

Are you moving home?




JerseyWater

www.jerseywater.je

Moving in

If you are moving into a property supplied by Jersey Water you need to complete an account application form and forward it to the Customer Accounts Department. Forms can be downloaded from our website (www.jerseywater.je) or we can send you one in the post.

In order to prevent the water from being turned off when you move in please ensure that we receive your completed application form at least two working days before the previous occupant moves out.

If the supply to your property is turned off when you move in we will arrange for it to be turned on free of charge after receiving the completed application form.

You will become liable for all charges for water from the day you take over the supply.

With effect from 1 January 2009, for properties not currently fitted with a water meter, where there is a change of account holder, Jersey Water will, wherever possible, install a water meter and charge the new account holder for water on the basis of volume consumed. For further details please see the back page of this leaflet.

Please ensure that you contact Jersey Water promptly after moving in. If you do not register with Jersey Water we will assume that the property you live in is unoccupied and may turn off the supply.



Moving out

If you are vacating a property supplied by mains water you need to contact our Customer Accounts Department at least 48 hours before you want the final meter reading to be taken or, if you are not metered, the day you are due to move out.

Please note that until you request a final meter reading or, if your supply is not metered, advise us that you have moved out, you will continue to be responsible for all charges for water on the supply.

Please advise the incoming occupier that, in order to avoid the water being disconnected, they should complete the appropriate application form and submit it to the Customer Accounts Department at least two working days before your final meter reading or, if you are not metered, the date on which you are due to vacate the property.



Changes to person responsible for a water account

To change the name(s) of the person(s) responsible for the water account (for example changing the account from single into joint names) the new applicant(s) should complete and sign the appropriate application form.

The form should be forwarded to our Customer Accounts Department with a letter from the existing account holder requesting the change.



Your new water supply

With effect from 1 January 2009, for properties not currently fitted with a water meter, where there is a change of account holder Jersey Water will, wherever possible, install a water meter and charge the new account holder for water on the basis of volume consumed.

We will arrange to fit the meter, free of charge, as quickly as possible after you move in and tell you when it has been installed. Your charge for water between the date you move in and the date the meter is installed will be based on the existing unmeasured charge for the property adjusted by the relevant number of days.



One of our meter readers will read your meter approximately every three months. You will be billed for the volume of water (in cubic metres) shown as consumed between the current and previous meter readings.

Occasionally, it may not be possible to read your meter and we will estimate your consumption based on your past usage levels.

Questions

If you require any further information please contact our Customer Accounts Department.



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

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