

### 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:  
[redacted]

#### 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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Your charges in detail

Meter number / meter size: 9509241 / 15mm

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee	8 Dec 23 - 17 Mar 24	101 days	0.234699	Z	[REDACTED]

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

Volumetric water charge					
Actual reading	14 Feb 24	6054			
Customer reading	7 Dec 23	6036			
= volume used this period		18 m³			
Estimated reading	18 Mar 24	6063			
Actual reading	14 Feb 24	6054			
= volume used this period		9 m³			
Charges	7 Dec 23 - 13 Feb 24	18 m³	[REDACTED]	Z	[REDACTED]
Charges	14 Feb 24 - 17 Mar 24	9 m³	[REDACTED]	Z	[REDACTED]
Total water charges					[REDACTED]

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)

Sundry charges		Units	Rate	VAT	Charge
Deposit				Z	[REDACTED]
Total sundry charges					[REDACTED]

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

Subtotal					[REDACTED]
Total charges this period					[REDACTED]



## We're here to help



## Contact us today

If you'd like to speak to one of our friendly advisers, visit [business-stream.co.uk/contact-us](https://business-stream.co.uk/contact-us) to find out how to get in touch.

## Making a complaint

If you feel your query hasn't been resolved as expected, you can make a complaint and we'll escalate your concerns to our Customer Relations Team. You can raise a complaint at [business-stream.co.uk/make-a-complaint](https://business-stream.co.uk/make-a-complaint) or by letter to Customer Relations Team, Business Stream, PO Box 17381, Edinburgh, EH12 1GT.

## The Consumer Council for Water

If you've followed our complaints process and remain dissatisfied, The Consumer Council for Water can offer you free independent advice. Visit [ccwater.org.uk](https://ccwater.org.uk), call 0300 034 2222 or write to The Consumer Council for Water, c/o 23 Stephenson Street, Birmingham, B2 4BH.

## Helpful information



## Emergency

If you have a water emergency, go to [business-stream.co.uk/emergencies](https://business-stream.co.uk/emergencies)

## Improving your bill accuracy

It's important to us that you receive accurate bills. If you have a meter you can help by submitting regular meter reads. Visit [business-stream.co.uk/contact-us](https://business-stream.co.uk/contact-us)

## Got a question?

We're here to help. That's why we make managing your water services as effortless as possible. You can find a range of frequently asked questions at [business-stream.co.uk/help](https://business-stream.co.uk/help)

## Water saving tips

Taking small steps to reduce your water consumption can make a big positive difference to the environment. Find out more and download our water efficiency guide at [business-stream.co.uk/water-efficiency](https://business-stream.co.uk/water-efficiency)

## Payment Slip

Cashiers stamp and initials

No. Cheques

Fee

Your Account No. [REDACTED]

Total amount now due [REDACTED]

Please complete this bank giro credit and take it to a bank branch or post office to pay by cash, card or cheque.



9826023891905589044

Signature \_\_\_\_\_

Date \_\_\_\_\_

Business Stream  
Lloyds Bank plc  
Head Office Collection Account

bank giro credit

CASH

CHEQUE

£

Please do not fold this counterfoil or mark or write below this line



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

Invoice / tax point date: 11 June 2025

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

### Water efficiency toolkit



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 93.95m³. Based on the billing period and using UK Government statistics, your annual carbon emissions are 150.12kgCO2e/yr.

## Your water services invoice

11 March - 10 June 2025 (92 days, average [redacted] per day)

### Your account summary

Your previous balance	[redacted]
Payments received	[redacted]
<b>Your balance brought forward</b>	[redacted]
<b>Your charges this period (see page 2 for details)</b>	
Water services charges	[redacted]
VAT	[redacted]
<b>Total charges this period</b>	[redacted]
<b>Your new account balance</b>	[redacted]



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

### 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:  
[redacted]

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

## Your charges in detail

Meter number / meter size: 9509241 / 15mm

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee	11 Mar 25 - 31 Mar 25	21 days		Z	
Yearly fee	1 Apr 25 - 10 Jun 25	71 days		Z	
Volumetric water charge					
Actual reading	26 Mar 25	6401			
Estimated reading	11 Mar 25	6393			
= volume used this period		8 m <sup>3</sup>			
Actual reading	9 May 25	6460			
Actual reading	26 Mar 25	6401			
= volume used this period		59 m <sup>3</sup>			
Estimated reading	11 Jun 25	6503			
Actual reading	9 May 25	6460			
= volume used this period		43 m <sup>3</sup>			
Charges	11 Mar 25 - 25 Mar 25	8 m <sup>3</sup>		Z	
Charges	26 Mar 25 - 31 Mar 25	8.045 m <sup>3</sup>		Z	
Charges	1 Apr 25 - 8 May 25	50.955 m <sup>3</sup>		Z	
Charges	9 May 25 - 10 Jun 25	43 m <sup>3</sup>		Z	
Total water charges					

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.

