

New charges for this bill

34A FRANCES STREET, NEWTOWNARDS			
Bill number	Unit	Rate	Charge
Water Variable Charge	NAV= £8450	0.010580	£89.40
Water Standing Charge	366 days	27.55 per year	£27.55
Sewerage Variable Charge	NAV= £8450	0.014440	£122.02
Sewerage Standing Charge	366 days	38.35 per year	£38.35
Total charges for this property			£277.32
VAT on water charges at 0.00%			£0.00
VAT on sewerage charges at 0.00%			£0.00
Grand total			£277.32

Codes of Practice

View our Billing and Metering Codes of Practice and all of our other Advice Leaflets on our website www.niwater.com or call us on Waterline **08457 440088** to request your free copy.

Complaints

If you are unhappy with our service, please get in touch. Call **0845 877 0030**, email customer.billing@niwater.com, or write to: Customer Relations Centre, PO Box 1026, Belfast, BT1 9DJ.

If you are not satisfied with our response, please contact the Consumer Council for Northern Ireland, an independent body:

0800 121 6022

www.consumerCouncil.org.uk

complaints@consumerCouncil.org.uk

The Consumer Council, Elizabeth House,
116 Holywood Road, Belfast BT4 1NY

Water leak or emergency

Emergency leakline: **0800 028 2011**

About your variable charges (NAV)

Your water and sewerage variable charges are calculated based on the Net Annual Value (NAV) of your property, as assessed by the Land and Property Service (LPS). The NAV for each property is multiplied by our standard rates for water and sewerage to calculate your charges.

**Your Net Annual Value (NAV)
for this property is £8450**

Water efficiency

Save water and money with our water efficiency tips. Visit our website www.niwater.com or call us on Waterline **08457 440088** to request your free leaflet

Assessed charges

If we cannot fit a meter at your property, you can ask to be billed on assessed charges. Assessed charges take account of water using devices in your property instead of unmeasured charges, based on the NAV of your property. Visit our website for more information.