

CODE OF PRACTICE

northern ireland  
water



Delivering what matters

# Billing & Metering

for Non-Domestic Customers





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**As a non-domestic customer of Northern Ireland Water, you're required to pay charges for water and sewerage services.**

We primarily use the property classification assigned for rating purposes by Land & Property Services (LPS) as the means to identify non-domestic customers.

You'll only be billed for the services you receive – for example, a water bill if you only have a water supply, or a water and sewerage bill if you're connected to both mains services.

**All our information leaflets and letters can be requested in the following formats:**

- Braille
- large print
- CD and audio tape.

**The information leaflets can all be downloaded from [niwater.com](http://niwater.com)**



# Our Promises: at a glance

## Responsibility for the bill

- We'll bill the occupier unless another arrangement has been set up.
- We'll only charge you for the services you receive – for example, a water bill if you only have a water supply, or a water and sewerage bill if you're connected to both the mains and public sewer.
- We'll publish details of the tariffs that apply in an annual Scheme of Charges.
- We offer several different ways to pay your bill.
- If you're having problems paying your bill, it's important you contact us as soon as possible and we'll consider offering a repayment plan based on your individual circumstances.
- If we bill you incorrectly because of an error by us, we may choose to make retrospective billing adjustments. We'll always do this where it's in your favour.
- If you don't pay your bill or enter into a repayment plan, we'll send you reminders and our debt recovery processes will begin.

- If we overcharge you, we'll make retrospective billing adjustments in your favour.
- If we undercharge you, we may choose to make retrospective billing adjustments.
- If you call us with a question about your bill, we'll try to answer your query during the call. We'll respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you write to us with a question about your bill, we'll assign your query to a Customer Account Officer, who will respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you call us with a complaint about your bill, we'll try to resolve your complaint during the call. We'll respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.

- If you write to us with a complaint about your bill, we'll assign your complaint to a Customer Service Officer, who will respond within 10 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- We'll let you know what we are doing and when we'll be able to give you a full answer if it's going to take longer respond to your enquiry or complaint.
  - We'll let you manage multiple accounts online by registering on our Self-Service Portal.
  - If you receive water and sewerage bills for more than one property, you can ask us to combine these onto a single bill. We'll do this if possible.



# Our Promises: at a glance

## continued

- We'll give you the option to transfer available credit from one water and sewerage or trade effluent account to another or request a refund.

### Getting metered

- We'll check if a meter can be installed at your property and fit it if possible if you're an unmeasured customer and you ask us to do so. We aim to complete our checks and reply to you within 3 weeks. If a meter can be fitted, we'll do this within a further 2 weeks.
- We'll let you know why if you ask us to fit a meter and we're unable to.
- We won't charge for fitting a meter in our chosen location at your property.
- We'll try to contact you before we seek to survey your premises or install a meter. If we haven't been able to do this, you can ask us to come back at another time.
- We'll try to have the meter installed in a different location if you ask us. You'll be asked to pay any additional costs for doing this work in advance.

- We'll try to have the meter installed in a different location if this is to meet your needs as a customer with a disability. We won't charge for this service.
- We'll send you a welcome letter once your meter is installed. This will include the meter serial number, the date it was installed, the pipe size, bill frequency and where possible, a meter location map and X&Y co-ordinates. We aim to do this within 5 weeks of the work being completed.

### Measured billing

- We'll issue bills to measured (metered) customers every 6 months unless we have agreed something different with you.
- We'll review, upon request, your non-return to sewer allowance if your business uses water in its processes and more than 5% is not returned to the sewer in any way from your property.

- We'll apply the new allowance from the date your application was received if accepted.
- We may meter any private water supplies if you're connected to the mains sewer for sewerage billing purposes.
- We'll apply a domestic allowance to your account if you're eligible.
- We'll aim to read your meter twice per year.
- We'll aim to provide at least one bill based on an actual read in any 12-month period.
- We'll highlight on your bill if it's based on an estimated reading. If you can provide us with an actual reading within 7 days, we'll reissue the bill within 10 days.
- When we read your meter and see your consumption shows an unusual and significant increase, we'll alert you to this, usually in writing, within 3 working days of the reading being taken.



# Our Promises: at a glance

## continued

- If you can't find your meter, please contact us. We'll provide a description and a map of your meter's location if you need it.
- If you tell us your meter, or meter chamber, is damaged, we'll assess this and arrange a repair where required. We'll maintain the meter and replace it if we find it's damaged or has stopped working. We may also replace the meter, if the meter chamber is damaged, if we relay the water main or as part of our proactive meter exchange programme. We'll provide the new meter serial number to you in writing.
- If you think your meter is not working properly, we'll arrange for it to be independently tested. A fee is payable for this. If a fault is found, we'll refund the fee and amend your bill.
- If we overcharge you, we'll make retrospective billing adjustments in your favour.

- If we undercharge you, we may choose to make retrospective billing adjustments.
- We won't remove a meter unless it's not properly capturing all the water supplied to your property or you request to have the supply disconnected.

### **Leakage and your measured bill**

- We'll check for leaks on your supply when we fit a meter and fix it for free if we can access it within our excavation.
- We'll provide advice on how to find leakage on your supply.
- We'll bill you for all water registered through your meter, less any allowances for which you're eligible.
- We'll review applications to have the sewerage part of your bill adjusted if you have had a leak on your non-domestic supply.
- We'll review applications to have the water and sewerage of your bill adjusted if you've had a leak on your mixed-use supply.

### **Unmeasured billing**

- We'll bill the occupier unless another arrangement has been set up.
- We'll only charge you for the services you receive – for example, a water bill if you only have a water supply, or a water and sewerage bill if you're connected to both the mains and public sewer.
- We'll publish details of the tariffs that apply in an annual Scheme of Charges.
- We offer several different ways to pay your bill.
- If you're having problems paying your bill, it's important you contact us as soon as possible and we'll consider a repayment plan based on your individual circumstances.
- We'll send you reminders and our debt recovery processes will begin if you do not pay your bill or enter into a repayment plan.



# Our Promises: at a glance

## continued

- We'll issue one annual bill based on the NAV as assessed by LPS to unmeasured customers.
- We'll make retrospective billing adjustments in your favour if we overcharge you.
- We may choose to make retrospective billing adjustments if we undercharge you.
- If you call us with a question about your bill, we'll try to answer your query during the call. We'll respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you write to us with a question about your bill, we'll assign your query to a Customer Account Officer, who will respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you call us with a complaint about your bill, we'll try to resolve your complaint during the call. We'll respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you write to us with a complaint about your bill, we'll assign your complaint to a Customer Service Officer, who will respond within 10 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- We'll let you know what we're doing and when we'll be able to give you a full answer if it's going to take longer respond to your enquiry or complaint.
- We'll let you manage multiple accounts online by registering on our Self-Service Portal. If you receive water and sewerage bills for more than one property, you can ask us to combine these onto a single bill. We'll do this if possible.
- If you receive water and sewerage bills for more than one property, you can ask us to combine these onto a single bill. We'll do this if possible.
- We'll give you the option to transfer available credit from one water and sewerage account to another or request a refund.

### Assessed charges

- We'll check if a meter can be installed at your property and fit it if possible if you're an unmeasured customer and you ask us to fit one. We aim to complete our checks and reply to you within 3 weeks. If a meter can be fitted, we'll do this within a further 2 weeks.
- We'll let you know why if you ask us to fit a meter and we cannot.
- We'll review your application if it's not reasonably practical or involves undue expense to you and you can ask to be billed on assessed charges. We'll respond to applications within 5 days of you providing the details we need.



# Our Promises: at a glance

## continued

### Changes to meters, buildings & usage

- We'll provide advice on building near a water main or sewer.
- We'll move your meter, if possible, if you need to carry out works that affect it. There will be a cost depending on the work required.
- We'll move your meter at no cost to meet your needs as a customer with a disability if it's possible and reasonably practicable.
- We'll close your account if you're moving, providing you give us two days' notice.
- We'll disconnect your supply at no charge if you ask us in writing, but there will be a charge for reconnection.
- If you want to use automatic meter reading equipment on our meter, please contact us to discuss your requirements.

### Water Fittings Regulations compliance

- We'll make advice on compliance with the Water Fittings Regulations available on our website.

