





THREE VALLEYS WATER



## Save time and take the effort out of paying your Water Bill

For sheer convenience, there is no easier way to pay your water bill than by Direct Debit. No more cheques to write, stamps to find and having to remember to pay the bill.

### We do all the work for you

By completing the Direct Debit instruction overleaf, your bank or building society will make your payments for you automatically, saving you the cost of stamps and the trouble of writing out cheques or even the time to queue up in banks or post offices.

Even when you move home there is no need to change your Direct Debit. Providing your new property is in our area we can continue to collect charges using the same Direct Debit.

### Convenient payments

#### For accounts charged on Rateable Value:

You can pay annually on 28 April or half-yearly on 28 April and 28 October.

Alternatively, monthly instalments from April to January will enable you to spread the cost of your water bill over ten months, helping you to plan your monthly expenditure and spread your bill as widely as possible. Payments will be made on the **1st** of the month.

Please note, where you apply for Direct Debit part way through the year there will be fewer instalments available. In future years you will have the benefit of ten instalments.

#### For accounts charged on a meter:

You can pay each time you are billed. Households are billed six monthly and commercial users are billed six monthly, quarterly or monthly. Payments will be made on the **1st** of the month.

Alternatively, a monthly budget payment plan will enable you to spread the cost of your water bill over twelve months, helping you to plan your monthly expenditure and spread your bill as widely as possible. Payments will be made on the **1st** of the month. (Please note this is not available to commercial users billed on a monthly basis.)

If you choose the monthly budget option, we will continue to read your meter(s) and you will receive accounts for information. Your payments will be reviewed each year.

### You remain in control

You will receive a schedule of your payments at least ten working days before the first payment is due - plenty of time for you to raise any queries you might have.

### Peace of mind - Guaranteed

Direct Debit is an efficient and, above all, secure method of payment. You are guaranteed an immediate refund from your bank or building society if any errors should occur and, remember, you are free to cancel at any time. There's no easier and safer way to pay your water bill than by Direct Debit. Complete the form overleaf and don't ever worry about your bill again.

If you would like further information about paying by Direct Debit call us on the following numbers: For accounts on Rateable Value call 0845 769 7982. For customers charged by a meter call 0845 769 7985.