Subtotal	
Total charges this period	

## We're here to help



### Account support

You can find a range of ways to manage your account at [business-stream.co.uk/help](https://business-stream.co.uk/help). Or, if you'd like to speak to one of our friendly advisers, visit [business-stream.co.uk/contact-us](https://business-stream.co.uk/contact-us) to find out how to get in touch.

### Understanding your bill

To understand more about your bill, view our interactive bill explainer at [business-stream.co.uk/bill-explainer](https://business-stream.co.uk/bill-explainer)

### Improving bill accuracy

It's important to us that you receive accurate bills. If you have a meter, you can help by submitting regular meter reads. Visit [business-stream.co.uk/meter-reading](https://business-stream.co.uk/meter-reading)

### Save water and cut costs

We offer lots of ways to save money on your business water bills including reducing your water usage with our Water Efficiency Guide. Visit [business-stream.co.uk/ways-to-save](https://business-stream.co.uk/ways-to-save) to find out more.

### Concerns about paying

If you have any concerns about making payments, please contact our dedicated team on 0330 123 2000. We offer a range of flexible payment plans and one of our advisers will be happy to discuss your options.

### Manage your account online

Log in to your account to view and pay bills, submit meter readings, update your details and more. Anytime, anywhere. Visit [business-stream.co.uk/my-account](https://business-stream.co.uk/my-account) to log in or sign up.

### Emergencies

If you have a water emergency, go to [business-stream.co.uk/emergencies](https://business-stream.co.uk/emergencies)

### Making a complaint

If you've raised a query that hasn't been resolved to your satisfaction, you can make a complaint to our Customer Resolutions team. Visit [business-stream.co.uk/make-a-complaint](https://business-stream.co.uk/make-a-complaint) to find out more. If you've followed our complaints process and remain dissatisfied or you're unhappy with the action we've taken, you can contact the Consumer Council for Water for premises in England, or the Scottish Public Services Ombudsman for premises in Scotland. Visit [business-stream.co.uk/complaints](https://business-stream.co.uk/complaints) to find out how to contact them.

### A credit on your account

If your account is in credit, and you'd like to discuss a credit refund or explore alternative payment terms, please get in touch with one of our friendly advisers on 0330 123 2000 and we'll be happy to help.

Please be aware that you may be at risk of losing any accrued credit if you move out of your premises, switch to another water retailer, or cease trading without notifying us of your updated contact information and bank details, or in the unlikely event that Business Stream becomes insolvent.

We really hope you continue choosing Business Stream as your water and/or waste water retailer, but if for any reason you feel dissatisfied with our terms and conditions or the quality of our service, you have the option to switch to another water retailer, subject to your contractual terms and conditions with us.

## More information



### Your supply point ID: Year to date consumption

#### For the year: 2025/26

Supply point ID – year to date consumption total: 93.95m<sup>3</sup>.

Water supply point – year to date consumption total: 93.95m<sup>3</sup>.



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

Invoice / tax point date: 10 March 2024

Supply address: DAIRY BUILDING AT  
STONEHOUSE FARM HANDCROSS ROAD  
PLUMMERS PLAIN, HORSHAM WEST SUSSEX,  
RH13 6NZ

Water supply point ID: 3201027995W18

Our VAT number: 945 8508 85

Page 1 of 4

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

## Your water services invoice

7 December 2023 - 28 February 2024 (84 days, average [redacted] per day)

### Your account summary

Your previous balance	[redacted]
Payments received	[redacted]
<b>Your balance brought forward</b>	[redacted]

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

Water services charges	[redacted]
Sundry charges	[redacted]
VAT	[redacted]
<b>Total charges this period</b>	[redacted]

### Carbon consumption



Based on this period your annual carbon consumption is **393.12kgCO<sub>2</sub>e/yr**, based on National Government statistics.



We look forward to receiving your payment of [redacted]

### 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:  
[redacted]

#### 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)**

*Naturally different.*

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.

## Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges		Units	Rate	VAT	Charge
<b>Fixed water charge</b>					
Yearly fee	7 Dec 23 - 28 Feb 24	84 days		Z	

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

<b>Volumetric water charge</b>					
Actual reading	1 Oct 21	147			
Actual reading	6 Jul 20	0			
= volume used this period		147 m <sup>3</sup>			
Actual reading	1 Nov 21	147			
Actual reading	1 Oct 21	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Dec 21	147			
Actual reading	1 Nov 21	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Jan 22	147			
Actual reading	1 Dec 21	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Feb 22	147			
Actual reading	1 Jan 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Mar 22	147			
Actual reading	1 Feb 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Apr 22	147			
Actual reading	1 Mar 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 May 22	147			
Actual reading	1 Apr 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Jun 22	147			
Actual reading	1 May 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Jul 22	147			
Actual reading	1 Jun 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Aug 22	147			
Actual reading	1 Jul 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Sep 22	147			
Actual reading	1 Aug 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Oct 22	147			
Actual reading	1 Sep 22	147			
= volume used this period		0 m <sup>3</sup>			
Actual reading	1 Nov 22	147			
Actual reading	1 Oct 22	147			
= volume used this period		0 m <sup>3</sup>			
Estimated reading	29 Feb 24	263			
Actual reading	1 Nov 22	147			
= volume used this period		116 m <sup>3</sup>			
Charges	7 Dec 23 - 28 Feb 24	2.612 m <sup>3</sup>		Z	
Charges	7 Dec 23 - 28 Feb 24	113.388 m <sup>3</sup>		Z	
<b>Total water charges</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)

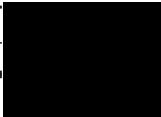
Sundry charges		Units	Rate	VAT	Charge
<b>Deposit</b>					
				Z	
<b>Total sundry charges</b>					

than the main service(s) we provide to you.



Your charges in detail (continued)

Subtotal	
VAT	
Total charges this invoice	



Most of our services are zero-rated (Z) but some are standard rate (S) or outside scope (O). See [business-stream.co.uk/vat](https://business-stream.co.uk/vat) for more information.

## We're here to help



## Contact us today

If you'd like to speak to one of our friendly advisers, visit [business-stream.co.uk/contact-us](https://business-stream.co.uk/contact-us) to find out how to get in touch.

## Making a complaint

If you feel your query hasn't been resolved as expected, you can make a complaint and we'll escalate your concerns to our Customer Relations Team. You can raise a complaint at [business-stream.co.uk/make-a-complaint](https://business-stream.co.uk/make-a-complaint) or by letter to Customer Relations Team, Business Stream, PO Box 17381, Edinburgh, EH12 1GT.

## The Consumer Council for Water

If you've followed our complaints process and remain dissatisfied, The Consumer Council for Water can offer you free independent advice. Visit [ccwater.org.uk](https://ccwater.org.uk), call 0300 034 2222 or write to The Consumer Council for Water, c/o 23 Stephenson Street, Birmingham, B2 4BH.

## Helpful information



## Emergency

If you have a water emergency, go to [business-stream.co.uk/emergencies](https://business-stream.co.uk/emergencies)

## Improving your bill accuracy

It's important to us that you receive accurate bills. If you have a meter you can help by submitting regular meter reads. Visit [business-stream.co.uk/contact-us](https://business-stream.co.uk/contact-us)

## Got a question?

We're here to help. That's why we make managing your water services as effortless as possible. You can find a range of frequently asked questions at [business-stream.co.uk/help](https://business-stream.co.uk/help)

## Water saving tips

Taking small steps to reduce your water consumption can make a big positive difference to the environment. Find out more and download our water efficiency guide at [business-stream.co.uk/water-efficiency](https://business-stream.co.uk/water-efficiency)

## Payment Slip

Cashiers stamp and initials

No. Cheques

Fee

Your Account No. [REDACTED]

Total amount now due [REDACTED]

Please complete this bank giro credit and take it to a bank branch or post office to pay by cash, card or cheque.



9826023891905648717

Signature \_\_\_\_\_

Date \_\_\_\_\_

Business Stream  
Lloyds Bank plc  
Head Office Collection Account

bank giro credit

CASH

CHEQUE

£

Please do not fold this counterfoil or mark or write below this line

[REDACTED] 300000+ 00323284&lt; 73 X



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

Invoice / tax point date: 29 June 2025

Supply address: HANDCROSS ROAD,  
HORSHAM, PLUMMERS PLAIN, WEST SUSSEX,  
RH13 6NZ

Water supply point ID: 3201027995W18

Our VAT number: 945 8508 85

Page 1 of 3

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

### Water efficiency toolkit



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 1,125.98kgCO<sub>2</sub>e/yr.

