

northern ireland  
water



Delivering what matters

# Self Service Portal

Save Time, Do It Online



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



Quick Pay



Septic Tank



Non domestic customers



Domestic Customers



Log on to my account



Quick Pay

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Incorporated in Northern Ireland, Registered Number NI05446  
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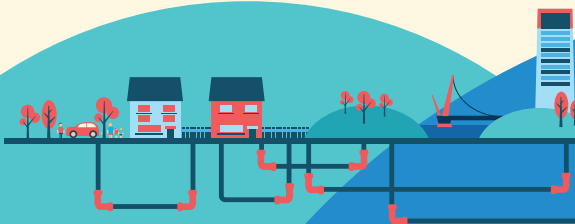
## Self Service website

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

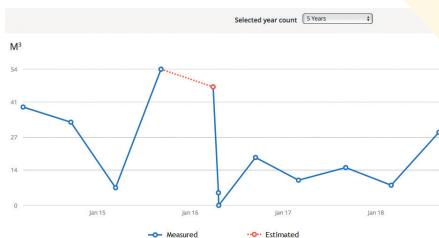
- pay a bill and receive a text acknowledging payment
- access your account summary
- check your balance, billing and payment history

## QuickPay

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

**niwater.com/paybill**

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



[Download Consumption Data](#)

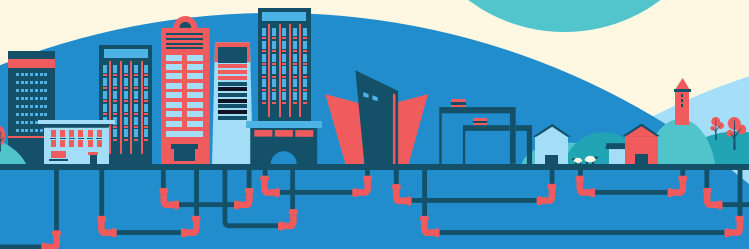
#### Useful Links

- [FAQ](#)
- [Leakage Information](#)
- [Explanation of Charges](#)
- [Allowances](#)
- [Policies behind Bills](#)

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**niwater.com/paybill**





Quick Pay



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### 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



www.niwater.com  
0345 877 0030  
Northern Ireland Water Ltd, 40 Old Westland Road, Belfast, BT14 6TE

**Metered water bill**  
Monthly water and sewerage charges

### Step 2: Amount to pay

### Step 3: Payment details

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0345 877 440088  
0345 877 4798

### Keep in touch



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## 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.

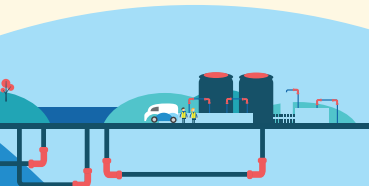
Sort code: **95-01-21**

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.



# 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



Quick Pay



Septic Tank



Non domestic customers



Domestic Customers

### Customer Details

Contact Name



Contact Telephone



### Property Details

Premise Postcode



Search

Cancel

### Septic Tank Desludge Request

Shown below are the last two requests for Northern Ireland Water domestic customers. If you continue on you will advise you before you complete the request.

#### Northern Ireland Water would also

- We aim to carry out the service within 10 working days of the request.
- 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 in the tank will be able to continue.
- Should you continue with the request, the service has been confirmed.

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

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Billing Line: 0345 877 0030

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