

Water services for business important information



Contact details

If you have questions about your account or water services, we are ready to help. When you contact us, please have your 10 digit Irish Water account number to hand. You will find your account number on the front of your bill. To protect your account, we can only discuss account information with the account holder or an authorised representative.

Web: www.water.ie/business
Twitter: [@IWCare](https://twitter.com/IWCare)
Boards: www.boards.ie/irishwater
Email: business@water.ie

Irish Water
PO Box 448
South City Delivery Office
Cork City

General enquiries

9am–5.30pm, Mon–Fri

Telephone: **1850 778 778** or **+353 1 707 2827**

Water supply and emergencies

24 hours a day, 7 days a week

Telephone: **1850 278 278** or **+353 1 707 2828**

Please note that the rates charged for calls to 1850 (CallSave) numbers may vary across different service providers. Calls made using mobiles may be more expensive.

Water services for business

Irish Water is responsible for providing water and wastewater services to businesses and homes throughout Ireland, including:

- > Supplying clean, safe drinking water.
- > Removing and effectively treating wastewater.
- > Dealing with leaks and outages.
- > Enabling connections to the network.
- > Protecting and improving the water environment.

We are delivering water network improvements and upgrades to develop a modern water network which can accommodate all our business needs. Sustainable water services are key to supporting the development of businesses, and to the social and economic growth of the country.

Business accounts transferring to Irish Water

In January 2014 Irish Water assumed responsibility for public water services. Since then, your Local Authority has been issuing bills for water services to your business on our behalf and continued to manage all queries in relation to your business account.

We will now manage all aspects of your account directly, including billing for water services.

What does this mean for my business?

Irish Water will continue to provide water and wastewater services to your business. But from now on, your water services bills will be issued by Irish Water instead of your Local Authority, and Irish Water will be your contact point for all water services, including billing, payments and customer service.

Billing

Any balance on your Local Authority water services account has now been transferred to Irish Water.

- > You have a new 10 digit Irish Water account number.
- > Your water services charges remain the same.
- > Your billing frequency remains the same.
- > If you avail of additional services, for example sludge removal, Irish Water will issue you with a separate bill for this service, under a separate Irish Water account number.

Customer service and account management

- > You should now direct all enquiries to Irish Water. Contact details are on the inside cover of this booklet and on the back of your bill. Please have your 10 digit Irish Water account number to hand when contacting us.
- > You can set up an online account, My Water, where you can view and pay your bills any time. Visit www.water.ie/business
- > Payments for water services must now be made directly to Irish Water, not your Local Authority. Please see the '**Making payments and managing your account**' section on page 14 for ways to pay.

Key points to note

- ✓ **New Irish Water account number.**
- ✓ **No change to your water services charges.**
- ✓ **No change to your billing frequency.**
- ✓ **Contact Irish Water for all water services queries.**
- ✓ **Make all payments for water services directly to Irish Water.**

What do I need to do?

Direct all payments for water services to Irish Water. This may involve:

- > Creating a new Direct Debit for water services payable to Irish Water. Your existing Local Authority Direct Debit will no longer be valid for payments for water services.
- > Cancelling existing standing orders, for water services only, that are payable to your Local Authority.

See '**Making payments and managing your account**' section on page 14 for ways to pay.

Take note of your new 10 digit Irish Water account number on the front of your bill and reference it in all communications with Irish Water.





Understanding your business water services bill

Your business water services bill explained

There are two types:

- > If your premises has a meter you will receive a '**metered bill**'.
- > If your premises does not have a meter you will receive an '**unmetered bill**'.

Irish Water will bill all customers based on previous usage. This may be a change from your current billing arrangement.

Bill layout

- > The front of the bill shows a summary of your account, payments since the last bill, the total charges due, and the date on which payment is due.
- > The back of the bill shows a more detailed breakdown of your water usage (if your premises is metered), details the standing charges that apply and the total charges due for this bill.
- > The following pages give detailed explanations of the bill layout for metered and unmetered premises.

