

Making an online payment

There are several methods for payment through Northern Ireland Water's Self-Service Portal, and this document will outline where to find Requests for payment, how to select an application for payment, how to make payment by either card, BACS transfer or cheque and where to find copies of your paid invoices.

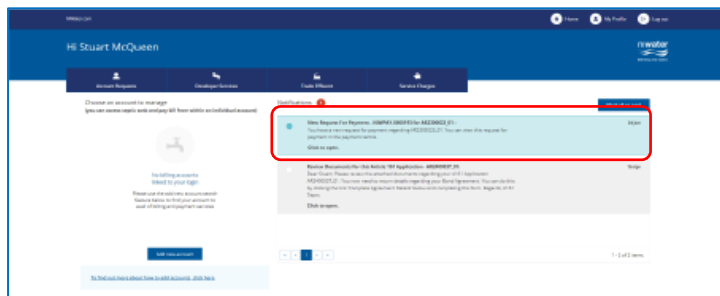
- If you are paying by Card, please follow the steps in sections 1, 2, 3 and 6
- If you are paying by Faster Payment / BACS, please follow the steps in sections 1, 2, 4 and 6
- If you are paying by Cheque, please follow the steps in sections 1, 2, 5 and 6

It is the responsibility of the developer to make payments and ensure that the correct payment steps are followed. Failure to do may delay the processing of your application.

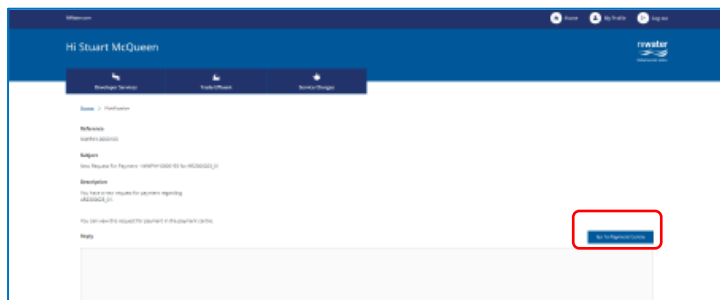
1) Locating Requests for Payment

Once an application has been submitted via the portal and an application fee is required, or another fee for completion of works required, you will receive a notification via the portal that a payment is required. Log into the NI Water Self Service Portal and navigate to your notifications by clicking the 'Home' button in the top right corner of the screen.

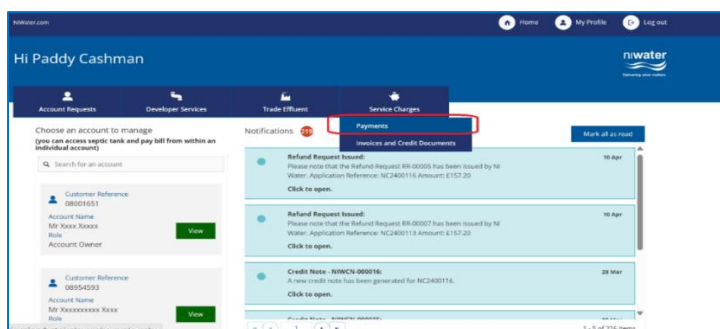
Locate the Portal Notification titled 'New Request for Payment' and click to open. You may have to scroll back through the notification until you find it.



From the Portal Notification you will be able to access the Payment Centre by clicking the blue 'Go To Payment Centre' button halfway down the screen.



To view any payments which you are required to make, please log on to your portal account and navigate to 'Payments' > 'Service Charge' on the home page. When you click this, you will see a list of all payments which are yet to be made.



2) How to create a Payment Attempt

Within the Payment Centre, you will see all outstanding payments for applications submitted via the portal. Locate the application reference you need to make a payment on, check the box to the left of the 'Service Reference' and click the 'Next' button.

Hi Paddy Cashman

Developer Services Trade Effluent Service Charges

Payments Centre

Please note, it is not possible to view or pay a bill on this page.
If you cannot see your payment request, it may be because:

- **Invalid bill** - All payment requests are sent to the Developer.
- **New Connections** - All payment requests are sent to the Occupier. If the Occupier was unknown when the application was submitted the payment request will be sent to the Developer.

Select an item from the grid below and click 'Next' to proceed.

Service Reference	Site Address	Account Number	Service Type	Amount	Status
NC2300070	4 Wynterburn Park	00001010	NC Application	£1,300.00	Outstanding Payment
NC2300070	2 Quinners Avenue	00001010	NC Application	£348.00	Outstanding Payment
NC2300070	Larrys Test point	00001010	NC Application	£348.00	Outstanding Payment

1 - 3 of 3 items

Next

On the next page, you will see all outstanding payments associated with that application and total Outstanding Balance is shown in the top right corner. There may be multiple outstanding payments. Check the box of the payments you wish to make payment on and click 'Next' or click 'Pay for All'.

Hi Paddy Cashman

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Payment detail > NC2300070

Select one or more items from the grid below and click the 'Next' button to proceed to the payment.

