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 un[®] you find it.

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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.

Developer Services	Trade Effluent	Service Charges			
yments Centre					
ase note, it is not possible to view or					
ou cannot see your payment request, it Article 161 - All payment requests an					
New Connections - All payment requ	iests are sent to the Occupier. If the Occupier was u	inknown when the application was submitted the	a payment request will be sent to the Develope	r.	
ect an item from the grid below and clic	k "Next" to proceed.				
					Service
Service Reference	1 Site Address	1 Account Number	Service Type	Amount	1 Status
NC2300015	4 Wynchurch Perk		NC Application	\$1,520.40	Awaiting Payment
NC2300015				£348.00	Awaiting Payment
	2 Dunmare Avenue	09987678	NC Application	1348.00	Awarding Payment
	2 Dunmore Avenue Larry's Test point	09987678 08512067	NC Application A161 Application	£300.00	Analting Payment
NC2300070					

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 Pa	ddy Cashman								niwater
	Developer Services		Emuent	Service Charges			_		
	yment detail > NC2300 ct one or more items from the grid be		n to proceed to the payment.				L	Outstanding Bala	nce £348.00
	Application Reference	I Date Requested	1 Supply Address	I Service Type	Description	1 Amount	I Service Reference	Seave).	
	NC2300070	01/12/2023	2 Dunmore Avenue	New Connection Application	Water Connection - Large Diameter Application Fee	£548.00	NINPAY-000078	Requested	<u> </u>
	Ca Sel Next Payfor A								1-1 of 1 items
		01/12/01/22			Water Connection - Large				1-1of1ib

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'.

i Paddy Cashman		
Developer Services	En Trade Effluent	Service Charges
Card Payment Billing Address Address Line 1 -		
2 Wynchurch Park Address Line 2		
Town -		
Belfest Post Code		
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.

Hi Paddy Ca	ashman				water
	er Services	Ex Trade Effluent	Service Charges		
Total Amount 6348 Enter car		* Indicates required information.		Payment Summary Psyment for NC230079	
Carcholder Name * Card Provider * Card number *	Belect 🗸			Amount to pay: £348.00	
Issue number Start state Digity date *	nn v 3999 v				
cie.	SA (Cancel Pay new			

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.

i Paddy Cashmar	ian	
Developer Services	s Trade Effuent	
New Connections > Artics 10 > Address Lise 1 > Jaynouruch Fart: Address Lise 2 Freen - Briffes - Part Cole Br5 (N		

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.

Trade Effluent Service Charges Payment by BACS / Faster Payment NI Water Bank Details Step 1: Make payment by BACS / Faster Payment Account Name You can also pay by Faster Payment (BACS electronic transfer of funds. Northern reland Water Limited It is important to include some key information with your payment to make sure it is allocated to the correct account. Northern reland Water Limited In your instruction to your bank please include: Water Bank Details Account Number I Water Bank Details It is allocated to the correct account. Maximum	David Hart			
Step 1: Make payment by BACS / Faster Payment Account Name You can also pay by Faster Payment / BACS electronic transfer of funds. Northern Ireland Water Limited It is important to include some key information with your payment to make sure it is allocated to the correct account. Sort Code 90079 In your instruction to your bank please include: Account Number 10072557	تی Developer Services	_	Service Charges	
90797 90707 9070 9079 9079	Step 1: Make payr You can also pay by Fas	ment by BACS / Faste ter Payment / BACS electro	er Payment nic transfer of funds.	Account Name Northern Ireland Water Limited
	• NI Water Bank Details	our bank please include:	nt to make sure it is allocated to the correct ac	950797 Account Number 10072257

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'.

Step 2: Complete and submit a remitta	ince	
Once you've made your Faster Payment / BACS transaction pleas	e complete your remittance below so that we can receive your payment.	
Payment Method		
Faster Payment/BACS	*	
Full Name •		
Payment Reference •		
Date of Payment -		
	64	
Full amount paid •		
NI Water lawfully processes your personal information in associatio <u>Privacy.Notice</u> .	n with above as detailed within our	
Back 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.
Confirm Cancel

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 and receipted and receipted and receipted and the specified and receipted and the specified and the specified and the specified and the specified and the specified and the speci	
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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		
Developer Services	lin Trade Effluent	Service Charges
New Connections > Article 161 > Address Live 1 -		
2 Wynchurch Park		
Address Line 2		
Town - Beifest		
Past Code BT6 Q/N		
Nex		

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.



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.