When will I get my next bill?

There is no change to your existing billing frequency, so you should receive your bills in line with your existing billing schedule.

In some circumstances it may be possible to change your billing frequency. Please contact us on **1850 778 778** or + **353 1 707 2827** to discuss.

The front of your bill explained - metered and unmetered

- 1 **Account number:** This is your new 10 digit Irish Water account number for business water services.
- 2 **WPRN:** This is the unique Water Point Reference Number allocated to your premises.
- 3 **Opening balance:** For your first bill, this is your balance on your water services account when it was transferred to Irish Water from your Local Authority. For subsequent bills, this will be the closing balance from your previous bill.
- 4 **Tariff type:** This indicates whether your premises is metered or unmetered. The tariff type will be either:
 - > **Non-domestic - Metered**, or
 - > **Non-domestic - Unmetered.**
- 5 **Meter type:** If your premises is metered, the meter type will be either **Metric** or **Gallon**, depending on whether your meter measures water in cubic metres (metric) or gallons.
- 6 **Total charges for this bill:** Refer to the back of the bill for more detail.
- 7 **Payments since last bill:** This outlines the payments you have made since your last bill.
- 8 **Payment slip:** You should use this slip if you are making a payment over-the-counter, by credit or debit card, cash or cheque. If you are posting us a cheque, please include the payment slip with it.

Front of a sample metered and unmetered bill

Business Water Services Bill



John Smith
ABC Business
1 New Street
Dublin 1



✉ For queries about your account or to set up a Direct Debit please contact Irish Water on 1850 778 778 or visit www.water.ie for more information.

Bill no: **5623100**
VAT no: **IE3191327JH**
VAT rate: **Exempt**
Customer VAT no: **123456**
PO no: **78956**

Your account number
1234567891

WPRN
1234567

Bill issue date: **16/10/2017** Billing period: **01/07/2017 - 30/09/2017** Bill frequency: **Quarterly**

Opening balance	€	100.00
Less total payments since last bill	€	-100.00
Add total charges for this bill	€	49.40
See back of bill for details		

Number of days: **92**
Service type: **Water/Wastewater**
Tariff type: **Non-domestic - Metered**
Meter type: **Metric**

Total due €49.40

Payments since last bill

14/07/2017	-€25.00
28/07/2017	-€25.00
14/08/2017	-€25.00
28/08/2017	-€25.00
Total payments:	-€100.00

To be paid on: 30/10/2017
Payment terms are 14 days from bill issue date.

Please detach and return this payment slip with payment to Irish Water, PO Box 448, South City Delivery Office, Cork City.



AIB Bank, 40/41 Westmoreland Street, Dublin 2
Account number: 64308594 Sort code: 93-33-84 BIC: AIBKIE20
IBAN: IE29 AIBK 9333 8464 3085 94



Customer account no.

