

Your unmetered water bill explained

Here at Northern Ireland Water, we're always looking to improve our service. We've listened to our customers and made some changes to our bills.

Your bill - front

Your details

All information relating specifically to your account.

Customer Reference: UC09062620/01

Customer name: SAMPLE CUSTOMER 2
Supply address: 1, SAMPLE STREET, SAMPLE TOWN, BT1 2AB

Property reference: 05285114

Bill Date: 1 April 2016 **Bill Type:** Original Bill **Page:** 1 of 2



Delivering what matters

Bill Type / Billing Period

The type of bill you have received; and the billing period that you're being charged for.

Unmetered water bill

Annual water and sewerage charges:

Billing period
Bill from: 01/04/16 – 31/03/17

Previous bill

Charges £0.00

Amount you paid - thank you £0.00

This bill - See page 2 for the detail 1 April 2016

Amount carried forward £0.00

Water charges £279.35

Sewerage charges £382.02

Total new charges £661.37

VAT on water charges at 20.00% £55.87

VAT on sewerage charges at 0.00% £0.00

Amount now due £717.24

Please pay within 28 days

niwater.com/paybill



You can pay/view your bill, check your balance, update your details and see your payment and consumption history all online at: niwater.com/self-service-portal

Telephone: 0345 877 0030

Email: customer.billing@niwater.com

Address: PO Box 1026, Belfast BT1 9DJ

VAT number: 308 8057 95

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.

Summary of your charges

A clear Summary showing the balance on your previous bill and your new charges.

How to pay

Details of the different ways to pay your bill.

How to pay

- > **QuickPay via Self Service.** Go to niwater.com/paybill to pay your bill. You can also register and manage your account online on Self Service.
- > **Debit or credit card.** Call **0345 877 0030** to make payment via our automated service or to speak to an agent.
- > **Direct Debit.** The easiest way to pay, simply call **0345 877 0030**.
- > **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.
- > **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
Sample
AB1 2CD

Contact Information

Details of how to contact NI Water, should you need to ask us about your bill.

Your bill – back

Customer reference: UC09062620/01 Bill date: 1 April 2016 Bill type: Original bill Page 2 of 2

New charges for this bill

1 SAMPLE STREET, SAMPLE TOWN Bill number: 7023965836	Unit	Rate	Charge
Water Variable Charge	NAV= £23800	0.01058	£251.80
Water Standing Charge	365 days	27.55 per year	£27.55
Sewerage Variable Charge	NAV= £23800	0.01444	£343.67
Sewerage Standing Charge	365 days	38.35 per year	£38.35
Total charges for this property			£661.37
VAT on water charges at 20.00%			£55.87
VAT on sewerage charges at 0.00%			£0.00
Grand Total			£717.24

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 or call us on Waterline 03457 440088 to request a free copy.

Complaints
If you are unhappy with our service, please get in touch. Call 0345 877 0030, email customer.billing@niwater.com, or write to: Customer Service 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
www.consumerCouncil.org.uk
contact@consumerCouncil.org.uk
The Consumer Council, Floor 3, Seafem House, 28-32 Alfred Street, Belfast, BT2 8EN

Water efficiency
Save water and money with our water efficiency tips. Visit our website 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.

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

bank giro credit

0906261001 | 796 0448 | £ 717.24

Sample Customer 1
1 Sample Street
Sample Town
Sample
AB1 2CD

£ 717.24

Your charges in detail

A breakdown of our charging rates and the total charges for your bill.

About your Variable Charges

More details of your NAV; and how we use this to calculate your charges.

Your grand total

The amount you owe for the water you've used this period.

Useful information

Our emergency number, codes of practice and complaints process details, just in case you need them.