

Ways to pay your water bill

Direct Debit?



Direct Debit makes paying your water bill easy. You will also receive a £1 reduction per bill for choosing to pay this way.

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 monthly or quarterly as each bill is due.

What you need to do to pay by Direct Debit

All you need to do is complete Sections 1 and 2 overleaf 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. Non-Direct Debit payments do not have the benefit of the £1 reduction per bill.

Unmetered accounts

Monthly payments spread the total of your quarterly water bill over three months. Your water bill will indicate the total amount charged, the amount to be taken from your account 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 months with Jersey Water's Budget Payment Plan. 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. 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 09/11

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



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