An Post Ref: 000 1234567891

0000000065544 CODE 013673

1234567891

ABC Business

PAYMENT SLIP

CASH	€	
COINS	€	
TOTAL CASH	€	
CHQs, ETC.	€	
TOTAL	€	49.40

PLEASE DO NOT MARK BELOW THIS LINE

The back of your bill explained - metered

- 1 Contact us:** These are our contact details if you need any further assistance or information.
- 2 Supply address and WPRN:** The address and Water Point Reference Number (WPRN) to which the calculations below relate.
- 3 (A) Actual or (E) Estimate:** An (A) or an (E) after a reading indicates whether the reading is an Actual reading taken by the meter reader or an Estimate made by us. Estimates may be used in cases where we do not have an Actual reading.
- 4 Meter number:** This is a unique number found on the water meter for your premises. If the meter is replaced, the meter number shown on your bill will change.
- 5 Meter type: Metric / Gallon:** Your meter measures water consumption in either cubic metres (metric) or gallons. If the units consumed are measured in gallons, this volume is converted to cubic metres for your bill. You will see an explanation of the conversion formula on your bill.
- 6 Volume:** The volume of water supplied or wastewater removed is shown in cubic metres. The symbol for cubic metres is m³. 1m³ = 1 cubic metre = 1,000 litres. If your meter measures in gallons, the volume will have been converted to m³ using the conversion formula explained on your bill.
- 7 Metered charges:** Metered charges are calculated by taking the volume of water recorded by your meter. The volume is then multiplied by the unit rate(s) for water and/or wastewater, depending on the service(s) provided. There is no change to the unit rates charged.
- 8 Standing charge(s):** These are calculated on your bill by service and for the number of days in the billing period. There are separate standing charges for water and wastewater services. There is no change to the standing charges previously billed by your Local Authority, and the total annual value remains the same.
- 9 Domestic allowance:** If you are currently in receipt of a domestic allowance from your Local Authority, this will be reflected as an adjustment here. Your bill outlines the allowance for the number of days in the billing period. The total annual value of the domestic allowance remains the same as before.
- 10 SEPA Direct Debit Mandate:** You can sign up to Direct Debit by completing and returning this mandate to us at the postal address provided.

Back of a sample metered bill

1

Need Help?

Water supply/Emergencies:
1850 278 278
+353 1 707 2828
24 hours a day,
7 days a week

General enquiries:
1850 778 778
+353 1 707 2827
9am-5.30pm, Mon-Fri

Web:
business@water.ie
www.water.ie

Address:
Irish Water
PO Box 448
South City Delivery Office
Cork City

Twitter:
@IWCare

Supply address: **1 New Street, Dublin 1.**
WPRN:1234567

Your usage for this period

Metered consumption for this period		(A) Actual	(E) Estimate
Meter number	From	To	Meter type
1234567891236	1000 (A)	1040 (A)	Metric
Total metered consumption			40,000m³

Your charges in more detail

Metered charges for this period	Amount
Water supplied (40,000m ³ x €1.42)	€ 56.80
Water standing charge (90 days)	€ 12.29
Domestic water allowance (30,000m ³ x €1.42)	€ -42.60
Wastewater removed (40,000m ³ x €1.23)	€ 49.20
Wastewater standing charge (90 days)	€ 10.61
Domestic wastewater allowance (30,000m ³ x €1.23)	€ -36.90
Total water services charges	€ 49.40

Total due for this bill **€49.40**

Payment options
Please use your 10 digit Irish Water account number when making a payment.

Online Banking / Electronic Fund Transfer
You will need the following details:
Your 10 digit Irish Water account number:
IBAN: IE29 AIBK 9333 8464 3085 94
BIC: AIBKIE2D

Direct Debit
Complete the Direct Debit Mandate attached to this bill or sign up by phoning us, or visit www.water.ie

Water.ie
Visit www.water.ie and click Pay Now for instant payments. Or, register for an online account with My Water to pay your bill.

Debit or Credit Card
Call us to make an automated payment over the phone or talk to an Irish Water representative.

Cash
Bring your bill to any retail outlet where you see the PayPoint, Payzone or PostPoint sign or at any Post Office.

Cheque
Cheques to be made payable to Irish Water, together with a completed payment slip (attached to this bill). Please do not send cash by post.

Please forward remittance advice to:
remittance@water.ie

Complaints
To register a complaint contact us at:
Telephone: **1850 778 778** or **+353 1 707 2827**
Email: business@water.ie
Post: **Irish Water, PO Box 448, South City Delivery Office, Cork City.**

Appeals: If you are not satisfied with the complaint resolution you may refer the complaint to: Customer Care Team, Commission for Energy Regulation, PO Box 11834, Dublin 24

www.escc.ie

SEPA Direct Debit Mandate

Please complete all fields marked with *

Creditor name and address: Irish Water, Colville House, 24-26 Talbot Street, Dublin 1
Creditor identifier: IE865DD360391
Unique mandate reference (to be completed by Irish Water)

Customer name(s) on bank account to be debited*

*IBAN

*BIC

Type of payment: Recurrent payment One-off payment

Please return this mandate to the creditor:
Irish Water, PO Box 448, South City Delivery Office, Cork City, Ireland

Instructions to the bank
By signing this mandate form, you authorise (A) Irish Water to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instruction from Irish Water. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within eight weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

* Signature 1

* Date of signing / /

† Signature 2

† Date of signing / /

† If your bank account is a joint account and requires two signatures, please ensure the mandate is signed by both parties.

