

NWL & ESW Water Services Charge



Please complete this form and return to:

Northumbrian Water PO Box 300 Durham DH1 9WQ

Instruction to your Bank or Building Society to pay by Direct Debit

Service user number

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Name(s) of account holder(s)

Bank/building Society account number

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Branch sort code

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Name and full address of your Bank or Building Society

Name
Address
Postcode

Reference

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FOR NWL & ESW WATER SERVICES CHARGE OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society

Please advise which day of the month you would like your payments to be debited

You would prefer to be debited

Annually

Half Yearly
(2 instalments)

Quarterly
(4 instalments)

Monthly
(10 instalments)

Instruction to your bank or building Society
Please pay NWL & ESW Water Services Charge Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with NWL & ESW Water Services Charge and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and building societies may not accept Direct Debit instructions for some types of account

This guarantee should be detached and retained by the payer.

THE DIRECT DEBIT GUARANTEE



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, NWL & ESW Water Services Charge will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request NWL & ESW Water Services Charge to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by NWL & ESW Water Services Charge or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when NWL & ESW Water Services Charge asks you to.
- You can cancel a Direct Debit at any time by simply notifying your bank or building society. Written confirmation may be required. Please also notify us.