

Customer number					OFFICE USE ONLY			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Property Ref							OFFICE USE ONLY				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# APPLICATION FOR A SUPPLY OF WATER TO A DOMESTIC PROPERTY

Use this form if you are applying for a supply of water for domestic purposes only. Where the supply provides water to more than one domestic property please complete one form for each property.

**PLEASE COMPLETE THE WHOLE FORM IN BLOCK CAPITALS USING A BLACK BALL POINT PEN**

## 1. FULL NAME OF CUSTOMER APPLYING FOR SUPPLY

<b>First applicant</b>		<b>If account is to be in joint names add details of second applicant below</b>	
Surname (Company name if Limited Company)		Surname	
Forenames	Mr/Mrs/Miss/Title	Forenames	Mr/Mrs/Miss/Title
Telephone (home)		Telephone (home)	
Telephone (work)		Telephone (work)	
Telephone (mobile)		Telephone (mobile)	
Email address		Email address	

## 2. ARE YOU VACATING EXISTING PREMISES?

Yes  No

Date vacating   /   /

Day                      Month                      Year

Address of premises to be vacated

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Postcode

**If you have a metered supply we will arrange for your meter to be read and final account to be sent out. You will remain responsible for all water consumed at your previous address until such time as a final meter reading has been taken and the supply account is no longer in your name.**

## 3. ADDRESS FOR WHICH SUPPLY IS REQUIRED

Address

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Postcode

Date service being taken over   /   /

Day                      Month                      Year

Number of people living in property        Number of dwelling units being supplied

**Would you like the bill sent to the same address?**

Yes       No  (please fill in the billing address below)

Billing Address

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Postcode

**Do you have forwarding details for the previous occupant?**

Yes  (please fill in the forwarding address below)      No

Previous occupant forwarding address

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Postcode

#### 4. PAYMENT OF ACCOUNTS (Explained on page 4 of this form)

Would you like to pay your bills by Direct Debit? (You will receive a discount of £1 per bill if you elect to pay by Direct Debit)

Yes  No  If **Yes** please complete the Direct Debit instruction (Section B on page 3)

Would you like to pay your bills by Continuous Credit Card authority?

Yes  No  If **Yes** please complete the authorisation form (Section A on page 3)

**You can also pay by cash, cheque, BACS payments**

#### 5. PROPERTY DETAILS

Is the property -

Owned by you  Rented unfurnished  Rented furnished

If the property is rented please provide details of your landlord or agent below.

If rented what is the term of your lease (to the nearest month)?

If you are either a tenant of a furnished property, your lease is for a period of three months or less or you do not have a lease this application form must be completed and signed by the landlord.

Landlord or Agent Name
Landlord or Agent Address
Postcode

#### 6. ABOUT THE PREMISES

Do the premises have any of the following?

Swimming pool / Jacuzzi / Hot tub

Yes  No

If your premises have a swimming pool, Jacuzzi or hot tub you are required to have a meter on all supplies to your property.

Sprinkler systems and / or automatic watering systems

Yes  No

If you use sprinklers or any automated watering system you are required to have a meter on all supplies to your property.

Do you use a hand held hose pipe at your premises?

Yes  No

You are only permitted to use a hosepipe at your premises if you have a metered connection or if you pay the annual hosepipe charge.

How many bedrooms does the property have?

Does the property have a garden?

Yes  No

#### 7. AGREEMENT

- I/ We confirm that the details provided in this application form are accurate and agree that should any of the details of the property / properties provided above change, for whatever reason, we will inform Jersey Water within a period of 10 working days.
- I/ We have read and understood the company's terms and conditions of supply and agree to be bound by and observe the terms set out therein. We acknowledge and accept that the terms and conditions of supply may be varied at the discretion of the Company from time to time.
- I/ We accept responsibility for the payment of all accounts and charges in respect of this supply (where supplies are in joint names both applicants are jointly and severally liable).

Signature	Date	Signature (joint applicant)	Date
Print name		Print name	

If signing for a Limited Company please provide own name and position within the company. This form should be signed 'For and on behalf of the Company' by authorised signatories (i.e. Directors or the Company Secretary) only. If signing for a Partnership this form should be signed 'For and on behalf of the Partnership' by a Partner.