Outstanding Balance £348.00

Application Reference	Date Requested	Supply Address	Service Type	Description	Amount	Service Reference	Status
NC2300070	00/01/2020	2 Quinners Avenue	New Connection Application	New Connection - Large Domestic Sewer/Stormwater	£348.00	0000101010	Outstanding

1 - 1 of 1 items

Next **Pay for All**

3) Paying by Card

The default method of payment is credit card. If you are paying by card, enter the Billing Address details for the Payment Card, check the Payment Summary to confirm the amount and click 'Next'.

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Card Payment

Billing Address

Address Line 1
2 Wynterburn Park

Address Line 2

Town

Postcode

Payment Summary

Payment for NC2300070
Amount to pay: £348.00

Other ways to pay

Next

This takes you to the card payment screen to allow you to enter your card details and make payment securely. Once you have entered your card details, click pay now.

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Total Amount: £348.00

Enter card details

Cardholder Name

Card Provider

Card Number

Valid Until

Start Date

Expiry Date

CVC

Payment Summary

Payment for NC2300070
Amount to pay: £348.00

Pay now

Once paid, you will receive confirmation your payment has been successful along with your Payment Reference.

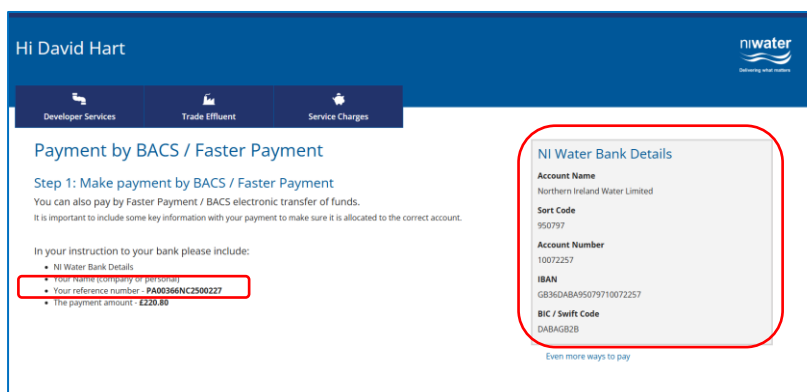


4) Paying by Faster Payment or BACS

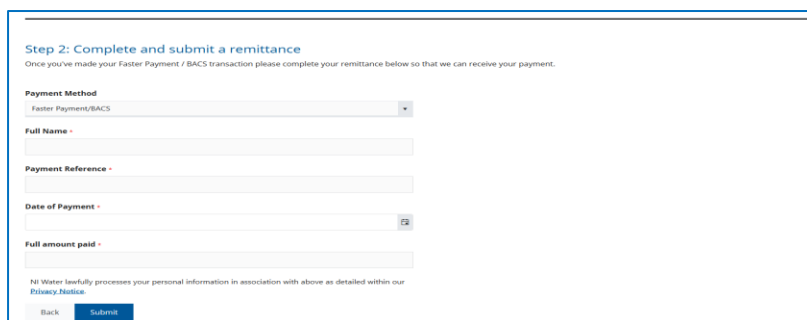
If you do not want to pay by Card, other payment options are available, the first of which is Faster Payment / BACS. If you want to pay by Faster Payment / BACS, you need to select 'Other Ways to pay' from the Card Payment screen as highlighted below.



This will display the Faster Payment / BACS screen which is divided in to two steps. In **Step 1** you will be provided with instructions as to the unique reference number to use on your payment and the bank account to which payment is to be sent.



Once you have made payment through your bank, please scroll down the page to **Step 2** to complete a remittance. Please complete each of the fields and ensure that the details provided match those on the payment that has been transferred. After you have completed the remittance details, press 'Submit'.



You will then receive a reminder asking you to confirm that you have transferred the payment. If you haven't sent payment yet, then you should do so at this point.

Please confirm that you have made your Faster Payment / BACS electronic transfer of funds.

ConfirmCancel

Once you click 'confirm' the notification will appear confirming that we have received your remittance, and you should allow 5 working days for the payment to be received and processed.

digitalservicesphase1uat.niwater.com says

Thank you. Northern Ireland Water has received your remittance. Once payment has been received in our bank account, we will allocate it to the applications specified in your remittance and issue a receipt. Please allow up to 5 working days for payment to be transferred and receipted.

OK

5) Paying by Cheque

If you do not want to pay by Card or BACS, then the option to pay by cheque is also available. To do this, first click on 'Other Ways to pay' from the Card payment screen.

Hi Paddy Cashman

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Service Charges

New Connections

Article 161

Address Line 1

2 Wynchuck Park

Address Line 2

Town

Belfast

Post Code

BT5 5D1

Next

Payment Summary

Payment for NC230070

Amount to pay:

£348.00

Other ways to pay

As before, this will bring you to the Faster Payment / BACS payment screen where you need to select 'Even More ways to pay' to access the Cheque Payment screen.

Hi David Hart

Developer Services

Trade Effluent

Service Charges

Payment by BACS / Faster Payment

Step 1: Make payment by BACS / Faster Payment

You can also pay by Faster Payment / BACS electronic transfer of funds.

It is important to include some key information with your payment to make sure it is allocated to the correct account.

