

# Crown Commercial Service Framework | Business Stream

## Frequently asked questions

### More about Business Stream

#### Where can I find more information about Business Stream?

You can find more information about Business Stream on our [About Us](#) webpage, or you can watch the videos on our [Crown Commercial Service \(CCS\) webpage](#).

### Benefits of the Framework

#### Why should I sign up to the CCS Framework?

As part of the CCS framework, you'll receive free, unlimited access to the [My Business Stream \(MBS\) portal](#), along with access to our water monitoring and insight tools:

- Single View of Portfolio (SVoP) for a consolidated look at your estate
- Intelligent Water Management (IWM) for benchmarking and insights

These tools help you to monitor your water usage and find opportunities to reduce your consumption and cut costs. We'll be on hand to support you every step of the way.

#### Will I get help using these tools?

Yes, for CCS customers we offer free webinars and extra support to help you and your team get the most out of the data and reporting tools we offer, to help you save water and cut costs.

#### Where can I find the rates associated with the contract?

[Get in touch](#) to find out more about our exclusive discounted rates for CCS.

## Switching and Account Management

### What happens when I switch to Business Stream?

When you switch, we will provide you with a welcome pack containing everything you need to know. We'll also put you in touch with your dedicated Account Manager and Case Owner who will be happy to help with anything you need.

### Can I transfer from my current retailer?

Yes, you will need to transfer your account from your current water retailer, but we're here to help make sure this process is as easy as possible for you.

## Metering and billing

### What billing options are available to me?

We offer flexible billing cycles, allowing you to choose between monthly or quarterly meter read cycles to suit your operational needs.

### Can I manage my bills and meter readings online?

Yes, on the [My Business Stream portal](#) – available 24/7 - you can upload meter readings, view and download your bills, raise queries. Plus, you'll have access to the consumption data for your sites.

## Sign up information

### Do I need to sign up to the contract to receive this offer?

Yes, to receive our discounted rates you will need to sign up to our CCS contract.

### How do I sign up to Business Stream's exclusive offer contract?

To sign up for our exclusive offer, please use the 'sign up' button on the dedicated [CCS webpage](#). We'll ask you to provide some quick details and we'll be back in touch to complete the process and/or answer any questions you may have.

### I have some questions about Business Stream's exclusive offering. Who can I speak to?

If you have any questions, we're here to help. Please email our dedicated team at [ccs.enquiries@business-stream.co.uk](mailto:ccs.enquiries@business-stream.co.uk) or give us a call on **0330 123 2100**.

### When do I need to sign up by?

To benefit from our discounted CCS rates, you will need to sign up by **Thursday, 23 October 2025**.

### How long is the contract term?

The contract term is initially three years with an option to extend for another year.