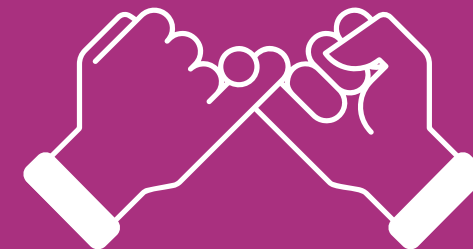
### Responding to you

Answering your questions

- We'll answer the phone within 45 seconds when you call.
- We'll try to deal with your questions straightaway if you phone us.
- We'll reply within 10 working days, or sooner if possible, if you write to us.
- We'll explain what we need to do and we'll contact you within 10 working days, or sooner if possible, if we need to investigate your complaint.
- Your complaint will be assigned to a Customer Service Officer who will keep you informed whilst any necessary investigations progress if you make a complaint in writing or by email.

### Keeping appointments

- When we make an appointment with you we'll aim to agree a time that suits all parties.
- We'll try to keep all appointments. If we need to cancel or change an appointment, we'll give you at least 24 hours' notice.
- We'll try to let you know if an emergency stops us from keeping an appointment.







# Responsibility for the bill

**The occupier of the property is responsible for paying the bill, unless there has been another arrangement made with us. If your landlord is responsible for the bill you need to tell us this, even if this is included in your tenancy agreement.**

Where properties are let for periods of less than 12 months, or are in multiple occupation, the owner may be regarded as the occupier.

Please contact us if you think you should be responsible for the bill for your property. There is more information in our Scheme of Charges on what it means to be the occupier of a property. Our full Scheme of Charges is available online.

Managing your account(s) online  
Our Self-Service Portal enables you to manage your NI Water account, or multiple accounts where applicable, online. You can log into your Self-Service Portal profile online and access details

of your account(s) at a time that is convenient for you.

**Once registered, you'll be able to:**

- view the account balance
- view bills and payment history
- pay a bill
- manage account details
- check consumption trends / history and download average daily consumption data
- invite other users to view and manage your accounts (Please note this authorises these users to access your account details and make changes)

**You can also:**

- view septic tank desludging request history
- process a new septic tank desludging request.

The registration process is simple. Details are provided online:

 <https://digitalservices.niwater.com>

**Measured bill responsibility**

We prefer to have a single meter for each separate property. Where there is a different metering arrangement, a named individual will be responsible for paying the charges.

We can bill an individual or a management company for properties with multiple occupants. The individual or management company must pay the bill and recover the costs from the occupiers as they see fit.

When a metered property is subdivided the owner or developer should provide separate water supplies to each new separately occupiable part. If this hasn't happened and no individual has accepted, in writing, responsibility for the charges, we'll bill the person considered to have the principal responsibility e.g. registered landowner.



# Paying your bill

**All our bills are issued and must be paid in £ sterling. The tariffs that apply will be published in an annual charges scheme.**

## Payments can be made in several ways:

- By Direct Debit
- Quick Pay - the simple way to pay your bill online
- At any bank or building society or via your bank or building society internet or telebanking facilities. This is free in all branches of Danske Bank. Charges may be applied by other banks or building societies
- \*BACS
- Debit/credit card payments by phoning the Billing Line on 03458 770030. Credit card payments will be subject to an extra charge. Please see our Scheme of Charges for details. Credit card payments are only accepted against water and sewerage bills
- \*Postal payments by cheque.

\*Please include the payment slip from the bottom of your bill for these payment types.

## Budget (Meter Payment) Plan

Metered customers with no arrears can set up a payment plan with us. You'll pay a fixed amount each month. At the end of each year, we'll tell you if your account is in credit or debit. We'll either credit your account or bill you for the difference.

Please see the section on measured billing or get in touch for more information.

## If you're having problems paying your bill

If you're having problems paying your bill, it's important you contact us as soon as possible on Billing Line. Depending on your individual circumstances, we may be able to arrange a 3, 6 or 12 month repayment plan. We won't pursue other recovery methods while we're working with you on this and while you continue to make agreed payments on time.

## If you do not pay your bill

Unmeasured bills are paid in advance and should be paid within 28 days. Measured bills are paid in arrears and are

due for immediate payment. If you do not pay within the time specified on your bill, we'll take the following steps:

- We'll send you a reminder. This will tell you how much you owe and what will happen if you do not pay or respond.
- If you do not pay or contact us to set up a repayment plan, we'll send a final notice.
- We'll then seek to disconnect your supply. If necessary, we can separate your supply to allow us to disconnect. We'll also do this if you do not stick to an agreed payment plan.
- A court claim may then be issued to recover the debt.
- Any costs associated with recovering the debt will be added to the amount you owe.
- We reserve the right to charge interest on outstanding debts. If we disconnect your supply for non-payment you'll have to pay the amount you owe and a



# Paying your bill

## continued

reconnection fee before we'll restore your supply. How quickly we take the steps outlined above will depend on whether you're a measured or unmeasured customer.

For details of how NI Water may use information held about customers, please visit [niwater.com/privacy/](https://niwater.com/privacy/) or call 03457 440088

### Adjustments to your bill

Every effort is made to bill you correctly. If we bill you incorrectly because of an error by us, we may choose to make a retrospective adjustment to your bill and will always do so where it's in your favour. This may result in a refund if we have overcharged you or it could be a bill for charges not previously applied. In accordance with the Limitations (Northern Ireland) Order 1989, the maximum period for adjustments is 6 years from the date the error was discovered. Typically, 18 months' backdated charges apply. If you're due a refund you can choose to have this applied as a credit to any of your Northern Ireland Water accounts or paid back to you by cheque. We can

also make retrospective adjustments where a customer intentionally provides or withholds information that affects their charges.

If you have a question about your bill, you can contact us by telephone or in writing and we'll respond within 5 working days, sooner if possible. If you have a complaint about your bill, these are usually more complex and we'll answer within 10 working days, sooner if possible. Please see Our Complaints Procedure, available on our website, for more detail on how we handle complaints.

If we need to investigate further, we'll let you know what we are doing and when we'll be able to give you a full answer.

### VAT

VAT may be payable on the water part of your bill only. This applies to both measured and unmeasured bills. VAT applies to any business within Categories 1-5 of the Standard Industry Classification List 1980 (SIC). VAT is zero-rated for domestic and other non-domestic customers. Unless you tell us otherwise,

we'll assume that you're liable for VAT on your bill. If this is incorrect, please phone us on Billing Line.

### Customers with multiple accounts

If you receive water and sewerage bills for more than one property, we may be able to combine these onto a single bill. If one of your accounts is in credit, you can ask us to transfer this to settle another account. Please phone us on Billing Line if you would like to discuss this.

Payments received will be allocated against the oldest bill due for payment unless you instruct us otherwise.

### Customer responsibilities

Help us to bill you correctly for the services you use and avoid retrospective adjustments by:

- making sure your billing address details, supply address details and pipe size are correct
- checking that your consumption is being recorded and billed correctly



# Paying your bill

## continued

- notifying us if you have not received a bill and you think you should
- informing us of any changes which may affect your bill for water and sewerage services
- exercising responsible use of the services.

Further guidance on how to read the meter can be found on our website.

### Our Promises

- We'll bill the occupier unless another arrangement has been set up.
- We'll only charge you for the services you receive – for example, a water bill if you only have a water supply, or a water and sewerage bill if you're connected to both the mains and public sewer.
- We'll publish details of the tariffs that apply in an annual Scheme of Charges.
- We offer several different ways to pay your bill.
- If you're having problems paying your bill, it's important you contact us as soon as possible and we'll consider a repayment plan based on your individual circumstances.
- If we bill you incorrectly because of an error by us, we may choose to make

- retrospective billing adjustments. We'll always do this where it's in your favour.
- We'll send you reminders and our debt recovery processes will begin if you don't pay your bill or enter into a repayment plan.
- We'll make retrospective billing adjustments in your favour if we overcharge you.
- We may choose to make retrospective billing adjustments if we undercharge you.
- If you call us with a question about your bill, we'll try to answer your query during the call. We'll respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you write to us with a question about your bill, we'll assign your query to a Customer Account Officer, who will respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you call us with a complaint about your bill, we'll try to resolve your complaint during the call. We'll respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.

- If you write to us with a complaint about your bill, we'll assign your complaint to a Customer Service Officer, who will respond within 10 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- We'll let you know what we're doing and when we'll be able to give you a full answer if it's going to take longer respond to your enquiry or complaint.
- We'll let you manage multiple accounts online by registering on our Self-Service Portal. If you receive water and sewerage bills for more than one property, you can ask us to combine these onto a single bill. We'll do this if possible.
- If you receive water and sewerage bills for more than one property, you can ask us to combine these onto a single bill. If possible, we'll do this. We'll give you the option to transfer available credit from one water and sewerage, or trade effluent account to another or request a refund.