In your instruction to your bank please include:

- NI Water Bank Details
- Your Name (company or personal)
- Your reference number - **PA003646NC2500227**
- The payment amount - **£220.80**

NI Water Bank Details

Account Name

Northern Ireland Water Limited

Sort Code

950797

Account Number

10072257

IBAN

GB36DABA95079710072257

BIC / Swift Code

DABAGB2B

Even more ways to pay

This will take you to the cheque payment screen, which is split in to two steps. **In Step 1** you will find all the details required to the customer about how to pay by cheque, including who to make it payable to, the reference to be quoted on the back of the cheque, the amount it is to be made out for and the address to which it is to be sent.

Hi David Hart

Developer Services

Trade Effluent

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Payment by Cheque

Step 1: Post my cheque

You can also pay by cheque and send it to us.

It is important to include some key information with your payment to make sure it is allocated to the correct account.

On your cheque please do the following:

- Make it payable to Northern Ireland Water Ltd
- Cross it 'NC Paper'
- Denote your reference number on the back - **NC2300238**
- Include the payment amount - **£400.80**
- Post this up using the return address

NI Water Postal Details

Developer Services Servicing Team,

Westland House,

40 Old Westland Road,

Belfast,

BT14 6TE

Once you have prepared the cheque, scroll down the page to **Step 2** to complete a remittance. Please complete each of the fields and ensure that the details provided match those on the cheque that is being posted and click the 'submit' button once you have filled in the fields.

You will then receive a reminder asking you to confirm that you have posted the cheque.

Once you click 'confirm' the notification will appear confirming that we have received your remittance, and you should allow 10 working days for the cheque to be received and processed.

6) Where to find my paid invoices

After a payment has been receipted, the portal will automatically generate a VAT invoice to confirm that payment has been received. For Card payments, this will happen automatically and for Faster payments / BACS and cheque payments, this will happen once we have received the payment or cheque and have manually matched it against the remittance that you have generated.

Copies of your invoices for completed payments can be found within the Payment Centre by navigating to 'Service Charges > Invoices and Credit Documents'.

Once you click on 'Invoices and Credit Documents' you will be presented with a list of all the payments you have made which have been successfully received and receipted. To drill into a specific record, click on the green drill down icon.

Invoice Type	Reference	Date	Serial Type	Invoice Reference	Receipt Number	Total
Credit Note	NIWON00010	28/03/2024	New Connections	NC400110	00000000	£197.20
Credit Note	NIWON00015	28/03/2024	New Connections	NC400115	00011675	£197.20
Credit Note	NIWON00013	28/03/2024	New Connections	NC400111	00170317	£246.00
Invoice	NIWNV00047	27/03/2024	Invoice 161 Application	NIWNV00047_01	00000000	£4,126.50
Invoice	NIWNV00046	27/03/2024	Invoice 161 Application	NIWNV00046_01	00000000	£217.00
Invoice	NIWNV00045	27/03/2024	Invoice 161 Application	NIWNV00045_01	00000000	£217.00
Invoice	NIWNV00044	27/03/2024	New Connections	NC400116	00000000	£197.20
Invoice	NIWNV00043	27/03/2024	New Connections	NC400115	00000000	£246.00
Invoice	NIWNV00042	27/03/2024	New Connections	NC40011400	00000000	£246.00
Invoice	NIWNV00041	27/03/2024	New Connections	NC400113	00011675	£197.20

Doing so will take you to the Invoice Detail Screen. You can download a copy of the VAT invoice for your records by clicking on the 'Download' button.

Hi Paddy Cashman

Developer Services

Trade Effluent

Service Charges

Invoice Detail

Reference

NIWINV-000473

Request for Payment

NIWPAY-000143

Amount

£348.00

Credit Memo

Tax Point

27 March 2024

Invoice Date

27 March 2024

NC Application

NC2400115

Sub Application

AN1 Application

Article 161 Adoption

Bond

Deed/Agree

Download

Below is an example of what a paid invoice looks like.

Northern Ireland Water

Westland House

40 Old Westland Road

Belfast

BT14 6TE

<https://digitalservices.niwater.com>

John Smith

2 Wynchurch Park

Belfast

BT14 6TE

northern ireland

water

Delivering what matters

VAT Reg No

GB 308 8057 95

Invoice No

NIWINV-000473

Tax Point Date

27/03/2024

Invoice Date

27/03/2024

INVOICE

Application Reference NC2400115

DESCRIPTION	NET AMOUNT	VAT	VAT RATE	TOTAL
1. Water Connection - Large Diameter Application Fee	£290.00	£58.00	20% (GB Standard)	£348.00
Total	£290.00	£58.00		£348.00

LOCATION OF WORKS 77 Ladas Drive

YOUR REFERENCE FOR ALL CORRESPONDENCE IS NC2400115

Northern Ireland Water is a subsidiary of Northern Ireland Water Limited, incorporated in Northern Ireland. Registered Number: 00244633. Registered Office: Westland House, 40 Westland Road, Belfast, BT14 6TE.

7) Contact Us

If you have any questions about making payment via the self-service portal, please contact us at customerengagementteam@niwater.com or by telephone on 03458 770003.