## Your water services invoice

29 May - 28 June 2025 (31 days, average [redacted] per day)

### Your account summary

Your previous balance

Payments received

Your balance brought forward

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

Water services charges

VAT

Total charges this period

Your new account balance



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

### 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:  
[redacted]

You can also find other ways to pay at [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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Your charges in detail

Meter number / meter size: 9501041 / 20mm

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee	29 May 25 - 28 Jun 25	31 days		Z	

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

Volumetric water charge					
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			
Charges	24 Jun 25 - 28 Jun 25	26 m³			
Total water charges					

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.

Subtotal	
Total charges this period	

## We're here to help



### Account support

You can find a range of ways to manage your account at [business-stream.co.uk/help](https://business-stream.co.uk/help). Or, if you'd like to speak to one of our friendly advisers, visit [business-stream.co.uk/contact-us](https://business-stream.co.uk/contact-us) to find out how to get in touch.

### Understanding your bill

To understand more about your bill, view our interactive bill explainer at [business-stream.co.uk/bill-explainer](https://business-stream.co.uk/bill-explainer)

### Improving bill accuracy

It's important to us that you receive accurate bills. If you have a meter, you can help by submitting regular meter reads. Visit [business-stream.co.uk/meter-reading](https://business-stream.co.uk/meter-reading)

### Save water and cut costs

We offer lots of ways to save money on your business water bills including reducing your water usage with our Water Efficiency Guide. Visit [business-stream.co.uk/ways-to-save](https://business-stream.co.uk/ways-to-save) to find out more.

### Concerns about paying

If you have any concerns about making payments, please contact our dedicated team on 0330 123 2000. We offer a range of flexible payment plans and one of our advisers will be happy to discuss your options.

### Manage your account online

Log in to your account to view and pay bills, submit meter readings, update your details and more. Anytime, anywhere. Visit [business-stream.co.uk/my-account](https://business-stream.co.uk/my-account) to log in or sign up.

### Emergencies

If you have a water emergency, go to [business-stream.co.uk/emergencies](https://business-stream.co.uk/emergencies)

### Making a complaint

If you've raised a query that hasn't been resolved to your satisfaction, you can make a complaint to our Customer Resolutions team. Visit [business-stream.co.uk/make-a-complaint](https://business-stream.co.uk/make-a-complaint) to find out more. If you've followed our complaints process and remain dissatisfied or you're unhappy with the action we've taken, you can contact the Consumer Council for Water for premises in England, or the Scottish Public Services Ombudsman for premises in Scotland. Visit [business-stream.co.uk/complaints](https://business-stream.co.uk/complaints) to find out how to contact them.

### A credit on your account

If your account is in credit, and you'd like to discuss a credit refund or explore alternative payment terms, please get in touch with one of our friendly advisers on 0330 123 2000 and we'll be happy to help.

Please be aware that you may be at risk of losing any accrued credit if you move out of your premises, switch to another water retailer, or cease trading without notifying us of your updated contact information and bank details, or in the unlikely event that Business Stream becomes insolvent.

We really hope you continue choosing Business Stream as your water and/or waste water retailer, but if for any reason you feel dissatisfied with our terms and conditions or the quality of our service, you have the option to switch to another water retailer, subject to your contractual terms and conditions with us.

## More information



### Your supply point ID: Year to date consumption

#### For the year: 2025/26

Supply point ID – year to date consumption total: 224.29m<sup>3</sup>.

Water supply point – year to date consumption total: 224.29m<sup>3</sup>.





from  
**Southern  
Water**

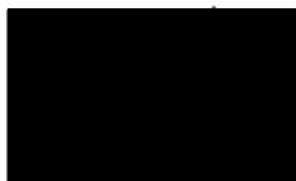


Visit our website for live  
chat or to log into your  
account  
[southernwater.co.uk/help](https://southernwater.co.uk/help)



**0330 303 0277**  
Weekdays - 8am to 6pm

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



Your customer number



Your payment reference



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

Water used in cubic metres

**221 m<sup>3</sup>**

One cubic metre = 1,000 litres  
This is equivalent to: 11 baths, 31 (4 min)  
showers or 166 toilet flushes