# Getting metered

If you have a meter fitted, we can bill you for the water you actually use, rather than base your bill on your NAV. We have the right to install meters for charging purposes on non-domestic properties and we prefer to bill our non-domestic customers this way. We are continuing to survey properties to check if meters can be installed.

**What is a water meter?**  
A water meter records the amount of water that you take from the public water supply to your property. The consumption is measured in cubic metres. One cubic metre is the same as 1000 litres.

The size of the meter we install depends on the size of the pipe supplying the property

and the amount of water you'll use. For many customers this will be a small meter. For others it may be a large single meter. Some customers with variable consumption requirements may have a combination meter, which contains both a small and a large meter. A switch inside the device sends the water through the appropriate

size meter depending on flow rate. Each of the two-meter dials are separately labelled, and the readings and consumption charges appear as separate lines on your bill. However, because they are on a single supply pipe, a single standing charge applies.

Examples of the meters:



Small diameter meter types



Large diameter meter



Combination meter with 2 dials



# How do I get a meter?

**If you're not metered and would like to have one fitted, please contact us.**

## We'll:

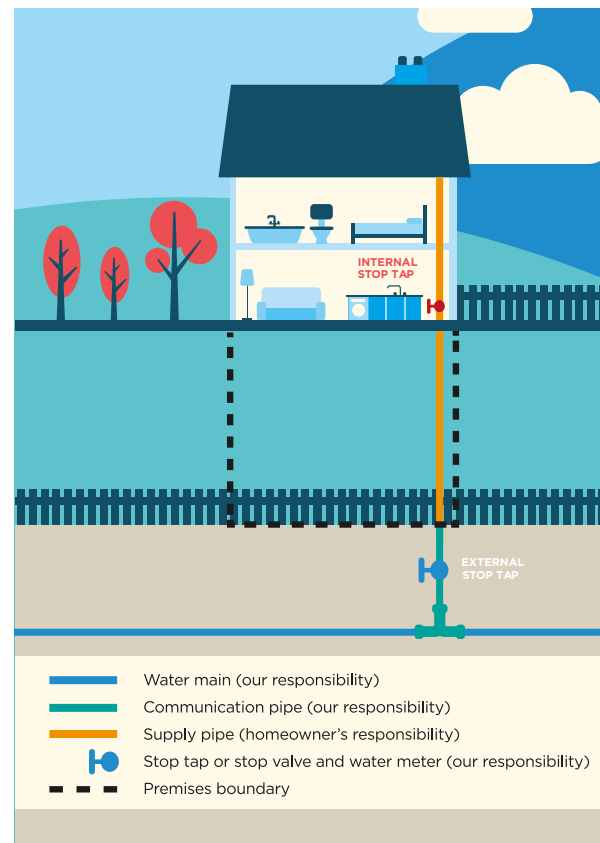
- tell you if we've already checked your property and why we haven't been able to fit a meter; or
- arrange to check if we can fit a meter and if possible have it installed.

We aim to complete our checks and write to you within 3 weeks. If we agree to install a meter, this should be done within another 2 weeks. It's not always possible to fit a meter, as this depends on the pipework supplying your property, but where possible, we will install a meter.

## Where will the meter be fitted?

The meter must be installed where it will measure all the water you use, including any outside taps, outbuildings, etc., and where it will be protected from damage and can be easily and safely accessed for reading and maintenance.

We try to fit meters where your stopcock is, and as close as possible to the boundary of your property, as illustrated below.



Normally meters will be fitted to individual properties only, unless we have agreed otherwise with you. The meter is usually fitted in an underground chamber, known as the boundary box, which is typically placed in the footpath or verge. The boundary box also contains the stopcock.

If we can fit the meter at the boundary, we'll normally go ahead and do this. If this isn't possible, we'll check if the meter can be fitted inside your property, provided your pipework allows for this.

## We don't charge for fitting a meter.

However, if you ask us to fit a meter in a area different from where we propose, and this is possible but is more expensive, we'll ask you to pay any additional costs associated with the installation. No charge applies if the installation is to meet your needs as a customer with a disability.



# Where will the meter be fitted?

It won't always be possible to fit the meter where you want. It depends on the pipework and our ability to access the meter. In some cases, it may not be technically or economically possible to fit a meter on your supply pipe.

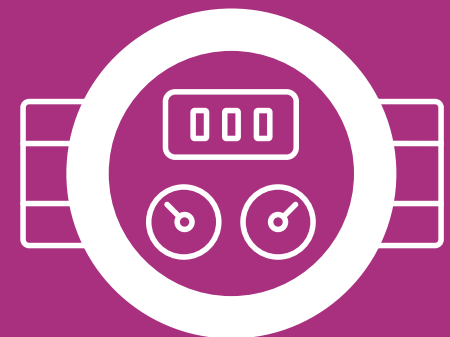
Once we have fitted a meter, we'll send you a welcome letter which will include the meter serial number, the date it was installed, the pipe-size, bill frequency and where possible a meter location map and X&Y co-ordinates. We aim to do this within 5 weeks of the work being completed. Your measured charges will commence from the date on which we fit a meter. We won't backdate charges if the meter installation was delayed because we couldn't access your property for survey or fitting. Unmeasured charges apply until the meter installation date.

## Our Promises

- We'll check if a meter can be installed at your property and fit it if possible if you're an unmeasured customer and you ask us to do so. We aim to complete our checks and reply to you within 3 weeks. If a meter can be fitted, we'll do this within a further 2 weeks.
- We'll let you know why if you ask us to fit a meter and we're unable to do so.
- We won't charge for fitting a meter in our chosen location at your property.
- We'll try to contact you before we seek to survey your premises or install a meter. If we have not been able to do this, you can ask us to come back at another time.
- We'll try to have the meter installed in a different location if you ask us. We'll ask you to pay any additional costs in advance for doing the work.
- We'll try to have the meter installed in a different location if the change of location is to meet

your needs as a customer with a disability. We'll do this for free.

- We'll send you a welcome letter once your meter is installed. This will include the meter serial number, the date it was installed, the pipe-size, bill frequency and where possible a meter location map and X&Y co-ordinates. We aim to do this within 5 weeks of the work being completed.





# Measured billing

**Once you have a meter fitted, your bill will be based on the readings it provides.**

## **Your bill explained**

Metered charges are billed in arrears and payment is due immediately. Details of when your meter is due to be read are sent to you after the meter is installed or when you let us know you've moved into a metered property. You'll only be billed for the services you receive for example, a water bill if you only have a water supply, or a water and sewerage bill if you're connected to both mains services.

## **Billing frequency and estimated bills**

Metered customers normally receive a bill every 6 months. We'll let you know when to expect a bill from us after your meter is installed, or if we make any change to this.

We aim to read your meter at least twice a year. However, sometimes access issues prevent us from reading your meter. If we haven't been able to read it when it's time for your bill, we'll use an estimate based on your past water use. The type of reading and the billed consumption will be shown on page 2 of your bill. If we don't have enough information to do this, your bill will be based on the average for your industry classification.

A bill that's based on an estimated reading is valid and must be paid. You can, if you prefer, provide us with an actual meter reading by telephoning our Billing Line within 7 days of receiving the bill. We'll send you a new bill based on the reading you provide, normally within 10 days.

We aim to provide at least one bill based on an actual read in any 12-month period.




Your measured bill will look like this:

Front

Back

**Customer reference:** MC09062610/01  
**Customer name:** SAMPLE CUSTOMER 1  
**Supply address:** 1 SAMPLE STREET, SAMPLE TOWN, BT1 2AB  
**Property reference:** 07878187



**niwater.com/paybill**

Email: [customer.billing@niwater.com](mailto:customer.billing@niwater.com)

Address: PO Box 1026, Belfast BT1 9DJ

VAT number: 898 7465 37

**0345 877 0030**

8am-8pm Mon-Fri, 8am-6pm Sat, 12-6pm Sun

**Moving Premises or Ceasing Trading?**  
 You are responsible for notifying us at least two working days before you leave. If you don't you may still be held liable for charges. We can update our records up to 30 days in advance of your move.

Bill Date: 18 July 2022 Bill Type: Original Bill Page 1 of 2

## Metered water bill

Monthly water and sewerage charges:

**Billing Period**  
 01 April 2021 - 30 April 2022


| Previous Bill                                |                     |
|--|---------------------|
| Charges                                      | £0.00               |
| Amount you paid                              | £0.00               |
| <b>This Bill - See page 2 for the detail</b> | <b>18 July 2022</b> |
| Amount Carried forward                       | £0.00               |
| Water charges                                | £870.12             |
| Sewerage charges                             | £1,333.32           |
| <b>Total new charges</b>                     | <b>£2,203.44</b>    |
| VAT on water charges at 20.00%               | £174.03             |
| VAT on sewerage charges at 0.00%             | £0.00               |
| <b>Amount now due</b>                        | <b>£2,377.47</b>    |

Please pay £2,377.47 immediately.