#### OFFICE USE ONLY

	Initials	Date		Initials	Date
1) Is contract signed	<input type="text"/>	<input type="text"/>	6) Hosepipe charge	<input type="text"/>	<input type="text"/>
2) Name (is it full name & initials)	<input type="text"/>	<input type="text"/>	7) Is Account No. on contract / DD form	<input type="text"/>	<input type="text"/>
3) Phone number	<input type="text"/>	<input type="text"/>	8) QOS cleared	<input type="text"/>	<input type="text"/>
4) Billing address does it need HC (check HC)	<input type="text"/>	<input type="text"/>	9) Previous property on A/C closed (see section 2)	<input type="text"/>	<input type="text"/>
5) Date of opening (next billing date to be checked)	<input type="text"/>	<input type="text"/>	10) Send final bill on closed A/C	<input type="text"/>	<input type="text"/>

# PAYMENT METHOD SELECTION

(see details of payment schemes on reverse)

Account No

Property Ref

Select desired payment method (tick appropriate box)

Direct Debit (see B below)  Continuous Credit Card (see A below)

Select desired payment frequency (tick appropriate box)

If not required we will take payment quarterly

Monthly  Quarterly

PLEASE NOTE: COMPLETE SECTION A OR B (NOT BOTH)

## A. INSTRUCTION TO PAY BY CONTINUOUS CREDIT CARD AUTHORISATION

Name as it appears on your card

Credit Card type (tick appropriate box)

VISA  MasterCard

Credit Card number

Card expiry date

Your daytime telephone number

Signature

Date

Authority to collect payment by Credit Card

I authorise Jersey Water to collect amounts due from my Credit Card in accordance with the payment plan options selected above.

I understand that if I wish to cancel this authority that I may do so at any time in writing or by telephoning the Customer Accounts Department.

## B. INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Your daytime telephone number

Originator's Identification Number



Name(s) of Account Holder(s) as it appears on your bank statement

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Water supply account number

Bank/Building Society account number

Branch sort code

Instruction to your Bank or Building Society

Please pay Jersey Water Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Jersey Water and, if so, details will be passed electronically to my Bank/ Building Society.

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer.

## THE DIRECT DEBIT GUARANTEE



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit, Jersey Water will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Jersey Water to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by Jersey Water or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society - If you receive a refund you are not entitled to, you must pay it back when Jersey Water asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

# OPTIONS TO PAY YOUR WATER BILL

## Direct Debit



Direct Debit takes the hassle out of paying your water bill and will also save you £1 per quarterly bill because Direct Debits are more cost-effective for us to process. You need no longer worry about writing a cheque, posting your payment to us or queuing to pay your bill.

You can choose to pay your bill in 12 monthly installments or quarterly as each bill is due.

## What do you need to do to pay by Direct Debit?

All you need to do is choose your desired payment method overleaf (selecting Direct Debit), complete Section B and return the form to us. We will do the rest. Each quarter, you will receive your water bill as normal. It will also include details of how much will be debited from your bank account and the date(s) on which payment(s) will be taken. Your Bank or Building Society account will be debited on the 20th day of the month, either every month or every quarter according to your choice. If you have a query or problem with your bill you can contact the Customer Accounts Department as normal.

## What if I don't want to pay by Direct Debit?

If you prefer not to pay by Direct Debit, the Company offers a number of other ways that you can pay your water bill including the Continuous Credit Card Payment option detailed below. Other ways to pay are explained on the reverse of your water bill. Non-Direct Debit payments do not have the benefit of the £1 reduction per bill.

## Continuous Credit Card Payments



To benefit from this option, simply give us your credit card details and your agreement that we can take payments as and when they fall due and we will do the rest. All you need to do is choose your desired payment method overleaf (selecting Continuous Credit Card), complete Section A and return the form to us. Each quarter you will receive a water bill as normal. It will also include details of how much will be charged to your credit card and the date(s) on which payment(s) will be taken. Your credit card account will be charged on the 20th day of the month, either every month or every quarter according to your choice. If you have a query or problem with your bill you can contact the Customer Accounts Department as normal.

We are unable to accept Continuous Credit Card applications for Debit and Switch cards.

## How does the monthly payment work?

If you elect to pay by Direct Debit or by Continuous Credit Card payments you have the option to pay your bill on a monthly basis.

Each quarter we will send you your water bill as normal. Monthly payments spread the total of your quarterly water bill over three months. Your water bill will indicate the total amount charged and the amount to be taken from your account or charged to your credit card each month and the dates on which the amount will be taken. We will inform you in advance of any tariff increases and will not change the amount you pay without informing you first.

## Online

If you have a valid Debit or Credit Card simply visit [www.jerseywater.je](http://www.jerseywater.je) and select the Pay Online link from the Customer Information drop down menu and follow the instructions on screen.

## Questions

If you have any questions concerning the completion of this application form please contact our Customer Accounts Department on 707301. Open Monday to Friday 8.45am - 4.30pm



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Westmount Road, St. Helier, Jersey, JE4 9PN  
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Jersey Water is the trading name of The Jersey New Waterworks Company Limited.



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