

Corporate contract key points

Contract basics

Your contract is binding from the date we accept your agreement. We'll start to supply retail services to you from your go-live date. The contract will run for the length of time you agreed. You can request a copy of your contract by emailing contractsupport@water-plus.co.uk and we will send a copy within 5 business days.

Contract types:

If you are on a Retail Minus contract - This price is based on an agreed discount from the default Retail Tariff and as such will be updated to reflect changes in that tariff. Charging rates can be found in the published default scheme of charges for [England](#) and [Scotland](#).

If you are on a Wholesale Plus contract – This price is based on an agreed Wholesale Plus charge and as such will change to reflect changes in the Wholesale price. Wholesale charges per region can be found [here](#).

Changes to your charges

As the wholesale charge tracks the published wholesale charges for your region(s), it can go up or down. Wholesalers typically update their charges on an annual basis in April and we'll update your prices in line with this.

Your regional wholesaler will publish the prices on their website, and you can find [updated information and schemes of charges](#) on our website.

What we provide

We provide retail services for your water and/or wastewater supply. These services include:

- Billing & Meter reading
- Account management & Customer services
- Water efficiency help and advice
- Specific details we provide are detailed in your contract

You can find out more information about [wholesaler, retailer and customer responsibilities](#), and who to contact for what on our website.

What to do if you have a water emergency

- If you have any problems with your water supply, such as discoloured water, loss of water pressure or your supply stops, then you should contact the wholesaler in your region directly. If you don't know your wholesaler, you can find who it is in our website's [help and emergency section](#).
- Our Advanced Services team can help with contingency planning and being prepared for water shortages, email them on advancedservices@water-plus.co.uk
- **Our out-of-hours team can also provide support: 0345 026 4106 (5:30pm - 7:30am)**

Expected contract start date

If you are a new customer to Water Plus, your Expected Contract Start Date will be the date that we become registered as your supplier. If you have multiple sites, your Expected Contract Start Date will be the earliest date that one of your Sites is registered to us. If you are an existing customer, your Expected Contract Start Date will be the date that your new Water Plus contract has been set up.

Switching

If you're moving to us from another retailer and your switch is stopped for any reason, we'll write to you to let you know why and what to do next. This could be because you're already in contract with another water retailer or have an outstanding amount with them that is over 90 days old.

Log in to your online MyAccount

MyAccount is how you keep up to date with your Water Plus account. You can view all your latest and historic bills, make payments, update your tenancy details, submit meter readings and more, all at any time that's best for you.

Setting up your MyAccount is easy, if you haven't already you can sign up here: water-plus.co.uk/register

Please note, signing up for MyAccount will automatically switch you to a paperless billing setting – but you can get in touch with us to change this back at any time.

Bills

All your bills will be in MyAccount (unless otherwise contractually agreed in a different format). You can download and print them if you want to. We'll send an email when your latest bill is ready to view.

Direct Debit

If you're paying by Variable Direct Debit, we'll automatically take payments 14 days after we issue each bill (or as per your agreed contract). If you're paying by Fixed Direct Debit, we'll automatically take payments on your chosen date.

Other ways to pay

If you're paying by BACS, please remember to pay within 14 days of your bill issue date (or as per your agreed contract), otherwise we may charge late payment fees.

Our payment details are:

Water Plus Limited

Sort code: 01-09-17

Account number: 66033152

Use your account number and invoice number as a reference.

Late payment fees and what to do if you're struggling to pay

You need to pay your bill within **14 days** of the bill issue date or by your agreed payment date. If you haven't paid on time, we'll charge you late payment fees. We may also charge you interest to the percentage agreed in your contract. It's calculated every day and added to your account once a month.

We charge late payment fees because, as a water retailer, we've already paid the wholesaler in advance for your water/wastewater. We've got more information on [what happens if you don't pay your bill](#) on our website: www.water-plus.co.uk/email/bill-payment-process

If you're having difficulty paying your bills or have a bill query, please call the Key Accounts Team on **0345 026 4106** or email your query to keyaccountmanagement@water-plus.co.uk

Sending Remittances

Please send remittance forms to us by email or post:

- Email: paymentservices@water-plus.co.uk
- Post: Water Plus Payments, PO Box 336, Sheffield, S98 1DY

Ways to pay outstanding debt

If you have an outstanding balance on your existing contract, please get in touch with the Key Accounts team and we can discuss how we can help you to manage this, as there are a few options we can look at.

