## Your trade effluent 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.

## Bill Type / Billing Period .....

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

### 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.

#### Customer Reference: TE09062639/02

Customer name: SAMPLE CUSTOMER 1
Supply address: 1, Sample Street, Any Town, AB1 2CD

Bill Date: 30 April 2018 Bill Type: Original Bill Page: 1 of 2

# northern ireland water Delivering what matters

#### **Trade Effluent bill**

Monthly Trade Effluent charges:

Billing period
Bill from: 01/04/18 - 30/04/18

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Charges	£0.00
Amount you paid	£0.00
This bill (See page 2 for the detail)	30 April 2018
Amount carried forward	£0.00
Trade Effluent charges	£1,070.53
Total new charges	£1,070.53
VAT on sewerage charges at 0.00%	£0.00

Please pay £1,070.53 immediately

#### niwater.com/paybill



check your balance, update you details and see your payment and consumption history all online at: niwater.com/self-service-porta

**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

#### Important

£1.070.53

You must inform us immediately if there are any significant changes to your employee numbers, working days, canteen facilities etc as incorrect detail may affect the accuracy of

### How to pay

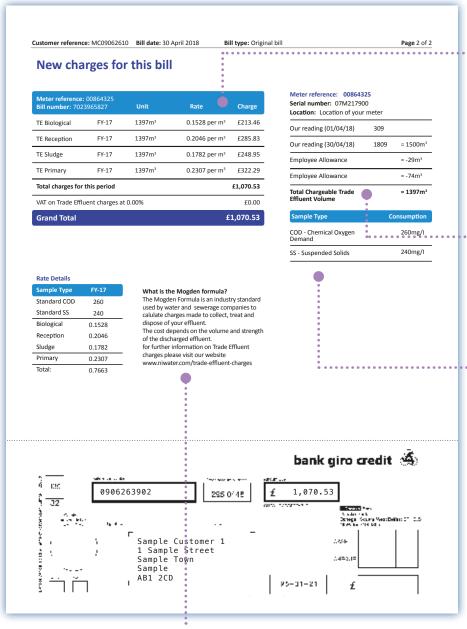
- QuickPay via Self Service. Go to niwater.com/paybill to pay your bill. You can also register and manage your account online on Self Service.
- > Debit or credit card. Call 0345 877 0030 to make payment via our automated service or to speak to an agent.
- > Direct Debit. The easiest way to pay, simply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



## Your charges in detail

A breakdown of your consumption, our rates and the total charges for your meter.

#### **About your meter**

All the information on your meter, including its location and the date of any readings that have been carried out.

#### **Sample Type**

The strength and type of Effluent discharged from the premises, as recorded by NIW Sampling Staff.

#### **Useful information**

How your Trade Effluent bill is calculated.