



0800 042 0347

Mon - Fri 9am - 5pm



customerservices@source4b.co.uk



source4b.co.uk/scotland



21 September 2021

Recent changes to your legal agreement with us

We would like to tell you about some recent changes which apply to your agreement with us.

We have carried out an internal restructure of our group of companies which will help to simplify how we deliver our products and services. This means that your SFB water and/or sewerage retail supply contract with us and all the rights and benefits you currently receive have been taken over and continued by our parent company Pennon Water Services Limited. We would like to reassure you that there has been no change to the service we provide to you and your charges have not increased as a result of these changes. We are still the same team of people with your best interests at heart.

Although your new legal agreement is between you and our parent company Pennon Water Services Limited trading as 'Source for Business', your previous terms and conditions (rights and obligations) have remained the same.

What Changes Will I see?

You will notice that the branding on your bills will look different because they will be invoiced by Pennon Water Services Limited using the brand name "Source for Business".

What do I need to do?

You do not need to take any action; the legal changes took place automatically.

Will my payment arrangements with you change?

Some of our customers, for instance customers who pay by BACS, may need to set up new payment arrangements with us in future. This is because we will be retiring the bank account used by some customers as part of our restructuring. We will write to you again if you are affected by any payment changes. In the meantime, you can look out for your new bill which will contain all the updated payment details.

Do I have a choice?

Yes. If you would prefer not to accept the changes for any reason, we will help you to switch to another supplier.

How can I get in touch?

If you would like to learn more, you can find details about these changes and what you can do if you don't want to transition to Source for Business on our website, www.source4b.co.uk/scotland. If you have questions about any of these changes on your account, please don't hesitate to get in touch with us on 0800 042 0347 or by email on customerservices@source4b.co.uk.

Yours Sincerely

Cathy Neill

Retail Services Manager