Paying VAT

You usually only have to pay VAT on your water if your business is involved in chemicals, construction, engineering, manufacturing, mining, textiles or utilities. If your main business activity is one of these, as defined in divisions 1 to 5 of the 1980 Standard Industrial Classification (SIC) list, you must pay VAT. This is standard for all water retailers.

You don't have to pay any VAT on your wastewater. You can find out more about [VAT, SIC codes and your water bill](#) on our website: www.water-plus.co.uk/email/vat-water-bill

If you're not sure if you must pay VAT, please get in touch so we can help you.

Meter reading

We aim to read your water meter at least twice per year, unless your meter is larger than 80mm or if your contract specifies a different reading schedule. If your meter is located inside your premises, our team or an authorised third-party meter reader will require access to your property.

To help minimise estimated billing, the easiest way to submit your own meter readings is through your MyAccount. You can upload multiple readings and include images, which is especially helpful. For best results, we recommend submitting your reading 3–5 days before your account is due to be billed. Please only take a meter reading if it is safe to do so.

What happens when the contract ends

We'll write to you at least 30 days before your contract ends to explain how you can renew your contract. If you don't renew, when the contract ends, and we continue to supply services to you after this date, the services will continue under a new contract, with the same terms, except we'll move your account on to the default scheme of charges for England and Scotland and all charges issued to you will be payable within 14 days (See Terms). This is an open-ended contract, which you can exit any time with 30 days' notice.

Cooling-off period If you have changed your mind about the contract, in England you have a 7 calendar day cooling off period and in Scotland a 10 business day cooling off period, which starts on the day the contract was signed.

Leaving your business premises

If you're leaving your business premises, please let us know 30 days beforehand for England sites and 20 days beforehand for Scotland sites. If you don't, you'll still be responsible for the water/wastewater bills after you have left.

Please take a final meter read on the day you leave, which you can submit through your [MyAccount](#) or by using the contact details at the bottom of this document. If you know the new occupier details (ideally company name and a contact), please let us know. If your change is backdated, we may need further proof of sale or transfer of ownership. If you're moving to a new premise, please let us know this address and any new contact details.

Adding a new site or additional site

To add a new site to your portfolio, please contact the Key Accounts team. You'll need to provide as much detail as possible – such as the Supply Point ID, address and contact details.

Changes to your agreement

We base your contract on the information you give us. If this information turns out to be incorrect, or you need to change your contract information such as adding or removing sites, we may need to adjust the agreement and the terms and conditions of your contract. This means your retail fee may change.

Commonly asked questions

If there's something you'd like to know that you've not found the answer to here, why not check the [commonly asked questions](#) on our website: www.water-plus.co.uk/help. If you can't find the answer there, feel free to get in touch with us.

How to contact us

We're here to help. If you need support with your account, you can get in touch with us by:

- Telephone: 0345 026 4106
- Email: keyaccountmanagement@water-plus.co.uk Please always include your account number in the email subject line and cc your account manager (if applicable)

We're available 8:30am-5:30pm Monday-Friday (excluding bank holidays). Please allow 5-10 working days for a response from our contact form or email address, and 10 working days for a complaint (Service Level Agreements may vary depending on contract terms).

What to do if you're unhappy

We work hard to ensure you get an excellent service – you can find our standards of service in [our promise to you](#): www.water-plus.co.uk/our-promise-to-you and in the [Default service standards Scotland](#).

We hope you won't ever need it, but you can find our complaints procedure at: www.water-plus.co.uk/complaints.

If you've followed our complaints process but are still unhappy, you can get advice and assistance from the [Consumer Council for Water](http://www.ccwater.org.uk) (www.ccwater.org.uk), or if you're in Scotland the [Scottish Public Services Ombudsman](http://www.spsso.org.uk) (www.spsso.org.uk).

Ofwat's Summary of the Customer Protection Code of Practice can be found [here](#).