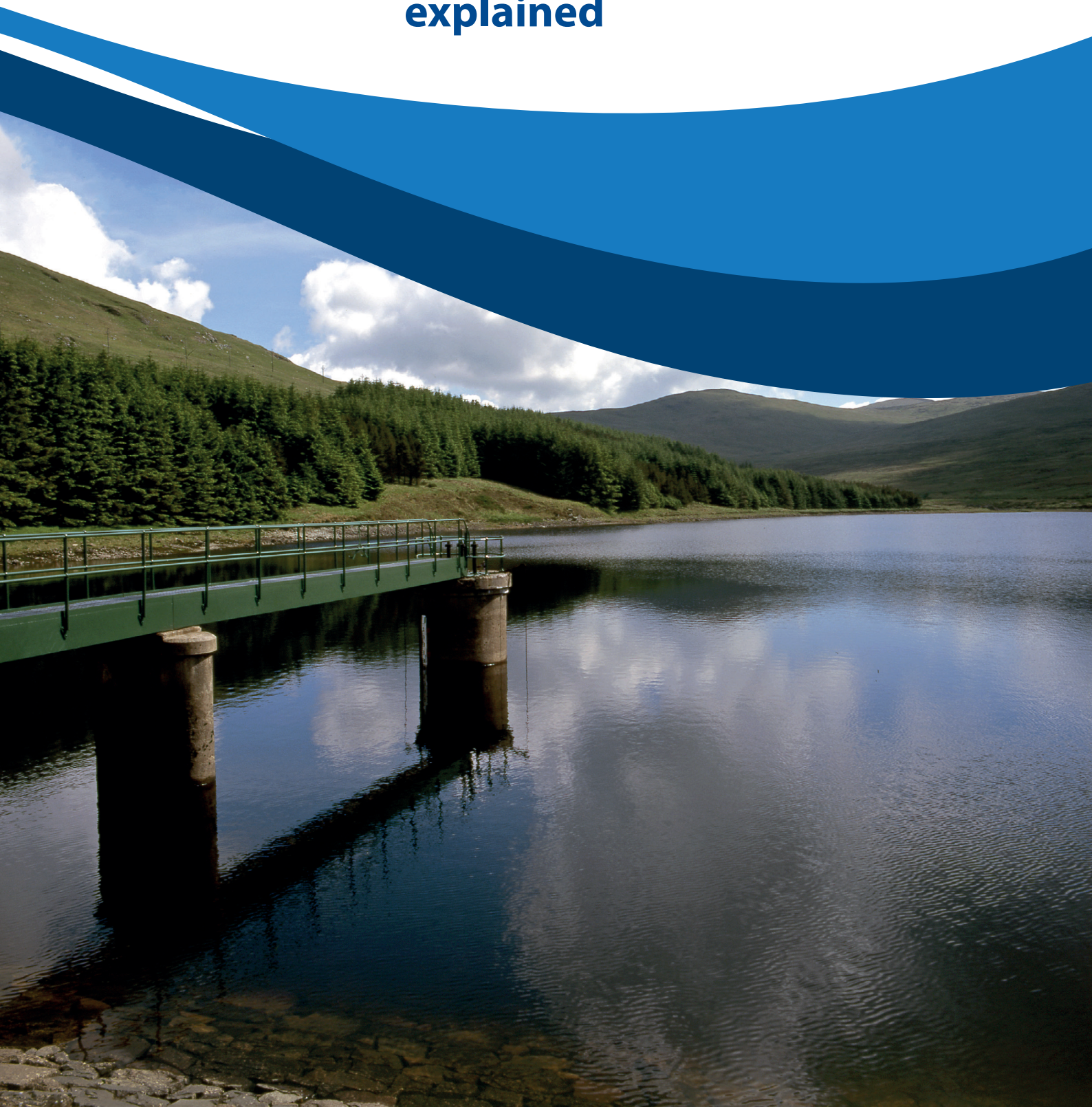


Your Trade Effluent water bill **explained**



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.

Customer reference: TE012345/02

Customer name: SAMPLE CUSTOMER 3
Supply address: 1 Sample Street, Any Town AB1 2CD

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

Address: PO Box 1026, Belfast BT1 9DJ

VAT number: 898 7465 37

Clear title

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

Trade Effluent bill

Monthly Trade Effluent 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
Trade Effluent charges	£1,070.53
Total new charges	£1,070.53
VAT on Trade Effluent charges at 0.00%	£0.00

Amount now due £1,070.53

Please pay £1,070.53 immediately.

Change to Operation

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 your bill.

Changing Premises

You are responsible for notifying us at least two working days before you leave. If you don't you may still be liable for charges. We can update our records up to 30 days in advance of your move.

Your Trade Effluent consent is specific to the site and will therefore end on your last day. You will need to contact us to discuss any new requirements.

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

More details online at 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.

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.

AB1 2CD
Sample
Sample Town
1 Sample Street
Sample Customer 3

Messaging

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

Your bill – back

Customer reference: TE09062639/02 Bill date: 18 July 2016 Bill type: Original Bill Page 2 of 2

New charges for this bill

Meter Reference: 00864325	Unit	Rate	Charge
TE Biological FY-17	1397 m ³	0.15279885 m ³	£213.46
TE Reception FY-17	1397 m ³	0.20460272 m ³	£285.83
TE Sludge FY-17	1397 m ³	0.17820329 m ³	£248.95
TE Primary FY-17	1397 m ³	0.23070150 m ³	£322.29
Total charges for this period			£1070.53
VAT on Trade Effluent charges at 0.00%			£0.00
Grand total			£1,070.53

Meter Reference: 00864325
 Serial Number: 07M217900
 Location: Location of your meter
 Our reading (01/04/16) 309
 Our reading (30/04/16) 1809 = 1500 m³
 Employee Allowance = -29 m³
 Non Return to Sewer Allowance = -74 m³
Total Chargeable Trade Effluent Volume = 1397 m³

Sample Type	Consumption
COD - Chemical Oxygen Demand	260 mg/l
SS - Suspended Solids	240 mg/l

Rate Details

Standard Rates	FY-17
Standard COD	260
Standard SS	240
Biological	0.1528
Reception	0.2046
Sludge	0.1782
Primary	0.2307
Total:	0.7663

What is the Mogden formula?
 The Mogden Formula is an industry standard used by water and sewerage companies to calculate charges made to collect, treat and dispose of your effluent. The cost depends on the volume and strength of the discharged effluent. For further information on Trade Effluent charges please visit our website <http://www.niwater.com/trade-effluent-charges/>

bank giro credit

Reference Number: 0906263902 Credit account Number: 295 0448 Amount Due (Standard fee payable at PO counter): £ 1,070.53

CHEQUE ACCEPTABLE

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

CASH [] []
 CHEQUE [] []

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 for 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.

Useful information

How your Trade Effluent bill is calculated.

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

www.niwater.com

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