

YOUR NEW METERED WATER SUPPLY

with effect from 1 April 2015


JerseyWater
www.jerseywater.je



Your property now has a metered water supply

Jersey Water has recently installed a water meter on the supply to your property. The purpose of this leaflet is to provide you with the information you will need to help you manage your water supply and keep your charges for water as low as possible.



What happens now?

We will read your meter up to four times per year and bills are raised quarterly in arrears. Your water bill will reflect the consumption of water between two meter reading dates. If for any reason we don't read your meter, we may estimate your consumption for the period. Water supplied to metered properties is charged by volume; so your bill will depend on the amount of water that you use.

Please note: Your first metered bill will not normally represent your usual water consumption due to several factors such as the timing of the meter being fitted (i.e part way through the cycle). This first bill may also contain a credit for the proportion of the unmeasured water charge from your previous bill.



You can spread the cost of water

Spread the cost of water over 12 equal monthly instalments with Jersey Water's Budget Payment Plan option.

- Your initial monthly payment is calculated based on the average consumption of the number of people living in your property. Once your Payment Plan is set up we will write to you informing you of your monthly payment. See the table on the back of this leaflet for likely monthly payments under the Payment Plan.
- 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.
- Once you have had a full year of metered billing we will reassess your consumption annually. This will be based on your actual consumption plus any balance carried forward and your payment will be adjusted accordingly. This will help 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.

If you previously paid for water by Direct Debit on a **monthly basis** we will automatically transfer you onto this scheme.

If you don't already pay for water on a monthly basis and would like to sign up for the monthly Budget Payment Plan please complete the enclosed payment leaflet. You will receive a discount of £1 per bill.

WAYS TO PAY YOUR WATER BILL

Direct Debit

This is the easiest way to pay your water bill and you'll also receive a £1 reduction per bill for choosing to pay this way. You can pay monthly, spreading your annual water charge over 12 equal monthly installments, or quarterly as each bill is due. Simply fill in the form overleaf post it to us, and we will do the rest.

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 date you have selected either every month or every quarter according to your choice.

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.

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.

Online

If you have a valid debit or credit card simply visit www.jerseywater.je and select the Pay Online link from the Manage Your Account drop down menu and follow the instructions. This is available 24/7.

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 **0845 557 6692** with your customer account number and debit or credit card details.
This facility is available 24/7, 365 days of the year.

In Person

You can also pay by cheque, cash, debit or credit card at any of the 21 Jersey Post Offices available across the Island. For information on opening hours of your nearest Post Office visit www.jerseypost.com/tools/openingtimes/

Questions?

If you have any questions concerning the completion of this application form please contact our Customer Services Department on 707301. Open Monday to Friday 8.45am - 5.00pm

All prices are quoted exclusive of the Goods and Services Tax ('GST') at the applicable rate.

PO Box 69, Mulcaster House, Westmount Road, St. Helier, Jersey, JE4 9PN
T: 707301 F: 707401 E: customerservices@jerseywater.je www.jerseywater.je

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

How much will it cost?

The unit cost of water, from 1 April 2015, is 250.75 pence per cubic metre (m³) which is 1,000 litres (approximately 220 gallons).

Use the table below to estimate your quarterly metered water bill.

The amounts assume an average consumption based on actual usage from a sample of our metered customers. Please note that personal consumption can and does vary widely from the average and water bills can therefore be lower or higher than the amounts shown.

Number of people in household	Estimated water consumption & bill		Your estimated monthly budget payments
	Cubic meters (m ³)	£ per quarter	
1	13.23	£38.44	£12.81
2	24.34	£66.30	£22.10
3	32.85	£87.64	£29.21
4	39.56	£104.47	£34.82
5	46.40	£121.62	£40.54
6	55.68	£144.89	£48.30

The table below shows the approximate water consumption and cost of various activities around the home. Please note, actual water usage may vary.

Activity	Approximate water consumed	Cost in pence
Toilet flushing	9.5 litres (2.1 gallons)	2.4
Taking a bath	80 litres (17.6 gallons)	20.1
Taking a shower	35 litres (7.7 gallons)	8.8
Using a washing machine	80 litres (17.6 gallons)	20.1
Using a dishwasher	35 litres (7.7 gallons)	8.8
Cooking, drinking, washing etc	40 litres (8.8 gallons)	10.3
Garden watering/Car washing	20 litres per minute (4.4 gallons)	5.0 pence per minute

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