The back of your bill explained - unmetered

- 1 Contact us:** These are our contact details if you need any further assistance or information.
- 2 Supply address and WPRN:** The address and Water Point Reference Number (WPRN) to which the calculations below relate.
- 3 Standing charge(s):** These are calculated on your bill by service and for the number of days in the billing period. There are separate standing charges for water and wastewater services. There is no change to the standing charges previously billed by your Local Authority, and the total annual value remains the same.
- 4 Domestic allowance:** If you are currently in receipt of a domestic allowance from your Local Authority, this will be reflected as an adjustment here. Your bill outlines the allowance for the number of days in the billing period. The total annual value of the domestic allowance remains the same as before.
- 5 SEPA Direct Debit Mandate:** You can sign up to Direct Debit by completing and returning this mandate to us at the postal address provided.

Back of a sample unmetered bill

1

Need Help?



Water supply/Emergencies:
1850 278 278
+353 1 707 2828
24 hours a day,
7 days a week



General enquiries:
1850 778 778
+353 1 707 2827
9am-5.30pm, Mon-Fri



Web:
business@water.ie
www.water.ie



Address:
Irish Water
PO Box 448
South City Delivery Office
Cork City



Twitter:
@IWCare

2

Supply address: **1 New Street, Dublin 1.**

WPRN:1234567

Your charges for this period

Unmetered charges for this period

Water supplied (90 days)	€ 56.80
Water standing charge (90 days)	€ 12.29
Domestic water allowance (90 days)	€ -42.60
Wastewater removed (90 days)	€ 49.20
Wastewater standing charge (90 days)	€ 10.61
Domestic wastewater allowance (90 days)	€ -36.90
Total water services charges	€ 49.40

Total due for this bill €49.40

3

Payment options

Please use your 10 digit Irish Water account number when making a payment.

Online Banking / Electronic Fund Transfer

You will need the following details:
Your 10 digit Irish Water account number.
IBAN: IE29 AIBK 9333 8464 3085 94
BIC: AIBKIE2D

Direct Debit

Complete the Direct Debit Mandate attached to this bill or sign up by phoning us or visit www.water.ie

Water.ie

Visit www.water.ie and click Pay Now for instant payments. Or, register for an online account with My Water to pay your bill.

Debit or Credit Card

Call us to make an automated payment over the phone or talk to an Irish Water representative.

Cash

Bring your bill to any retail outlet where you see the PayPoint, Payzone or PostPoint sign or at any Post Office.

Cheque

Cheques to be made payable to Irish Water, together with a completed payment slip (attached to this bill). Please do not send cash by post.

Please forward remittance advice to: remittance@water.ie

Complaints

To register a complaint contact us at:
Telephone: **1850 778 778** or **+ 353 1 707 2827**
Email: business@water.ie

Post: **Irish Water, PO Box 448, South City Delivery Office, Cork City.**

Appeals: If you are not satisfied with the complaint resolution you may refer the complaint to: Customer Care Team, Commission for Energy Regulation, PO Box 11934, Dublin 24

4



www.water.ie

5

SEPA Direct Debit Mandate

Please complete all fields marked with *

Creditor name and address: Irish Water, Colville House, 24-26 Talbot Street, Dublin 1

Creditor Identifier: IE865D0360391

Unique mandate reference (to be completed by Irish Water)

Customer name(s) on bank account to be debited*

*IBAN

*BIC

Type of payment: Recurrent payment One-off payment

Please return this mandate to the creditor:

Irish Water, PO Box 448, South City Delivery Office, Cork City, Ireland

Instructions to the bank

By signing this mandate form, you authorise (A) Irish Water to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instruction from Irish Water. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within eight weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

* Signature 1

* Date of signing / /

† Signature 2

† Date of signing / /

† If your bank account is a joint account and requires two signatures, please ensure the mandate is signed by both parties.

