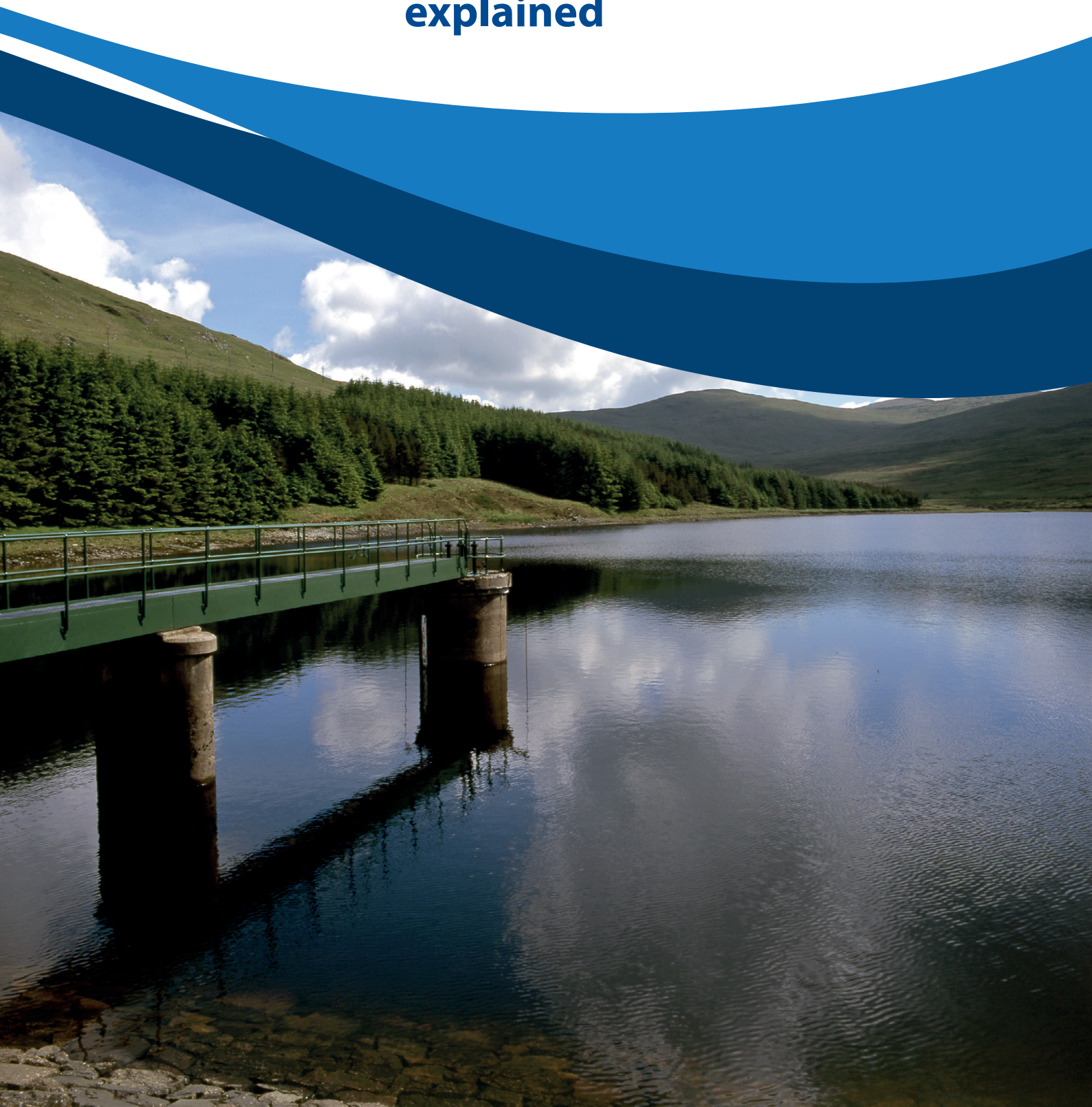


# Your metered water bill **explained**



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 your important information in one, easy-to-find place. Use your customer reference number whenever you contact us.

### Clear title

A clear bill title, showing the billing period and what you're being charged for.

### Summary of your charges

A clear summary showing your previous bill, your new charges, what you need to pay and when you need to pay it.

### How to pay

For Direct Debit customers, you'll find your payment schedule. If you pay by cash, you'll find details on all our ways to pay, and a Giro overleaf.

