

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.

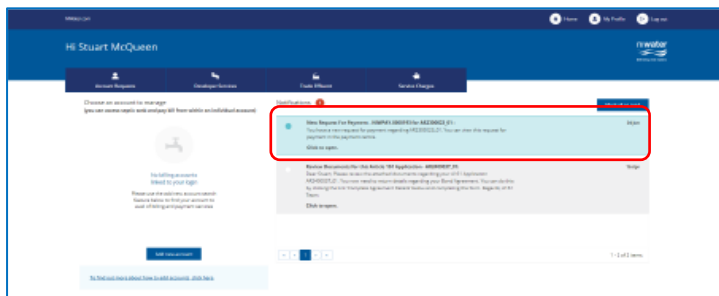
- If you are paying by Card, please follow the steps in sections 1, 2, 3 and 6
- If you are paying by Faster Payment / BACS, please follow the steps in sections 1, 2, 4 and 6
- If you are paying by Cheque, please follow the steps in sections 1, 2, 5 and 6

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.

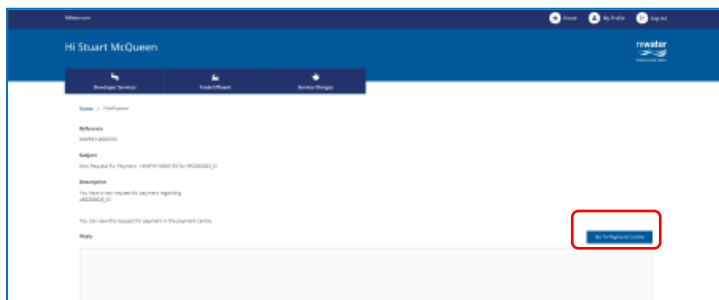
1) Locating Requests for Payment

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.

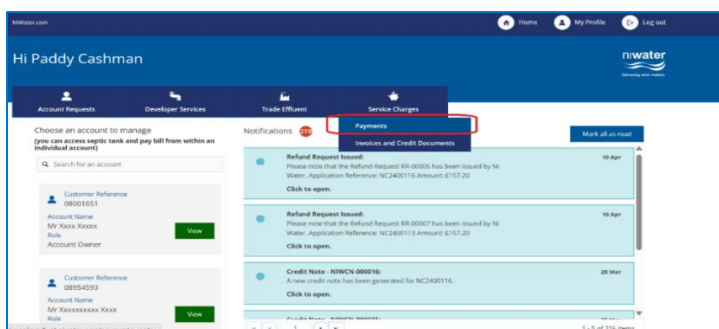
Locate the Portal Notification titled 'New Request for Payment' and click to open. You may have to scroll back through the notification until you find it.



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.

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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:
• Another 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	Line Address	Account Number	Service Type	Amount	Status
NC2300070	4 Wyntonch 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'.

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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	00/12/2020	2 Quinners Avenue	New Connection Application	New Connection - Large Sanitary Appliances/Flies	£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 Wyntonch 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 Number

Start Date

Expiry Date

CVC

Payment Summary

Payment for NC2300070
Amount to pay:
£348.00

Pay now



The screenshot shows a Twilio dashboard interface. At the top, there's a navigation bar with the Twilio logo and several menu items: Home, Accounts, My Phone, and Help. Below this, the main header area displays the name 'Hi Stuart McQueen'. A dark blue navigation bar contains three icons: 'Develop Services', 'Test & Monitor', and 'Manage Settings'. The main content area features a green message box with the text 'Payment Completed Successfully' and a sub-message 'Warning: This payment was successful. Your paymentId is twilio/P123123'. A blue 'View' button is located at the bottom of the message box.

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.

Hi Paddy Cashman

Developer Services

Trust Efforts

Service Charges

New Connections

Article 1st

Address Line 1

2 Wylaburch Park

Address Line 2

Town

DeFaci

Post Code

BT5 5JN

Total

Payment Summary


Payment for NC2000070


Amount to pay:


£348.00

Other ways to pay

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 - **PA00366NC2500227**
 - The payment amount - **£220.80**

NI Water Bank Details

Account Name

Northern Ireland Water Limited

Sort Code

950797

Account Number

10072257

IBAN

GB36048405079710072257

BIC / Swift Code

DABAGB28

Even more ways to pay

Step 2: Complete and submit a remittance

Once you've made your Faster Payment / BACS transaction please complete your remittance below so that we can receive your payment.

Payment Method

Faster Payment/BACS

Full Name

Payment Reference

Date of Payment

12

Full amount paid

NI Water lawfully processes your personal information in association with above as detailed within our [Privacy Notice](#).

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.

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.

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Trade Effluent

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 NC250027

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 - **PA003646NC250027**
- The payment amount - **£220.80**

NI Water Bank Details

Account Name

Northern Ireland Water Limited

Sort Code

950797

Account Number

10072257

IBAN

GB36DAB095079710072257

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

Service Charges

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 A/C Payee
- Endorse your reference number on the back - **NC2500227**
- Include the payment amount - **£220.80**
- Post it to us using the relevant address

NI Water Postal Details

Developer Services Coordination Team

Northern Ireland Water

Ballykeel Office

188 Larne Road Ballykeel

Ballymena

Co. Antrim

BT42 3HA

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.

Document Type	Reference	Date	Serial Type	Invoice Reference	Account Number	Total
Credit Note	NIWON000118	28/03/2024	New Connections	NC400118	00000000	£197.20
Credit Note	NIWON000119	28/03/2024	New Connections	NC400119	00011673	£197.20
Credit Note	NIWON000120	28/03/2024	New Connections	NC400120	00011673	£197.20
Invoice	NIWON000121	27/03/2024	Invoice 161 Application	NIWON000121	00000000	£4,126.50
Invoice	NIWON000122	27/03/2024	Invoice 161 Application	NIWON000122	00000000	£217.00
Invoice	NIWON000123	27/03/2024	Invoice 161 Application	NIWON000123	00000000	£217.00
Invoice	NIWON000124	27/03/2024	New Connections	NC400124	00000000	£197.20
Invoice	NIWON000125	27/03/2024	New Connections	NC400125	00000000	£197.20
Invoice	NIWON000126	27/03/2024	New Connections	NC400126	00000000	£197.20
Invoice	NIWON000127	27/03/2024	New Connections	NC400127	00000000	£197.20
Invoice	NIWON000128	27/03/2024	New Connections	NC400128	00000000	£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>

northern ireland water

Delivering what matters

John Smith

2 Wynchurch Park

Belfast

BT14 6TE

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 trademark of Northern Ireland Water Limited, incorporated in Northern Ireland. Registered Number: 00254463. 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.