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.

**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: TE012345/02
Customer name: SAMPLE CUSTOMER II
Supply address: 1 Sample Street, Any Town AB1 2CD

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

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**Trade Effluent bill**

Monthly Trade Effluent charges:

Billing Period
01 April 2016 - 30 April 2016

<table>
<thead>
<tr>
<th>Previous Bill</th>
<th>This Bill – see page 2 for the detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges</td>
<td>Amount you paid</td>
</tr>
<tr>
<td>( £1,070.53</td>
<td>( £0.00</td>
</tr>
<tr>
<td>Amount carried forward</td>
<td>VAT on Trade Effluent charges at 0.00%</td>
</tr>
<tr>
<td>£0.00</td>
<td>( £0.00</td>
</tr>
</tbody>
</table>

Total new charges £1,070.53

VAT on Trade Effluent charges at 0.00%

Amount now due £1,070.53

Please pay £1,070.53 immediately.

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**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
  - account number: 10104333
- **By cheque**: Make your cheque payable to: Northern Ireland Water Ltd and send it to PO Box 1025, Belfast, BT1 9DJ. (Write your customer reference on the back and send it along with your payment (p l e a s e l e t).)
- **By Self Service**: You can now register your account online. Go to [https://selfservice.niwater.com](https://selfservice.niwater.com) to view your account.

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

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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 7463 37

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

www.niwater.com

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