

## Septic Tank Desludge Request

[niwater.com/self-service-portal](http://niwater.com/self-service-portal)

Providing you meet our service conditions, you can request one free desludge in a given 12 month period.

Enter your details online and you can:

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

# Self Service Portal

Save Time, Do It Online

**Self Service Portal**

Quick Pay   Septic Tank   Non domestic customers   Domestic Customers

**Customer Details**

Contact Name

Contact Telephone

**Property Details**

Premise Postcode

**Septic Tank Desludge Request**

Shown below are the last two requests. Northern Ireland Water domestic customers are allowed one request per year. If you continue on this page we will advise you before you complete your request.

**Northern Ireland Water would also like to advise you that:**

- We aim to carry out the service as soon as possible.
- The service we provide is the removal of sludge from the base of the tank. It is important that the scum layer remains so that the waste treatment process can continue. If the liquid waste in the tank will be removed, the scum layer will be removed.
- Should you continue with this request, you will be advised that the service has been completed.

**NI Water would remind customers to be away from the septic tank before the service is completed.**



Northern Ireland Water  
PO Box 1026  
BELFAST  
BT1 9DJ  
Email: [customer.billing@niwater.com](mailto:customer.billing@niwater.com)  
Billing Line: 0345 877 0030  
[www.niwater.com](http://www.niwater.com)

[niwater.com/  
self-service-portal](http://niwater.com/self-service-portal)

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SelfS2019  
March 2019



Log on to my account Quick Pay

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[niwater.com/self-service-portal](http://niwater.com/self-service-portal)

## Self Service website

### [niwater.com/self-service-portal](http://niwater.com/self-service-portal)

Register online to access your details at a time that is convenient for you.

You can:

- view account balance
- view bill and payment history
- pay a bill
- manage account details
- view the payment plan of individual schedules
- view historic usage patterns and download relevant data

## No internet access?

You can still access your account even if you don't have access to the internet. Simply call **0345 877 0030** and select **option 1** to:

- pay a bill and receive a text acknowledging payment
- access your account summary
- check your balance, billing and payment history

## QuickPay

The simple way to pay your bill, with no registration required.

### [niwater.com/paybill](http://niwater.com/paybill)

Enter your account number and the postcode of the supply address and once payment is made, you will receive a confirmation email.



[niwater.com/paybill](http://niwater.com/paybill)



### Quick Pay

The simple way to pay your bill.

Please enter your account number and postcode below.

Your account number is part of your customer reference which can be found at the top of your bill.

Account Number

Supply Address

Postcode

Next Cancel

### Step 1: Account and Postcode

Your Account Number  
Customer reference: NI054463  
Customer name: NI054463  
Supply address: NI054463  
Property reference: NI054463  
Bill Date: 15/01/2018, Bill Type: Regular Bill, Page 1 of 2



### Metered water bill

Monthly water and sewerage charges:

### Step 2: Amount to pay

### Step 3: Payment details

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440088  
4798

Keep in touch



## Other ways to pay

### Direct Debit

Simply call **0345 877 0030**

### Internet banking or BACS

At any bank or building society or via their internet or telebanking facilities.

Sort code: **95-01-21**

Account No: **31064355**

Please quote your customer reference. 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.