**How to pay**

1. **By Direct Debit.** The easiest way to pay, simply call 0345 877 0030
2. **By Self Service.** You can now register your account on line. Go to [niwater.com/paybill](http://niwater.com/paybill) to view your account and pay your bill.
3. **By debit or credit card.** Call 0345 877 0030.
4. **By internet banking or BACS.** Please use the following details: sort code: 95-01-21 and account number: 31064355. Please quote your customer reference (top left of this page). At any bank or building society or via their bank or building society internet or telebanking facilities. Free in all branches of Danske Bank, charges may be applied by other banks or building societies.
5. **By cheque.** Make your cheque payable to Northern Ireland Water Ltd and post it to PO Box 1025, Belfast, BT1 9DH. Write your customer reference on the back and send it along with your payment slip (overleaf).

Sample Customer 1  
 1 Sample Street  
 Sample Town  
 ARI 1 2CD



Customer reference: MC09062610/01 Bill date: 18 July 2022 Bill type: Original Bill

Page 2 of 2

### New charges for this bill

Bill from: 01/04/21 Bill to: 30/04/22

| Meter Reference: 00797703           | Unit               | Rate                          | Charge           |
|-------------------------------------|--------------------|-------------------------------|------------------|
| Bill number: 7023955827             |                    |                               |                  |
| Water Volume Rate                   | 836 m <sup>3</sup> | 1.03000000 per m <sup>3</sup> | £861.08          |
| Water Standing Charge 25mm          | 30 days            | 110.00 per year               | £9.04            |
| Sewerage Volume Rate                | 794 m <sup>3</sup> | 1.66600000 per m <sup>3</sup> | £1,322.80        |
| Sewerage Standing Charge 25mm       | 30 days            | 128.00 per year               | £10.52           |
| <b>Total charges for this meter</b> |                    |                               | <b>£2,203.44</b> |
| VAT on water charges at 20.00%      |                    |                               | £174.03          |
| VAT on sewerage charges at 0.00%    |                    |                               | £0.00            |
| <b>Grand total</b>                  |                    |                               | <b>£2,377.47</b> |

**Codes of Practice**  
 View our Billing and Metering Codes of Practice and all of our other Advice Leaflets on our website [www.niwater.com](http://www.niwater.com) or call us on Wateline **03457 440088** to request your free copy.

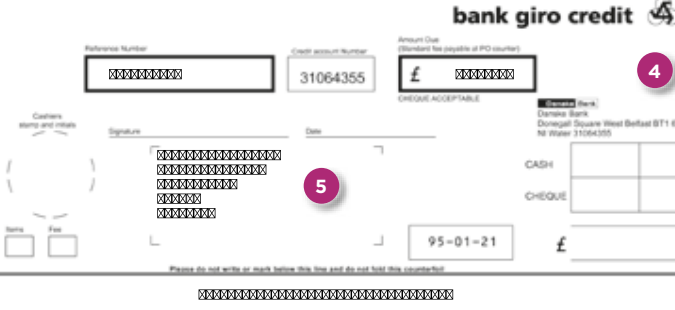
**Complaints**  
 If you are unhappy with our service, please get in touch. Call **0345 877 0030**, email [customer.billing@niwater.com](mailto:customer.billing@niwater.com) or write to: Customer Relations Centre, PO Box 1026, Belfast, BT1 9DJ.

**Meter Reference: 00797703**  
 Size: 25mm Serial Number: 12.511382  
 Location: Displays the location of your meter:  
 Company Estimate = 0  
 Company Reading (30/04/16) = 1000 m<sup>3</sup>  
 Domestic Water Allowance = -164 m<sup>3</sup>  
**Chargeable Water Volume = 836 m<sup>3</sup>**  
 Non-return to Sewer Allowance = -50 m<sup>3</sup>  
 Domestic Sewerage Allowance = -156 m<sup>3</sup>  
**Chargeable Sewerage Volume = 794 m<sup>3</sup>**

**Water leak or emergency**  
 Emergency helpline: **0800 028 2011**  
 To help with early leak detection we recommend that you take regular readings as you are liable to pay for all water registered through the meter.

**Water efficiency**  
 Save water and money with our water efficiency tips. Visit our website [www.niwater.com](http://www.niwater.com) or call us on Wateline **03457 440088** to request your free leaflet.

If you are not satisfied with our response, please contact the Consumer Council for Northern Ireland, an independent body.  
 0800 121 6022  
[www.consumerCouncil.org.uk](http://www.consumerCouncil.org.uk)  
[complaints@consumerCouncil.org.uk](mailto:complaints@consumerCouncil.org.uk)  
 The Consumer Council, Floor 3, Seafarm House, 28-32 Alfred Street, Belfast, BT2 5EN



1 Your unique personal reference number used for all contact with NI Water.

4 Summary of charges, including previous bill information and VAT charges if applicable.

2 Your name, address that water is supplied to and that property's reference number.

5 Total of all charges due in this billing period.

3 Contact information for NI Water.

6 Information on different payment methods.

7 Your name and postal address for billing. Usually the same as the supply address.

1 Breakdown of individual charges and readings.

4 Payment slip, used for payments at banks or for cheque payments via post.

2 Information about your meter and any allowances you are claiming.

5 Your billing name and address.

3 Contact information in case of complaint or emergency.



# Water charges

## Your water bill will be made up of two parts:

- a standing charge, which is fixed and based on the size of your water supply pipe
- a variable charge known as the volumetric charge, which is based on your actual or estimated water use.

The standing charge is a fixed charge which includes the costs of providing a metered water supply (e.g., pipes, meter maintenance and reading and billing costs). The charge depends on the internal diameter size of the supply pipe within your property. The volumetric charge is calculated by multiplying your water use in cubic metres for the billing period by the price per cubic metre.

You'll be liable for a standing charge on each meter you have, plus the registered usage, less any allowances you're entitled to.

On combination meters, the total recorded usage on both dials shows your consumption, but a single standing charge applies as there is only one supply pipe.

All water supplied through a meter for non-domestic purposes, whether consumed or lost through leakage, will be billed. This includes where there is a short period of unusually high consumption that then reduces. Often, this can be due to a previous estimated read that was too low.

Pipe size and your standing charge  
The size of the supply pipe to your property was specified by whoever originally applied for the water connection to your property, normally the builder or architect. If you feel that your water usage needs have changed significantly since the property was built, you can replace your supply pipe with a smaller one. Any change would be at your own cost, and you may be

required to apply, and pay for a new water connection. It's your responsibility to confirm that this would be suitable for all your requirements (including fire safety compliance) and change the pipe from the meter to the first point of use within your property. Please refer to the diagram on page 12.

Once we've confirmed that this has been done, you'll be billed a standing charge on the basis of your new supply pipe size as outlined in our Scheme of Charges. If your supply pipe has been sized to serve a firefighting hydrant point and, as a consequence, is larger than necessary to serve your normal consumption, you may be granted a reduction in your standing charge. If you think you're eligible, please contact us on Billing Line to discuss.



# Sewerage charges

## Your sewerage bill will also be made up of 2 parts:

- a standing charge, which is fixed and based on your water supply pipe size
- a variable charge, which is based on the water you use. To do this, we assume that 95% of the water we supply is returned to the sewerage system.

## Non-return to sewer allowance

If more than 5% of the water we supply is not returned to the sewer due to business or environmental processes, you can apply to have us review your non-return to sewer allowance. If eligible, you'll be asked to provide evidence, which may include the installation of additional metering in order to accurately record volumes not returning to the sewer. If required, this will be your responsibility. For more information, please visit our website or contact us for an application form.

## Trade effluent

Some non-domestic customers may be billed for trade effluent, as well as normal sewerage charges. Trade effluent is any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises.

Trade effluent customers are billed based on the strength of the effluent and the level of treatment required. The charges for trade effluent are available in our Scheme of Charges and more information can also be found in the trade effluent application pack on our website.

## Private water supplies and your bill

We do not charge for any water that you draw from a private supply or borewell. If you use a borewell supply, or grey or rainwater harvesting, these systems must be installed to comply with the Water Fittings Regulations (see section on

these regulations for more detail) and you must tell us you have them. We may check that these are installed correctly, and we'll also make sure we're billing you correctly for the services you use.