Making payments and managing your account

What do I need to do now?

- > Cancel existing standing orders, for water services only, that are payable to your Local Authority. All payments should now be made directly to Irish Water.
- > Set up Irish Water as your new water services supplier if you have an accounts payable system.

How to make a payment to Irish Water

There are several ways to pay your bill. Please use your new 10 digit Irish Water account number as your reference when making a payment. If you have more than one account number, please reference the relevant account number.

Please note, Irish Water will not issue receipts for each individual payment. All of your payments will be reflected on your next Irish Water bill.

Online Banking / Electronic Fund Transfer

Payment can be made through your bank's online payment option. Quote your 10 digit Irish Water account number as the reference and use the following International Bank Account Number (IBAN) and Bank Identifier Code (BIC):

IBAN: IE29 AIBK 9333 8464 3085 94

BIC: AIBKIE2D

Direct Debit

Complete the SEPA Direct Debit Mandate attached to your bill, or call us on **1850 778 778** or **+353 1 707 2827**, or visit **www.water.ie** to sign up. You will need your International Bank Account Number (IBAN) and Bank Identifier Code (BIC). These codes can be found on your bank statement or can be requested from your bank.

Water.ie

Visit www.water.ie and either click Pay Now for instant payments, or set up an online account, My Water, to view and pay your bills.

Debit or Credit Card

Pay your bill over the phone by calling **1850 778 778** or **+353 1 707 2827**. There is an automated service (24 hours a day, 7 days a week), or you can speak to an Irish Water representative (9am–5.30pm, Mon–Fri).

Cash

Bring your bill to any retail outlet where you see the PayPoint, Payzone or PostPoint sign or at any Post Office. Use the payment slip at the bottom of your bill.

Mybills.ie

Pay through An Post's online service at www.mybills.ie

Cheque

Send a cheque made payable to 'Irish Water', addressed to Irish Water, PO Box 448, South City Delivery Office, Cork City, Ireland. Include the payment slip at the bottom of your bill. Please do not send cash by post.

Remittance advice may be sent to: remittance@water.ie

Please allow up to five days for your payment to appear on your account.

If you have any difficulties paying, or if you had any prior arrangements with your Local Authority, please call us on **1850 778 778** or **+353 1 707 2827** (9am–5.30pm, Mon–Fri) quoting your 10 digit Irish Water account number.

Online account management

View and pay your bill anytime with a My Water account. To set up your online account(s), visit www.water.ie/business

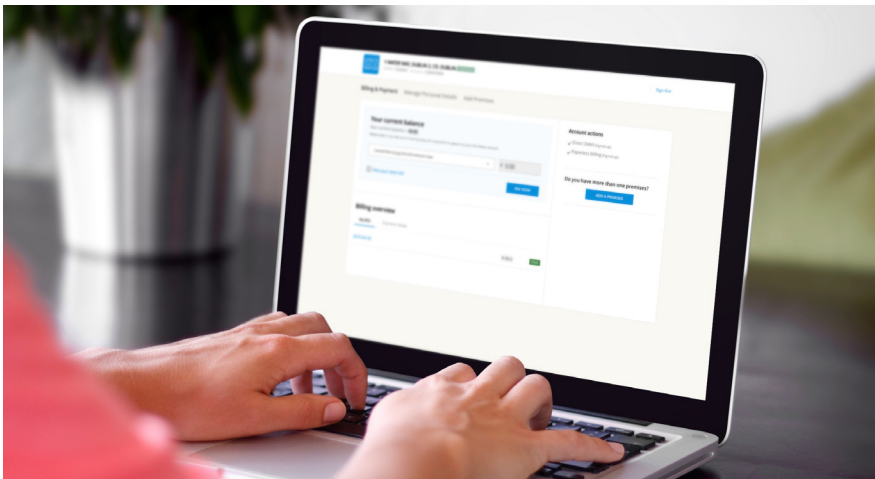
You will need your new 10 digit Irish Water account number(s) and Water Point Reference Number(s) (WPRN) to complete registration.