David Hart		
Developer Services	far Trade Effluent	Service Charges
Payment by Chequ	ie	
Step 1: Post my cheque		
You can also pay by cheque and s It is important to include some key inform	send it to us. nation with your payment to make sure it is a	flocated to the correct account.
On your cheque please do the fol • Make it payable to Northern Ireland)
 Make it payable to Northern Ireland Cross it 'A/C Payee' Denote your reference number on th 		
 Include the payment amount - £430. Post it to us using the relevant addreses 	80	

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.

Step 2: Complete and submit a remittance			
Once you've posted your cheque please complete your remittance below so that we can receive your payment.			
Payment Method			
Снеция			
Full Name *			
Full Name *			
Payment Reference -			
Date of Payment -			
and of regiment.	0		
Full amount poid *			
Cheque Number			
NI Were lawfully processes your versonal information in association with above as detailed within our Privacy Notice.			
Re a Submit			

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

Please confirm that you have posted a cheque to NI Water for the required funds.
Confirm Cancel

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.

igitalservicesphase1uat.niwater.	com says
hank you. Northern Ireland Water has our cheque has been received, we wil becified in your remittance and issue orking days for the cheque to arrive	Il allocate it to the applications a receipt. Please allow up to 10
	ок

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.

Developer Services	1.	fin side Efficient	Service Charges					
woices & Credit Do	cuments						Something	son rated
							Search	9,
	Document Type	Reference	V Date	Service Type	Service Reference	Account Number	Total	
8 <u>1</u>	CreditNote	NWCN-000016	28/03/2024	New Connections	NC2400115	08003895	£157.20	
8 <u>1</u>	CreditNote	N/WCN-000015	25/05/2024	New Connections	NC2400113	09011673	\$157.20	
12 L	CreditNote	NWCV-000013	25/05/2024	New Connections	NC2400111	06173317	£345.00	
2 A	Invoice	N/WIN/-000477	27/09/2024	Article 161 Application	AR2400028_01	08954550	65,136.54	
18 L	invoice	NVMINV-000476	27/03/2024	Article 161 Application	AR2400034_01	08954550	£317.00	
8 <u>1</u>	invoice	NWIN-000475	27/03/2024	Article 161 Application	AR2400035_01	08001651	£317.00	
- A	Involce	N/WINV-000474	27/05/2024	New Connections	NC2400116	08003895	£157.20	
2 2	Invoice	N/MIN/-000473	27/05/2024	New Connections	NC3400115	08001751	\$545.00	
8 <u>1</u>	involce	N/WINV-000472	27/03/2024	New Connections	NC2400114001	08455996	\$378.00	
8 <u>1</u>	involce	NWIN/-000471	27/03/2024	New Concertions	NC3400113	09011673	£157.20	

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.



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

Base and the second se	We	rthern Ireland Water stland House Old Westland Road		northe	ern irel	
John Smith 2 Wynchurch Park Beffast YAT Reg No GB 308 8057 95 Twoice No NIWINV-000473 Tax Point Date 27/03/2024 Invoice No NIWINV-000473 Tax Point Date 27/03/2024 Invoice Date 20% (GB E348) Invoice Onection - Large 2290/00 558.00 Invoice Date 20% (GB E348) Invoice Date <						
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2 Wynchurch Park Befast Sefast Tax Point Date 2/703/2024 Invoice No NIWINV-000473 Tax Point Date 2/703/2024 Invoice Date 2/703/2024	lohr	Smith		Delivering	g what ma	atters
Invoice No NIWINV-000473 Tax Point Dato 27/03/2024 Invoice Date 27/03/2024 Invoice Date 27/03/2024 INVOICE 2000 Application Reference NC2400115 1 1. Water Connection - Large £290.00 £58.00 20% (GB £38.00 20% (GB 1. Water Connection - Large £290.00 £58.00 1. Water Connection - Large £290.00 £58.00 1. Total £290.00 £58.00 £348 LOCATION OF WORKS 77 Ladas Drive 20% (CATION OF WORKS 77 Ladas Drive	2 W	ynchurch Park				
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		DESCRIPTION Water Connection - Large Diameter Application Fee	NET AMOUNT £290.00	£58.00	20% (GB	
YOUR REFERENCE FOR ALL CORRESPONDENCE IS NC2400115		DESCRIPTION Water Connection - Large Diameter Application Fee	NET AMOUNT £290.00	£58.00	20% (GB	£348.
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	1.	DESCRIPTION Water Connection - Large Diameter Application Fee Total CATION OF WORKS 77 Ladas Dr	NET AMOUNT £290.00 £290.00	£58.00 £58.00	20% (GB	£348.

7) Contact Us

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