If you're connected to the mains sewerage system, you're liable for a sewerage charge, and we may need to meter your private supply to understand how much you're putting into the sewerage system. If you maintain a water supply from our network as a back-up, you'll be liable for charges for that too. This will be either an unmeasured charge or metered charge if you have a meter on that supply.



# Domestic allowance

**If you pay rates for your metered property, a domestic allowance may be available. We subtract this from the volume recorded by the meter, before calculating the volumetric water and sewerage charges. Details of the current allowance are set out in our Scheme of Charges. This allowance may be withdrawn if domestic charging is introduced.**

This allowance will normally apply to each individually rated property served. Properties with a bulk or shared supply may have more than one allowance applied.

If you pay reduced rates, for example for a caravan park with static units, the domestic allowances on both water and sewerage will be applied at a similarly reduced rate. The domestic allowance

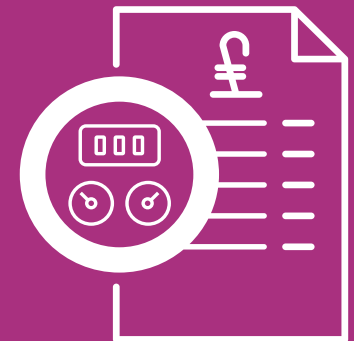
does not affect the standing charge, and you'll still be liable for this on each meter you have. Please contact us if you think you're eligible for the allowance. We may require proof of your rateable status to confirm your eligibility.

The domestic allowance may be backdated to the date you can show that you started paying rates, up to a maximum of 6 years.

## High consumption alert

A significant increase in your consumption may indicate leakage on your supply. If we find that a meter reading shows an unusual and significant increase, we will alert you to this usually by writing to you. It is your responsibility to check for and repair any leaks on your property.

If you take regular readings from the meter, you'll be able to identify any significant or unusual increases in your consumption. This can be an indication that there is a leak. Please also see our section on leakage and your metered bill.





# How to read your meter

**You should only try to read your meter if it's safe and practical to do so. To take a reading, first locate your meter. If you cannot remember where your meter has been fitted, please check the description on your bill (as shown on page 15) or phone us on Billing Line. We'll be able to provide a description of the location and send you a map of its location if needed. External meters are usually located inside a metal or plastic box in the ground at the boundary of your property.**

The cover of the meter box can usually be opened using a flat screwdriver. The meter box will have been installed with a pad or block of insulating foam inside, which should be removed to expose the meter. This foam helps to protect your meter from frost, so please remember to replace it before you close the lid again.

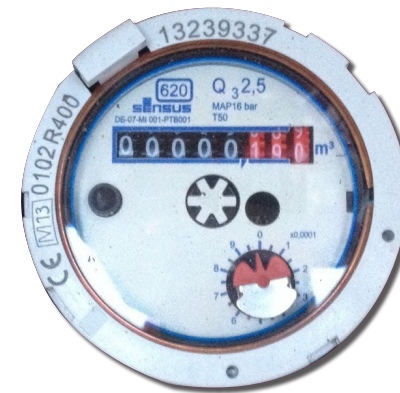
It is common to see water in the meter chamber. This is usually rainwater or groundwater. If you find water in the chamber after a long dry spell and your

usage is high, it may indicate that you have a leak. Some meters may have a flip lid above the dial which you'll have to lift to take a reading. If not, you may need to clean dirt from the meter face.

If the glass on top of the meter is cloudy with condensation, you can usually clear this by tapping gently on the glass with a blunt tool, for example the plastic or wooden end of a screwdriver. You may need a torch to help you read the meter, as it will be some way below ground.

Each water meter has its own unique serial number, and this number is shown on your bill. Please make sure you have located the correct meter by checking that the serial number matches the one shown on your most recent bill.

The dial will vary for different types of meters but should look broadly like the one shown here:



## Serial number

This should be as it appears on your bill and may contain numbers only or letters and numbers.

To take a meter reading, you only need to read the black dials on the meter, which show full cubic metres of water used. For all other purposes, including checks for leaks, you can include the red dials, which show decimal fractions of a cubic meter.

If you have opened a lid on the pavement or roadway, it's important that, once you finish reading the meter, the lid is properly closed, with the foam frost protection back in place, to help ensure that the meter is adequately protected from any damage.

# Meter replacement

**If you notice that your meter or the boundary box chamber is damaged, please phone us on Billing Line and we'll assess the urgency of this and arrange a repair if necessary.**

We'll maintain the meter and replace it if we find it's damaged or has stopped working. We may also replace it if the meter chamber is damaged, if we relay the water main or as part of our proactive meter exchange programme. If we change the meter, we'll provide the new meter serial number to you in writing.

The meter and all associated fittings belong to Northern Ireland Water. After installation, we will be responsible for maintaining or replacing the meter, unless it's damaged or misused by you or through your negligence. In this case, you'll be liable for any repair charges.

## Meter accuracy

The accuracy of a water meter is confirmed by the manufacturer and Trading Standards before it leaves the factory. However, if you think the meter supplying your property is faulty, please phone us on Billing Line. We'll visually confirm that the meter is functioning at no charge.

If you're still unhappy, you can ask us to have it tested. There is a fee for the meter test, so we recommend that you carefully check for leaks or any other reasons for unusual consumption before asking for the test. The fee depends on the size of your meter and must be paid in advance. Details of the fees can be found in our Scheme of Charges available on our website.

If a meter isn't accurately measuring your consumption, it's more likely to record less than you're using than over-record the amount of water used.

If you decide to have the meter tested, we'll tell you about the payment procedure and ask you to apply in writing. The test will

determine if the meter complies with the Measuring Equipment (Cold Water Meters) Regulations 2006, and we'll send you a copy of the results. A meter that has been in service is considered to be recording with acceptable accuracy if the test shows consumption within +/-2.5% of actual consumption at the nominal (normal) flow rate, which relates to the size of the meter. If the meter is found to be working correctly, we'll keep the charge for the test. If the meter fails the test, the charge will be returned.

We'll adjust your bill for the affected period if you have been over- or under-charged as a result of the faulty meter. Charges will be amended based on readings taken during an undisputed period. We must remove the meter to test it. We'll replace it while the tests are carried out. Usually due to the costs involved in changing a meter, we'll not reinstate your original meter, regardless of the test results.



# Can I go back to unmeasured charging?

**No. Once a meter is fitted on your property, we'll not remove that meter or bill you on the basis of an unmeasured charge, unless the meter is not fully capturing all the water going into your property, or our survey information has been incorrect. You cannot change back to unmeasured charges.**

You and any subsequent occupiers of the premises will be liable for measured charges. If you wish to have a supply disconnected, you can request this using the 'Customer Requested Disconnection' application form that can be downloaded from our website. We'll perform this free of charge, but a reconnection fee will apply if the supply is later reinstated (please see the section on customer requested disconnections). For more information on the charges for reconnections, please see our Scheme of Charges.

## Our Promises

- We'll issue bills to measured (metered) customers every 6 months unless we have agreed something different with you.
- We'll review, upon request, your non-return to sewer allowance if your business uses water in its processes and more than 5% is not returned to the sewer in any way from your property.
- We'll apply the new allowance from the date your application was received if accepted.
- We may meter any private water supplies if you're connected to the mains sewer for sewerage billing purposes.
- We'll apply a domestic allowance to your account if you're eligible.
- We'll aim to read your meter twice per year.
- We'll aim to provide at least one bill based on an actual read in any 12-month period.
- We'll highlight on your bill if it's based on an estimated reading. You can provide us with an actual reading within 7 days and we'll reissue the bill within 10 days.
- When we read your meter and see your consumption shows an unusual and significant increase, we'll alert you to this, usually in writing, within 3 working days of the reading being taken.
- If you can't find your meter, please contact us. We'll provide a description and a map of your meter's location if you need it.
- If you tell us your meter, or meter chamber, is damaged, we'll assess this and arrange a repair where required. We'll maintain the meter and replace it if we find it's damaged or has stopped working. We may also replace the meter if the meter chamber is damaged, if we relay the water main or as part of our proactive meter exchange programme. We'll provide the new meter serial number to you in writing.
- If you think your meter is not working properly, we'll arrange for it to be independently tested. A fee is payable for this. If a fault is found, we'll refund the fee and amend your bill.
- If we overcharge you, we'll make retrospective billing adjustments in your favour.
- If we undercharge you, we may choose to make retrospective billing adjustments.
- We won't remove a meter unless it's not properly capturing all the water supplied to your property or you request to have the supply disconnected.