**Customer reference:** MC012345/01

**Customer name:** SAMPLE CUSTOMER 1  
**Supply address:** 1 SAMPLE STREET, SAMPLE TOWN, AB1 2BC  
**Property reference:** 07878187

**Bill Date:** 18 July 2016 **Bill Type:** Original Bill **Page** 1 of 2



**www.niwater.com**

**0345 877 0030**

8am-8pm Mon-Fri, 8am-6pm Sat, 12-6pm Sun

**Email:** [customer.billing@niwater.com](mailto:customer.billing@niwater.com)

**Address:** PO Box 1026, Belfast BT1 9DJ

**VAT number:** 898 7465 37

### Metered water bill

Monthly water and sewerage charges:

**Billing Period**

01 April 2016 - 30 April 2016

#### Previous Bill

Charges	£0.00
Amount you paid	£0.00

#### This Bill - See page 2 for the detail 18 July 2016

Amount Carried forward	£0.00
Water charges	£870.12
Sewerage charges	£1,333.32
<b>Total new charges</b>	<b>£2,203.44</b>
VAT on water charges at 20.00%	£174.03
VAT on sewerage charges at 0.00%	£0.00

**Amount now due £2,377.47**

Please pay £2,377.47 immediately.

### How to pay

More details online at [www.niwater.com/payingbill.asp](http://www.niwater.com/payingbill.asp)

- By Direct Debit.** The easiest way to pay, simply call 0345 877 0030.
- By 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).
- By debit or credit card.** Call 0345 877 0030 with your customer reference and card details to hand. This may incur an admin charge.
- By 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 (overleaf).
- By Self Service.** You can now register your account on line.  
Go to <https://selfservice.niwater.com> to view your account.

Sample Customer 1  
1 Sample Street  
Sample Town  
AB1 2CD

## Messaging

Useful information about your bill and anything else you need to be aware of.

## Your bill – back

Customer reference: MC09062610/01 Bill date: 18 July 2016 Bill type: Original Bill Page 2 of 2

### New charges for this bill

Bill from: 01/04/16 Bill to: 30/04/16

Meter Reference: 00797703	Unit	Rate	Charge
Bill number: 7023965827			
Water Volume Rate	836 m <sup>3</sup>	1.03000000 per m <sup>3</sup>	£861.08
Water Standing Charge 25mm	30 days	110.00 per year	£9.04
Sewerage Volume Rate	794 m <sup>3</sup>	1.66600000 per m <sup>3</sup>	£1,322.80
Sewerage Standing Charge 25mm	30 days	128.00 per year	£10.52
<b>Total charges for this meter</b>			<b>£2,203.44</b>
VAT on water charges at 20.00%			£174.03
VAT on sewerage charges at 0.00%			£0.00
<b>Grand total</b>			<b>£2,377.47</b>

### Codes of Practice

View our Billing and Metering Codes of Practice and all of our other Advice Leaflets on our website [www.niwater.com](http://www.niwater.com) or call us on Waterline 03457 440088 to request your free copy.

### Complaints

If you are unhappy with our service, please get in touch. Call 0345 877 0030, email [customer.billing@niwater.com](mailto:customer.billing@niwater.com), or write to: Customer Relations Centre, PO Box 1026, Belfast, BT1 9DJ.

If you are not satisfied with our response, please contact the Consumer Council for Northern Ireland, an independent body:  
0800 121 6022  
[www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)  
[complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)  
The Consumer Council, Floor 3, Seaford House, 28-32 Alfred street, Belfast, BT2 8EN

### Meter Reference: 00797703

Size: 25mm Serial Number: 12-511382  
Location: Displays the location of your meter


Company Estimate (01/04/16)	0	
Company Reading (30/04/16)	1000	= 1000 m <sup>3</sup>
Domestic Water Allowance	=	- 164 m <sup>3</sup>
<b>Chargeable Water Volume</b>	=	<b>836 m<sup>3</sup></b>
Non-return to Sewer Allowance	=	- 50 m <sup>3</sup>
Domestic Sewerage Allowance	=	- 156 m <sup>3</sup>
<b>Chargeable Sewerage Volume</b>	=	<b>794 m<sup>3</sup></b>


### Water leak or emergency

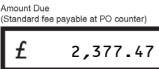
Emergency leakline: 0800 028 2011  
To help with early leak detection we recommend that you take regular readings as you are liable to pay for all water registered through the meter.

### Water efficiency

Save water and money with our water efficiency tips. Visit our website [www.niwater.com](http://www.niwater.com) or call us on Waterline 03457 440088 to request your free leaflet

  
Reference Number  
**0906261001**

  
Credit account Number  
**295 0448**

  
Amount Due  
(Standard fee payable at PO counter)  
**£ 2,377.47**

CHEQUE ACCEPTABLE

Danske Bank  
Danske Bank  
Doneyhall Square West Belfast BT1 6JS  
NI Water 31064355

CASH

CHEQUE

Signature

Date

Sample Customer 1  
1 Sample Street  
Sample Town  
Sample  
AB1 2CD

Items

Fee

95-01-21

£

Please do not write or mark below this line and do not fold this counterfoil

## Your charges in detail

A breakdown of your consumption, our rates and the total charges of your meter. If you are charged VAT you'll see how this has been allocated on your bill too.

## About your meter

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

## Your grand total


The amount you owe for the water you've used this period.

## Domestic Allowance

If you are claiming allowances they are shown here.

## Useful information

Our emergency numbers, codes of practice and complaints process details, just in case you need them.



If you have any questions about your bill, contact us on

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

**0345 877 0030**

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