

Helpful information



If you have questions about your account or water services we are ready to help. When you contact us it would help if you have your account number to hand. To protect your account, we can only discuss account information with the account holder or nominated person.

Web: **www.water.ie**

Twitter: **@IWCare**

Irish Water

PO Box 860

South City Delivery Office

Cork City

Billing and general queries

8am-8pm Mon-Fri and 9am-5.30pm Sat

Telephone: **LoCall 1890 448 448** or **+353 1 707 2824**

Minicom: **LoCall 1890 378 378**

(for hearing impaired customers
with their own minicom equipment)

Water supply queries and emergencies

24 hours a day, 7 days a week

Telephone: **LoCall 1890 278 278** or **+353 1 707 2828**

Minicom: **LoCall 1890 378 378**

(for hearing impaired customers
with their own minicom equipment)

Please note that the rates charged for 1890 (LoCall) numbers may vary across different service providers. Calls made using mobiles may be more expensive. This publication is available in Braille, on CD and in large text format on request by calling 1890 448 448.

Safeguarding your water for your future.

Welcome

This booklet contains key information on:

- > water services charges;
- > your second scheduled bill;
- > ways to pay; and
- > managing your account.

We hope you find this booklet helpful.

Key information about the charges

In general, your water charges are either metered or unmetered. If you don't have a meter, your charges are based on the number of adults living in the home; either one adult or two or more adults.

Water charges for domestic customers are capped at a maximum amount each year. This means that you will pay no more than the following charges until the end of 2018:


Charges based on:	Annual charges		Quarterly average charges	
	*Both services	**One service	*Both services	**One service
1 adult	€160	€80	€40	€20
2 or more adults	€260	€130	€65	€32.50

*Both water supply and wastewater services

**Either water supply or wastewater service

If you have a meter, you will be charged either the metered or the capped charge, whichever is lower. This means you may be able to save money if you conserve water.

Almost four out of 10 metered customers are paying less than the capped charge, based on their metered usage.



If you have not yet registered with us, you will be charged €260 each year. Please tell us if you are a one adult household, or only have one water service or are eligible for any children's water services allowances and we can send you a bill which takes this into account. To date, seven out of 10 households have registered and will be charged the correct amount.

For more information on water services charges, visit www.water.ie or call us on LoCall 1890 448 448 or +353 1 707 2824.

Understanding your bill

Your second scheduled water services bill covers the period of 1 April to 30 June 2015. This bill shows your account details, what you have paid to date and what you now owe.

If the balance from your first bill has not been paid in full, the outstanding amount will be shown.



Your second bill may look different from your first bill for one of the following reasons:

- > your second bill is now based on metered charges, whereas your first bill was based on unmetered charges;

- > your account details have been updated, for example, the number of children or adults living in the home has changed.

If your property has a meter which was installed before April, you should now receive a metered bill.

For more information or if you have questions about your bill, visit www.water.ie or call us on LoCall 1890 448 448 or +353 1 707 2824.

Water services charges for domestic customers are capped at a maximum amount each year until the end of 2018.

Making it easier to pay your bill

You can choose the most convenient way to pay your water services bill.

Direct Debit

You can sign up to Direct Debit by:

- > completing the Direct Debit Mandate form on the back of your bill; or
- > calling us on **LoCall 1890 448 448** or **+353 1 707 2824** to request a form; or
- > downloading a form online at **www.water.ie**

If you would like to pay all of your outstanding balance or make a part payment on your bill, you can do so using the following payment methods:

Online Banking/Electronic Fund Transfer (EFT)

You can pay through your bank's online payment option. To do this you will need your Irish Water account details and the following:

IBAN: IE29 AIBK 9333 8464 3085 94 **BIC:** AIBKIE2D

Remember to quote your 10 digit Irish Water account number (including leading zeros), found on the front of your bill, in the reference field.

Debit or Credit Card

You can call us on **LoCall 1890 448 448** or **+353 1 707 2824** to make card payments. Please have your Irish Water account number and your Water Point Reference Number (WPRN) to hand. You can find both of these numbers on the front of your bill.

Mybills.ie

You can pay through An Post's free online service at **www.mybills.ie** by using your debit card. You will need your 10 digit Irish Water account number, found on the front of your bill.

Cash

You can pay your bill at any retail outlet where you see the PayPoint, Payzone or PostPoint signs or at any Post Office. Please bring the payment slip on the bottom of your bill with you. In these outlets you can pay your bill or make a part payment of a minimum value of €5.

Cheque

You can post a cheque, together with a completed payment slip (on the bottom of your bill), to: **Customer Services, Irish Water, PO Box 860, South City Delivery Office, Cork City, Ireland.**

Please do not send cash by post. Please allow up to five days for your payments to appear on your account.

Are you having difficulty paying your bill?

If you are having difficulty paying your bill please contact us. We can discuss the best way to manage your payments. The sooner you contact us the quicker we can agree a more beneficial payment plan to suit your individual circumstances.

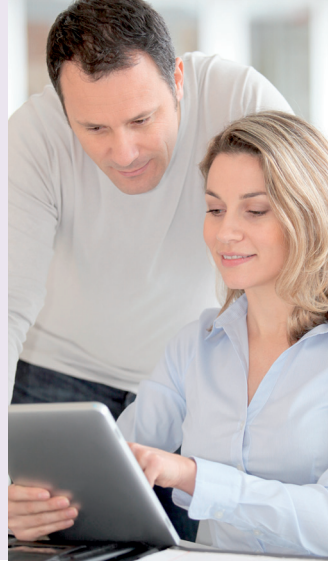
Managing your account is easy

My Water online account

An online account makes managing your account quick and easy.

You can:

- > view and pay your bill;
- > view previous bills and transactions;
- > sign up for paperless billing;
- > sign up for Direct Debit;
- > add properties to your account.



To sign up for a My Water online account you need to have:

- > registered and confirmed your details with Irish Water; and
- > received a bill from Irish Water (which contains your WPRN and Account Number).

Visit **www.water.ie** and have your WPRN and Account Number to hand.

Paperless billing

Once you sign up for a My Water online account, you can choose to receive an online bill instead of a paper bill. When your bill is ready, we will send you an email to let you know you can view your bill online (and print it if you want a paper copy). We will then no longer send you a paper bill in the post, making it much more convenient for you. This will also help protect the environment.

Automated telephone service

If you prefer you can phone the automated telephone service to check your balance and make payments. This service is available 365 days a year. Please have your Irish Water account number and your WPRN to hand when you call. You can find both of these numbers on the front of your bill.

Do I need to update my account details?

You may need to contact us if the information on your bill needs to be updated. Please call us on **LoCall 1890 448 448** or **+353 1 707 2824** if any of the following apply:

- > your contact details are incorrect;
- > the number of adults in your house is incorrect, for example if your bill is based on two adults living in the home when there is only one adult living there;
- > the number of children living in the home has changed (this applies only to customers with meters);
- > your water or wastewater services are recorded incorrectly on your bill;
- > you have received an unmetered bill but you believe a meter has been installed at your home;
- > the property is not permanently occupied;
- > you have received a bill even though you are not connected to the public water supply or public wastewater services.

If you have not registered with us, call us today to register and you may be charged a lower amount depending on your circumstances.