

Dear Customer,

### **Your 2026/27 charges**

Like all water retailers, we review our charges every year. As a result, you will soon see some changes to the charges reflected in your bills. These changes will apply to all of your premises in England that we provide water and/or waste water services for and will come into effect from **1 April 2026**.

This communication explains what's changing, why these changes are happening, and how this may affect your bills.

### **Wholesale and retail charges**

Your water bill is made up of two elements; wholesale charges set by your regional water company, which are the same for all water retailers and help to manage and maintain the water and sewerage infrastructure used to supply your services, and a retail charge which is a small uplift to cover the services we provide as your water retailer like billing, meter reading, account management and customer support.

Wholesale price change percentages for your region are listed in the tables on the next page. We recognise these changes come at a time when many businesses are already facing increased cost pressures. We're committed to doing everything we can to help our customers to minimise the impact and we've included information on the ways we can provide support on the last page of this letter.

Our retail charges are based on the published 2026/27 wholesalers' charges and Ofwat's previously published Retail Exit Code price controls. From **1 April 2026**, your charges will be adjusted in line with Ofwat's regulatory price controls which vary by region and service. To find out more information about wholesale charge increases and Ofwat's price controls, please visit [business-stream.co.uk/price-changes-england](https://business-stream.co.uk/price-changes-england) and to view the relevant charging scheme for your region, please visit [business-stream.co.uk/charges](https://business-stream.co.uk/charges).

### **Measured wholesale charges**

The 2026/27 average measured wholesale charge increases for each wholesale region are detailed in the table on the next page and will be effective from 1 April 2026.

*Naturally different.*

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	Metered water	Measured sewerage	Surface Water drainage	Highway drainage	Trade effluent
Affinity Water	7.1%				
Anglian Water	10.9%	9.1%	6.9%		13.7%
Bristol Water	13.7%				
Northumbrian Water	4.0%	8.7%	2.5%	1.5%	17.3%
Portsmouth Water	5.4%				
Severn Trent Water	0.2%	8.4%	11.8%	11.2%	10.3%
South East Water	10.6%				
Southern Water	21.9%	-6.6%	5.2%	-6.7%	-7.4%
South Staffs Water	4.0%				
South West Water	9.1%	13.2%	34.1%	15.5%	14.9%
SES Water	6.9%				
Thames Water	9.7%	-5.2%			-4.2%
United Utilities	15.3%	8.6%	7.0%	6.9%	11.2%
Wessex Water	1.3%	9.9%	3.6%	3.7%	12.0%
Yorkshire Water	2.9%	9.0%	8.7%		9.9%

### Unmeasured wholesale charges

The 2026/27 average unmeasured wholesale charge increases for each wholesale region are detailed in the table below and will be effective from 1 April 2026.

	Assessed water	Unmeasured water	Assessed sewerage	Unmeasured sewerage	Surface water drainage	Highway drainage
Affinity Water	16.8%	10.6%				
Anglian Water	10.5%	10.0%	8.4%	9.4%	6.9%	
Bristol Water		9.1%				
Northumbrian Water	2.5%		8.7%		2.5%	1.5%
Portsmouth Water		9.5%				
Severn Trent Water	-1.5%	0.0%	11.2%	13.8%	11.8%	11.2%
South East Water	10.2%	10.2%				
Southern Water	22.1%	21.5%	-7.1%	-7.4%	5.2%	-6.7%
South Staffs Water	3.8%	3.8%				
South West Water	7.4%	11.2%	10.7%	0.9%	34.1%	15.5%
SES Water	4.5%	6.3%				
Thames Water	9.5%	9.4%	-5.2%	-5.1%		
United Utilities	15.3%	12.5%	8.5%	7.4%	7.0%	6.9%
Wessex Water	-5.6%	-2.4%	28.7%	8.7%	3.6%	3.7%
Yorkshire Water	2.9%	2.9%	9.0%	8.4%	8.7%	

### Statement of significant changes for some Large User Tariff customers

If you're a customer in the Southern Water, Affinity Water, Portsmouth Water, South East Water or Wessex Water regions with a Large User Tariff, please note that these wholesalers have reviewed their approach to discounting volumetric charges for large users of water and now plan to unwind these arrangements. This means that you may see higher than average price increases for 2026/27.

## Other important information

- If you have more than one premises that we provide water and/or waste water services for, these changes apply to all of them.
- These changes will be applied automatically ahead of your next bill date, so there's nothing you need to do.
- Where we only supply one of your services, i.e. water or waste water; the retailer for your other service will confirm those rates.
- If you receive trade effluent services from us, we'll send you a separate letter detailing the changes related to your trade effluent charges.

## Ways we can support you

We have a team of experts on hand to help advise you on our range of additional services that can help you reduce your water usage including:

- leak detection
- automated meter reading, and
- water audits, so you can ensure you only pay for the water you need.

If you'd like to discuss how we can support you, check you're on the best deal for your business water services, or if you have any concerns about making payments, please get in touch with one of our friendly advisers from Monday to Friday, 9.00am to 5.00pm on **0330 123 2000** and we'll be happy to help.

And, if you're not already using our online portal - My Business Stream, you can sign up at [business-stream.co.uk/mbs](https://business-stream.co.uk/mbs) to view your bills, monitor your consumption, submit meter readings and more.

## Your right to switch

The provision of retail services to non-household customers is a competitive market, which means you can choose a service provider that best meets your needs. We really hope you continue using Business Stream for your water and waste water services but you do have the option to switch to another retailer, subject to the terms and conditions of your contract with us, or to renegotiate your terms of supply with us and you may benefit (including financially) from doing this. More information, on the range of choice available, can be found on the Open Water website at [open-water.org.uk](https://open-water.org.uk).

## We're here to help

If you have a more general query, or want to find out more about making payments, please visit [business-stream.co.uk/customer-support](https://business-stream.co.uk/customer-support).

Yours faithfully,



Douglas McLaren  
Chief Operating Officer