

Ways to pay your water bill

Direct Debit?



Direct Debit makes paying your water bill easy 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 monthly installments or quarterly as each bill is due.

What 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 1 and 2 and return the form to us. We will do the rest. Each quarter, you will receive your water bill as normal. Your Bank or Building Society account will be debited on or around 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. 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 1 and 3 and return the form to us.

Each quarter, you will receive your water bill as normal. Your credit card account will be charged on or around 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 you have the option to pay your bill on a monthly basis.

Unmetered accounts

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.

Metered accounts

Spread the cost of your water over 12 equal monthly instalments with Jersey Water's Budget Payment option. Your monthly payment will be calculated based on your metered consumption history or, if your supply is newly metered, on the number of people living in your property.

Once your Payment Plan is set up we will write to you informing you of the monthly payment amount we will collect from your bank account or credit card. We will assess your payments against your water consumption at least annually to ensure that your payments remain on track to cover your water charges.

We will not make changes to the amounts that you pay without informing you first. Any brought forward balance will be carried forward and included in the monthly payment calculation.

You will receive your water bill each quarter as normal and this will show your charges for water, the payments that you have made and the balance on your account.

Online

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

By Post

Cheques should be made out to 'Jersey Water'. Alternatively, debit or credit card details should be completed on the reverse of the payment advice slip. The payment advice slip and cheque (if applicable) should be posted to: Jersey Water, PO Box 69, Jersey, JE4 9PN.

By Telephone

Please telephone the Customer Accounts Department with your customer number and credit or debit card details.

In Person

You can also pay by cheque, cash, debit or credit card at the Company's offices during normal opening hours or, at any Jersey Post Office.

WTP 06/10

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



PO Box 69, Mulcaster House,
Westmount Road, St. Helier, JE4 9PN
Telephone: 707301 Facsimile: 707401
Email: info@jerseywater www.jerseywater.je

Jersey Water is the trading name of The Jersey New Waterworks Company Limited.



INVESTOR IN PEOPLE