Once you register for My Water, you can:

- > View and pay your bill.
- > View previous Irish Water bills and transactions for your business account.
- > Sign up for paperless billing.
- > Sign up for Direct Debit.

Paperless billing

Once you register for a My Water online account, you can choose the paperless billing option. When your bill is ready to be viewed, we will send you an email notification. You can then view your bill online (and print it if required). We will not send your paper bill in the post.



Automated telephone service

The automated telephone service is available every day of the year. Please have your 10 digit Irish Water account number and your WPRN to hand when you call. You can find these on the front of your bill. You can make payments and check your balance through this automated service.

Updating your account details

If the information on your bill or account needs to be updated, please call us on **1850 778 778** or **+353 1 707 2827** (9am–5.30pm, Mon–Fri). Please let us know:

- > If any of your details are incorrect.
- > If your water or wastewater services are recorded incorrectly on your bill.



Our service standards

Irish Water is committed to giving you a high and consistent level of customer service. We have five Codes of Practice for business customers, approved by the Commission for Energy Regulation:

- > Customer Communication
- > Metering
- > Billing
- > Network Operations
- > Complaint Handling

These Codes of Practice detail what customers can expect from Irish Water in a range of areas relating to the provision of water services.

You can view the Codes of Practice at www.water.ie or call us on **1850 778 778** or **+353 1 707 2827** to request a copy.

Below are the key areas covered within these codes:

1. Customer Communication

Irish Water will issue communication in the event of notices that declare water unfit for human consumption or where there is a supply interruption. Customers will be informed through a range of appropriate communication channels including social media, website information or local broadcasts and information will be made available through telephone helplines.

Water unfit for human consumption: Information and updates on the duration of a boil water notice or drinking water restriction notice will be regularly publicised.

Planned interruptions: Irish Water will notify customers who will be affected during a planned interruption, at least 2 days in advance. Notification of a planned interruption may be through direct or indirect communication with the customer. We will indicate the scheduled timing of the interruption and the anticipated likely time of restoration of supply.

Unplanned interruptions: Irish Water will ensure regular up to date information is available and publicised to customers affected by an unplanned interruption to their water services.

2. Metering

The Metering Code of Practice sets out the procedures Irish Water will take in relation to installation of new meters, testing for suspected faulty meters and the maintenance or repair/replacement of meters that may malfunction.

3. Billing

Irish Water guarantees to apply the applicable discount to your bill in relation to notices that declare water unfit for human consumption.

4. Network Operations

This Code of Practice covers how customers can access information on connecting to the network and the levels of service customers can expect from their connection to the wider network.

5. Complaint Handling

Irish Water guarantees to respond to customer complaints within five working days with a resolution or a plan for the steps required to achieve a resolution. In all cases, Irish Water will issue a final decision on a complaint within two months.

If you wish to lodge a complaint with Irish Water you can contact us at:

Telephone: **1850 778 778 or + 353 1 707 2827**

Email: **business@water.ie**

Post: **Irish Water, PO Box 448, South City Delivery Office, Cork City.**

If you feel your complaint has not been resolved to your satisfaction, you may refer the complaint to: Customer Care Team, Commission for Energy Regulation, PO Box 11934, Dublin 24.

Data Protection statement

It is necessary for Irish Water to collect and use data related to customers to provide water services. Irish Water shall comply with all applicable laws and data protection obligations in respect of such data. You can view the full data protection notice by visiting www.water.ie or calling us on **1850 778 778** or **+353 1 707 2827** to request a copy.