# Leakage and your metered bill

## Checking for leaks before we install a meter

When we install a meter on an existing supply, we'll check to see if there's any leakage from your private supply pipe. We'll repair any leak free of charge, provided we can do so without any further digging. If additional digging is required, you'll be responsible for finding and repairing the leak yourself. Normally, we'll not start to record your water consumption through the meter until the leak has been repaired.

## Finding a leak on your supply

We recommend you keep a check on the amount of water you're using by taking regular meter readings, particularly if you have a long supply pipe, or following periods of exceptional, or prolonged cold weather. If your recorded consumption suddenly increases, this may indicate a leak on your pipework.

We recommend that you carry out the following checks:

### For underground pipes

- Locate meter.
- Close internal stop tap.
- If meter is still recording a flow, investigate further.
- Look for patches of unusually damp ground.

### For internal plumbing

- During a period of no water use, check meter.
- If meter is recording a flow, close internal stop tap.
- If meter stops recording a flow, check internal pipework and appliances.

More information is available on our website and in our Dealing With Leaks Code of Practice, also available online.

## Liability for leakage costs on water

Where a leak occurs between the meter and point of use, water will be recorded as consumption on the meter and may result in a high bill.

All water supplied through a meter for non-domestic purposes, whether consumed or lost through leakage, will be billed. This includes where there is a short period of unusually high consumption that then reduces. Often, this can be due to a previous estimated read that was too low.

Unless a test shows that the meter is not recording properly (see section on meter accuracy), this will be used as the basis for your bill.





# Liability for leakage costs on sewage

**The sewerage charges on a bill are directly linked to the volume of water recorded, assuming 95% of water supplied is returned as sewage, unless we have agreed a different Non-Return to Sewer allowance.**

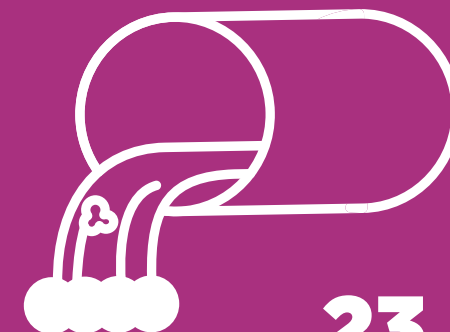
If there has been a leak, you can apply to have the sewerage charges on your bill adjusted to take account of the water that leaked and did not reach the sewer. This can be requested each time a leak occurs, provided it can be demonstrated that any previous leaks were properly repaired. The sewerage charges on the bill will be averaged for the period of the leak, based on your previous normal consumption records. This is subject to the following conditions:

- The leak occurred on underground, or hidden internal pipework within your property boundary.

- The leak has been fixed within 4 weeks of the date it was found.
- There is no evidence that the leak has been caused by your negligence or wilful damage.
- A claim is made within 6 weeks of the date the leak was fixed, or the date the bill (based on an actual read) issues, whichever is later.
- Any allowance granted will relate to the period from the date of the last bill (based on an actual read) until the date of its repair.

It is your responsibility to fix any leak on your pipework as soon as you find it. If you do not own your property, your landlord may be responsible for fixing the leak, but the bill payer will still be liable, even if the leak is on a shared supply pipe within the property. If necessary, you should ask your landlord, or the property owner to carry out the repair.

If the leak occurs on a portion of the pipe that Northern Ireland Water has responsibility for (e.g., between the meter and your property boundary), both the water and sewerage elements of the bill will be averaged. Additionally, if such a leak occurs as a result of damage caused by us or our contractors, you'll not be financially liable, and we'll repair any damage caused.





# Unmeasured billing

**If you have a single metered supply providing water to a non-domestic and domestic mixed-use property, and a leak occurs on the domestic part of the supply, you can apply to have both the water and sewerage elements of your bill adjusted. The same conditions apply as above, and you'll have to show that the leak was repaired. We may visit your property for you to show us where the leak had been and confirm that this was on the domestic portion. If leaks happen again, we may require you to separate the supplies.**

## Our Promises

- We'll check for leaks on your supply when we fit a meter and fix it for free if we can access it within our excavation.
- We'll provide advice on how to find leakage on your supply.
- We'll bill you for all water registered through your meter, less any allowances for which you're eligible.
- We'll review applications to have the sewerage part of your bill adjusted if you have had a leak on your non-domestic supply.

- We'll review applications to have the water and sewerage of your bill adjusted if you have had a leak on your mixed-use supply.

## Unmeasured billing

All unmeasured customers designated as non-domestic by Land and Property Services (LPS) will be liable for a bill, regardless of any rates exemption you may have. If you do not have a meter we'll bill you once a year, usually in May, for charges covering 1 April to 31 March.

## Your bill explained

You'll only be billed for the services you receive – for example, a water bill if you only have a water supply, or a water and sewerage bill if you're connected to both. Water and sewerage charges are each made up of two parts:

- a standing charge, which is fixed. This charge reflects the cost of providing water and sewerage services to your property (e.g., pipework and maintenance)
- a variable charge based on your Net Annual Value (NAV). This is set by LPS

and is used by us as the basis for your annual rates bill.

The levels of standing and variable charges are published each year in our Scheme of Charges. Please check our website for more details.

## Domestic allowance

The tariffs that apply to unmeasured customers are reduced by 50% as an equivalent to the domestic allowance available to measured customers. The tariff shown on your bill already includes this reduction. This discount may be withdrawn if domestic charging is introduced. Details of this can be found in our Scheme of Charges document available on our website.

## Charges cap

Unmeasured water and sewerage charges have a maximum cap published each year in our Scheme of Charges. Your bill will not be higher than this cap.

Your unmeasured bill will look like this:

Front

**Customer reference:** UC09062620/01 1

**Customer name:** SAMPLE CUSTOMER 2

**Supply address:** 1 SAMPLE STREET, SAMPLE TOWN, AB1 2BC 2

**Property reference:** 05285114

**Bill Date:** 18 July 2022 **Bill Type:** Original Bill **Page 1 of 2**


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## Unmetered water bill

Annual water and sewerage charges:  
01 April 2021 - 31 March 2022

| Previous Bill                                |                     |
|--|---------------------|
| Charges                                      | £0.00               |
| Amount you paid - thank you                  | £0.00               |
| <b>This Bill - See page 2 for the detail</b> | <b>18 July 2022</b> |
| Amount Carried forward                       | £0.00               |
| Water charges                                | £279.35             |
| Sewerage charges                             | £382.02             |
| <b>Total new charges</b>                     | <b>£661.37</b>      |
| VAT on water charges at 20.00%               | £55.87              |
| VAT on sewerage charges at 0.00%             | £0.00               |
| <b>Amount now due</b>                        | <b>£717.24</b>      |

Please pay within 28 days



**niwater.com/paybill**

**Email:** customer.billing@niwater.com

**Address:** PO Box 1026, Belfast BT1 9DJ

**VAT number:** 898 7465 37

0345 877 0030

8am-8pm Mon-Fri, 8am-6pm Sat, 12-6pm Sun

**Moving premises or ceasing trading?**

You are responsible for notifying us at least two working days before you leave. If you don't you may still be held liable for charges. We can update our records up to 30 days in advance of your move.

**How to pay** 6

- 1 **By Direct Debit.** The easiest way to pay, simply call **0345 877 0030**
- 2 **By Self Service.** You can now register your account on line. Go to [niwater.com/paybill](http://niwater.com/paybill) to view your account and pay your bill.
- 3 **By debit or credit card.** Call **0345 877 0030**.
- 4 **By internet banking or BACS.** Please use the following details: sort code: **95-09-21** and account number: **31064355**. Please quote your customer reference (see left of this page). At any bank or building society or via their bank or building society internet or telebanking facilities. Free in all branches of Danske Bank, charges may be applied by other banks or building societies.
- 5 **By cheque.** Make your cheque payable to **Northern Ireland Water Ltd** and post it to **PO Box 1025, Belfast, BT1 9QH**. Write your customer reference on the back and send it along with your payment slip (overleaf).

Sample Customer 2  
Sample Town  
AB1 2BC

Back

**Customer reference:** UC09062620/01 **Bill date:** 18 July 2022 **Bill type:** Original Bill Page 2 of 2

### New charges for this bill

| 1 SAMPLE STREET, SAMPLE TOWN<br>Bill number: 7023969836 | Unit        | Rate           | Charge         |
|---|-------------|----------------|----------------|
| Water Variable Charge                                   | NAV= £23800 | 0.01058000     | £251.80        |
| Water Standing Charge                                   | 365 days    | 27.55 per year | £27.55         |
| Sewerage Variable Charge                                | NAV= £23800 | 0.01444000     | £343.67        |
| Sewerage Standing Charge                                | 365 days    | 38.35 per year | £38.35         |
| <b>Total charges for this property</b>                  |             |                | <b>£661.37</b> |
| VAT on water charges at 20.00%                          |             |                | £55.87         |
| VAT on sewerage charges at 0.00%                        |             |                | £0.00          |
| <b>Grand total</b>                                      |             |                | <b>£717.24</b> |

**About your variable charges (NAV)**  
Your water and sewerage variable charges are calculated based on the Net Annual Value (NAV) of your property, as assessed by the Land and Property Service (LPS). The NAV for each property is multiplied by our standard rates for water and sewerage to calculate your charges.