Meter number: 9M085494

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

Previous bill's usage  
**211.60 m<sup>3</sup>**

## Charges



Bill date  
**15 Mar 2024**

Billing period  
From: **07 December 2023**  
To: **21 February 2024**

Bill type  
**Metered - Cash**

Previous bill's charges

## Future payments

Total payment of



Payment due by  
**31 March 2024**

To pay your bill  
See how to pay on p. 2

Struggling to pay? See p. 3



## Water

Period: 07 December 2023 to 14 February 2024

Variable Rate 211.60m<sup>3</sup> =

Standing Charge =

Period: 15 February 2024 to 21 February 2024

Variable Rate x 9.00m<sup>3</sup> =

Standing Charge =

**Total Water**



## Wastewater

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](https://www.southernwater.co.uk/account/how-we-calculate-your-bill)



*paid online*





from  
**Southern  
Water**

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

### Why are water bills going up?

To keep up with inflation and rising costs, and deliver the things you've told us matter most, like cutting storm overflows, reducing leakage and making sure our water supplies are resilient for future generations, we need to increase our prices. From April 2025 the average water and wastewater bill will go up by around £4.30 a week (but the amount you pay will depend on how much water you use). Find out more at [southernwater.co.uk/bills](https://southernwater.co.uk/bills)



Visit our website for live chat or to log into your account  
[southernwater.co.uk/help](https://southernwater.co.uk/help)



**0330 303 0277**  
Weekdays - 8am to 6pm



Your customer number



Your payment reference



Invoice number  
**70115041337**

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

Water used in cubic metres

**155 m<sup>3</sup>**

One cubic metre = 1,000 litres  
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 9M085494

Latest reading: 24 Jun 2025

7 3 4 6 . 0 0

Previous reading: 19 Feb 2025

7 1 9 1 . 0 0

Your next meter reading is scheduled to take place by 26 Sep 2025

Previous bill's usage  
**179.00 m<sup>3</sup>**

### Charges

Bill date  
**02 Jul 2025**

Billing period  
From: 20 February 2025  
To: 24 June 2025

Bill type  
**Metered - Cash**

Previous bill's charges

### Future payments

Total payment of

Payment due by  
**16 July 2025**

To pay your bill  
See how to pay on p. 2

Struggling to pay? See p. 3



### Water

Period: 20 February 2025 to 31 March 2025

Variable Rate **49.60m<sup>3</sup>** =

Standing Charge =

Period: 01 April 2025 to 24 June 2025

Variable Rate **105.40m<sup>3</sup>** =

Standing Charge =

**Total Water**



### Wastewater

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](https://www.southernwater.co.uk/account/how-we-calculate-your-bill)



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

- 0800 027 0363
- Payless@southernwater.co.uk
- southernwater.co.uk/account/help-paying-your-bill

Moving premises?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

- 0330 303 0277  
Weekdays – 8am to 6pm
- southernwater.co.uk/account/moving-home

Contact us



**Visit our website**  
You can access your online account and live chat at:  
[southernwater.co.uk](http://southernwater.co.uk)



**Call us**  
**0330 303 0277**  
Weekdays – 8am to 6pm



**Write to us**  
**Southern Water Services**  
**PO Box 564, Darlington**  
**DL1 9ZG**



**Automated payment line**  
**0330 303 1263**  
24 hours 7 days a week

We're here to help



**Minicom text phone for Deaf people**  
**0330 303 1265**  
Weekdays – 8am to 7pm  
Saturday – 8.30am to 2pm



**For a water problem or in an emergency - call anytime**  
**0330 303 0368**  
24 hours 7 days a week



**Extra care services, braille or talking bills**  
**0800 027 0800**  
Weekdays – 8am to 7pm



**Spotted a leak?**  
**0800 820 999**  
Freephone lines open  
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:

- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit [southernwater.co.uk/privacy](http://southernwater.co.uk/privacy)

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit [southernwater.co.uk/cop](http://southernwater.co.uk/cop)

DATE  
Cashier's Stamp

HSBC Bank Plc  
H.O. Collection Account  
Southern Water Services Ltd



bank giro credit

Reference	Amount due

STONEHOUSE FARM HANDCROSS ROAD PLUMMERS PLAIN RH13  
6NZ

44-69-33

Cash	
Cheques	
£	

Please do not write or mark below this line and do not fold this document

LAKE INVESTMENTS LIMITED  
NASH MANOR  
Nutbourne Lane  
Nutbourne  
West Sussex  
RH20 2HS



## **Water Usage Dec 23 – June 25**

	Starting meter reads	Most recent meters reads		
	07/12/2023	26/06/2025		
Commercial Yard	6430	7346		
AD Plant	657	2063		
Jackson	6036	6500		
Total				

Usage over 567 days	Daily Av
916	1.61552
1406	2.479718
464	0.818342

2786 m3

**Total daily across 3 sites 4.913580247 m3**