**Your Net Annual Value (NAV) for this property is £23800**

**Codes of Practice**  
View our Billing and Metering Codes of Practice and all of our other Advice Leaflets on our website [www.niwater.com](http://www.niwater.com) or call us on Waterline **03457 440088** to request your free copy.


**Complaints**  
If you are unhappy with our service, please get in touch. Call **0345 877 0030**, email [customer.billing@niwater.com](mailto:customer.billing@niwater.com), or write to Customer Relations Centre, PO Box 1026, Belfast, BT1 9DJ.

If you are not satisfied with our response, please contact The Consumer Council for Northern Ireland, an independent body:  
0800 121 6022  
[complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)  
The Consumer Council, Floor 3, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN

**Water leak or emergency**  
Emergency leakline: **0800 028 2011**

**Water efficiency**  
Save water and money with our water efficiency tips. Visit our website: [www.niwater.com](http://www.niwater.com) or call us on Waterline **03457 440088** to request your free leaflet.

**Assessed charges**  
If we cannot fit a meter at your property, you can ask to be billed on assessed charges. Assessed charges take account of water using devices in your property instead of unmeasured charges, based on the NAV of your property. Visit our website for more information.

**bank giro credit** 

|   |  |   |  |
|---|--|---|--|
| <b>Reference Number</b><br>XXXXXXXXXXXX   | <b>Credit account Number</b><br>31064355 | <b>Amount Due</b><br>(Should be payable at PO counter)<br>£ XXXX.XX | <b>4</b>   |
| <b>CHEQUE ACCEPTABLE</b>  |  |   |  |
| <b>Customer Name and Address</b><br>Sample Customer 2<br>Sample Town<br>AB1 2BC | <b>Signature</b>                         | <b>Date</b>   | <b>Bank</b><br>Danske Bank<br>Downall Square West Belfast BT1 6JZ<br>NI Water 31064355 |
| <b>5</b>  |  |   | <b>CASH</b> <input type="checkbox"/>   |
|   |  |   | <b>CHEQUE</b> <input type="checkbox"/>   |
| <b>95-01-21</b>   |  |   | <b>£</b>   |

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

- 1 Your unique personal reference number used for all contact with NI Water.
- 2 Your name, address that water is supplied to and that property's reference number.
- 3 Contact information for NI Water.

- 4 Summary of charges, including previous bill information and VAT charges if applicable.
- 5 Total of all charges due in this billing period.
- 6 Information on different payment methods.
- 7 Your name and postal address for billing.
- 8 Usually the same as the supply address.

- 1 Breakdown of charges.
- 2 Your property's Net Annual Value and the explanation of what this means.
- 3 Contact information in case of complaint or emergency.

- 4 Payment slip, used for payments at banks or for cheque payments via post.
- 5 Your billing name and address.

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# Our Promises

- We'll bill the occupier unless another arrangement has been set up.
- We'll only charge you for the services you receive – for example, a water bill if you only have a water supply, or a water and sewerage bill if you're connected to both the mains and public sewer.
- We'll publish details of the tariffs that apply in an annual Scheme of Charges.
- We offer several different ways to pay your bill.
- If you're having problems paying your bill, it's important that you contact us as soon as possible, and we'll consider a repayment plan based on your individual circumstances.
- We'll send you reminders and our debt recovery processes will begin if you do not pay your bill or enter into a repayment plan.
- We'll issue one annual bill based on the NAV as assessed by LPS to unmeasured customers.
- We'll make retrospective billing adjustments in your favour if we overcharge you.
- We may choose to make retrospective billing adjustments if we undercharge you.
- If you call us with a question about your bill, we'll try to answer your query during the call. We'll respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you write to us with a question about your bill, we'll assign your query to a Customer Account Officer, who will respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you call us with a complaint about your bill, we'll try to resolve your complaint during the call. We'll respond within 5 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- If you write to us with a complaint about your bill, we'll assign your complaint to a Customer Service Officer, who will respond within 10 working days, or sooner if possible, and keep you fully informed if further investigations are required.
- We'll let you know what we are doing and when we'll be able to give you a full answer if it's going to take longer respond to your enquiry or complaint.
- We'll let you manage multiple accounts online by registering on our Self-Service Portal. If you receive water and sewerage bills for more than one property, you can ask us to combine these onto a single bill. We'll do this if possible.
- If you receive water and sewerage bills for more than one property, you can ask us to combine these onto a single bill. We'll do this if possible.
- We'll give you the option to transfer available credit from one water and sewerage account to another or request a refund.



# Assessed charges

**If you choose to be billed on the basis of assessed charges, you'll not be able to revert to unmeasured charges at a later date. If it's not reasonably practical to fit a meter, or involves undue expense to you, you can ask to be billed on assessed charges. Assessed charges take account of water using devices in your property instead of unmeasured charges, which are based on your NAV as set by LPS.**

Assessed charges are billed once a year, usually in May, and have two elements:

- the full unmeasured standing charge (without discount)
- a variable charge based on an assessment of water consumption at the property using loading units. Different water using devices have different load unit values. These are detailed in our Scheme of Charges.

If you pay rates for your property, then a domestic allowance may be available in accordance with the Scheme of Charges. We'll send you an application form and will calculate your assessed charges based on the information you provide within 5 days. We'll send you a letter showing what your assessed charge would be and you can decide to accept this or remain on unmeasured charges. We reserve the right to check the details you provide by inspecting the property.

## Our Promises

- We'll check if a meter can be installed at your property and fit it if possible if you're an unmeasured customer and you ask us to fit one. We aim to complete our checks and reply to you within 3 weeks. If a meter can be fitted, we'll do this within a further 2 weeks.

- We'll let you know why if you ask us to fit a meter and we're unable to.
- We'll review your application if it's not reasonably practical or involves undue expense to you and you can ask to be billed on assessed charges. We'll respond to applications within 5 days of you providing the details we need.





# Changes to meters, buildings & usage

If you make changes to your property, you may need to tell us. On the next page are details of changes you should tell us about.

## **Works affecting your meter**

Your meter is part of our infrastructure, so please contact us if you need to carry out work that affects it. The cost of any work we need to do to replace or repair the meter is recoverable from you. If you need to have the meter moved, we may be able to do this. There will be a charge depending on the work we need to carry out. We'll assess if the work is possible and give you an estimate on request.

If you need to have the meter moved due to mobility issues, we'll review your circumstances and complete the work at no cost, provided the move is possible and reasonably practicable.

## **Change of use**

You should tell us if you change from non-domestic to domestic status. Please contact us and we'll discuss this with you. We may need a copy of your rates bill as proof of your domestic status with LPS or other documentary evidence that proves the cessation of non-domestic activity. We may choose to verify by monitoring your consumption, if the supply is metered, and by reviewing the available information. We may request the alteration of pipework and or the removal of fittings to ensure non-domestic use does not continue. If you do not contact us before the change of use, the date you contact us will be the date the account is amended.

## **Sub-division of premises**

If you're sub-dividing your property, you need to provide a separate water supply to each part of the property that has a different occupier and apply for a new connection for each of these. After connection, each supply will be separately billed to the respective occupiers. For more information on new connections please email our Developer Services Servicing Team ([developerservices@niwater.com](mailto:developerservices@niwater.com)) or visit our Services for Developers page on our website.

## **Co-joining buildings**

If you join two buildings together, you'll be liable for charges based on both original supplies, including standing charges, unless you contact us to have one of them disconnected. This applies to both measured and unmeasured properties.



### **Moving or ceasing trading**

You're responsible for notifying us if you're moving premises or ceasing trading. You need to tell us at least two working days before you leave, or you'll be liable for any charges up to the date of whichever happens first:

- 28 days after you tell us
- the day when the meter would normally next be read
- the day when someone else tells us that they are taking responsibility for the supply.

You should also phone us on the day you leave to provide a final reading. We'll close your account on the basis of a meter reading you provide, or if you cannot do that, on the basis of an estimate if you agree.



# Demolition

Please inform us if you're demolishing a property so we can disconnect the supply to prevent leakage on the site after you leave. We'll close your non-domestic account and ensure you're not billed for any use after the demolition date. If you do not contact us, you may still be liable for charges.

## Customer requested disconnections

We won't remove a meter unless it has been incorrectly installed or you request a disconnection. This means that we'll stop supplying water to the property. There is no charge for disconnection, but you must submit your request using the application form that can be downloaded from our website in the section 'Your bill and our charges'. There will be a cost if you later want to have the water supply reconnected. You'll be liable for charges until any disconnection is carried out.

We are unable to accept a request to disconnect a shared supply unless all parties served by the supply have recorded their agreement.

What if I want to use automatic meter reading?  
Please contact us to discuss your requirements.

## Our Promises

- We'll provide advice on building near a water main or sewer.
- We'll move your meter, if possible, if you need to carry out works that affect it. There will be a cost depending on the work required.
- We'll move your meter at no cost to meet your needs as a customer with a disability if it's possible and reasonably practicable.
- We'll close your account if you're moving, providing you give us two days' notice.
- We'll disconnect your supply at no charge if you ask us in writing, but

there will be a charge for reconnection.

- If you want to use automatic meter reading equipment on our meter, please contact us to discuss your requirements.

## Water Fittings Regulations compliance

Any works carried out on plumbing systems or water fittings must satisfy the Water Supply (Water Fittings) Regulations (Northern Ireland) 2009. This is the responsibility of the owners, occupiers and plumbers carrying out the work. We have a guidance leaflet on the Water Fittings Regulations available on our website.

## Our Promise

- We'll make advice on compliance with the Water Fittings Regulations available on our website.





# Efficiency

If you have a water meter fitted, your charges are directly related to the amount of water you use. Metering encourages a greater awareness of the water that you use and can help you to use it more efficiently and budget for your bill.

It is worth noting that a dripping tap can waste up to 30 litres of water a day! That could cost you over £25 per year on your bill. For most businesses, toilet and urinal flushing typically make up 63% of water use, so improvements in the efficiency of plumbing devices will significantly reduce the amount of water used. Below are some ways of making your plumbing appliances more efficient.

## Taps

- Fix dripping taps and encourage employees not to leave taps running.
- Fit tap aerators or spray heads.
- Fit self-closing, push or infrared operated taps.

## WCs

- Check that water is not running into the bowl between flushes.
- Check that overflows are not running.
- Replace older cisterns with smaller modern ones or fit a HIPPO bag to reduce water use. HIPPO bags are available free from NI Water.
- Retrofit toilets with dual flush system.

## Urinals

- Adjust the time between flushes.
- Switch urinals off when your business is closed.
- Use a motion sensor, so urinals only flush when used, e.g., not at night.
- Waterless urinals are another option but remember that they do need maintenance.

## Showers

- Fit push buttons to showers.
- Fit aerating shower heads.
- Use a shower timer to increase awareness of usage.

**For more tips on water efficiency, please see our “Water Efficiency Advice For Business” leaflet, available on our website.**



# Bogus callers

**Occasionally criminals visit people's homes and claim to be working for us. These people are 'bogus callers'. They can be men or women and may try to trick you by saying there is an urgent problem with your water. All our staff and contractors working on our behalf carry identity cards with their photo and the NI Water logo on it.**

If we are carrying out work, our staff may need to go into your property. Always ask to see their identity card. If someone comes to your door claiming to work for us, please do the following:

- Check that your windows and front and back doors are locked.
- Stop and think, 'Am I expecting anyone?'

- Ask the caller to put their identity card through your letterbox, rather than opening the door.
- If you have one, attach your door chain before you open your door.

If the identity card is genuine, it will have the following information on it:

- a picture of the person at your door
- a unique serial number
- the date the card was issued
- the person's name
- the person's signature
- our logo.

You can check that the person is who they say they are by phoning Quick Check on 101. Your call will be answered by a trained police call handler who will take the details from you and will then

contact Northern Ireland Water to determine whether the caller is genuine. Our staff will not mind waiting while you check their details. If you're not sure, don't open your door.

## Password scheme

If you're on our Customer Care Register, you can ask for a password to help you identify our staff. Please arrange a password with us. Our staff will always use this password when they visit you.

If someone claims to work for us but doesn't know your password, don't let them in. Instead, please get in touch with us and we'll check to see if the caller really works for us.

## QUICK CHECK

Call the police  
on 101 for quick check



# What to do if you're unhappy with our services

It's important to us always to provide the best possible service. So, if you ever feel we've fallen short of this, we'd like to hear from you. We'll work with you to put things right as quickly as possible and will always try to use your feedback to improve things for our customers.

For details of how we handle complaints, please refer to Our Complaints Procedure which is available on our website.

## Responding to you

These are the standards you can expect from us when you contact us.

## Our Promises

### Answering your questions

- We'll answer the phone within 45 seconds when you call.
- We'll try to deal with your questions straightaway if you phone us.
- We'll reply within 10 working days, or sooner if possible, if you write to us.
- We'll explain what we need to do and we'll contact you within 10 working days, or sooner if possible, if we need to investigate your complaint.

- If you make a complaint in writing or by email, it will be assigned to a Customer Service Officer, who will keep you informed while any necessary investigations are progressing.

## Keeping appointments

- When we make an appointment with you we'll aim to agree a time that suits all parties.
- We'll try to keep all appointments. If we need to cancel or change an appointment, we'll give you at least 24 hours' notice.
- We'll try to let you know if an emergency prevents us from keeping an appointment.

## Confidentiality

We treat all information you give us securely and hold it in strict confidence. Access to information by employees and others working on behalf of Northern Ireland Water will be on a 'need to know' basis only. Where we hold personal information, it will be processed in compliance with the Data Protection legislation.

If you authorise somebody else to contact us on your behalf, we may include personal information where relevant to the response.

## Independent help and advice from the Consumer Council

If you remain unhappy with how we initially dealt with your complaint or would like free, independent advice, you can contact the Consumer Council. The Consumer Council has the power to act on your behalf and investigate your complaint about our services. It can also provide assistance if you are making a complaint.

 **Consumer Council**  
Floor 3, Seatem House  
28-32 Alfred Street Belfast BT2 8EN

 **Phone:** 0800 121 6022  
 **Textphone:** 028 9025 1600  
 **Fax:** 028 9025 1663  
 **Email:** [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)  
 **Website:** [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)



# Further Information

**This Code of Practice is part of a set of information leaflets that give you information about us and our services. The other Codes of Practice in the set include:**

**‘Sewerage Services’:** This gives you information about the sewerage system, who is responsible for pipework, flooded sewers, new connections and our right to enter your property.

**‘Dealing with Leaks’:** This gives you information on our code of practice on leaks and who owns pipes.

**‘Work on Private Land’:** This gives you information on our code of practice if we need to work on private land.

**‘Water Supply Services’:** This gives you information on our Code of Practice for water services.

**‘Our Complaints Procedure’:** This gives you information on who to contact and how we’ll manage your complaint.

We offer a range of other information leaflets, all of which are available on our website.





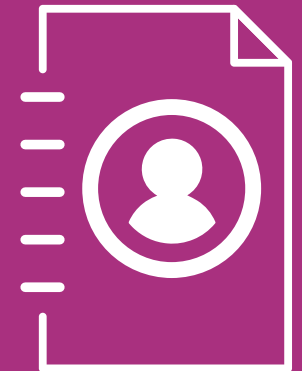
# Other Useful Contacts

## The Utility Regulator

The Utility Regulator is the independent non-ministerial government department responsible for regulating Northern Ireland Water.

-  **Phone:** 028 9031 1575
-  **Fax:** 028 9031 1740
-  **Email:** [info@uregni.gov.uk](mailto:info@uregni.gov.uk)
-  **Website:** [www.uregni.gov.uk](http://www.uregni.gov.uk)

-  **The Utility Regulator**  
Queens House  
14 Queen Street Belfast  
BT1 6ED



 **Northern Ireland Water**  
PO Box 1026  
Belfast BT1 9DJ

 **Waterline**  
03457 440088

 **Text Relay Service**  
03457 440088

 **Self-Service**  
<https://digitalservices.niwater.com>

 **Email**  
[waterline@niwater.com](mailto:waterline@niwater.com)

 **Web Chat**  
[www.niwater.com/contact-us/](http://www.niwater.com/contact-us/)

 **Facebook**  
[www.facebook.com/niwater/](http://www.facebook.com/niwater/)

 **Twitter**  
[www.twitter.com/niwnews](http://www.twitter.com/niwnews)

 **Website**  
[www.niwater.com](http://www.niwater.com)