



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

Please complete the whole form including the Northumbrian Water Ltd office use box and send it to the address above.

Full name and address of your Bank/Building Society

To the Manager: _____ _____ Bank/B.Soc.

_____ Post Code

Originators Identification Number

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Reference Number (copy from your bill)

Instruction to your Bank or Building Society

Please pay Northumbrian Water Limited 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 Northumbrian Water Limited and, if so, details will be passed electronically to my Bank or Building Society.

Name(s) of Account Holder(s)

Bank/Building Society Account Number

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Branch Sort Code

(top right hand corner of your cheque)

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Signature(s) _____
Date: _____

Banks and Building Societies may not accept Direct Debit instructions for some types of account

Information required for Northumbrian Water Ltd office use only

This is not part of the instruction to your Bank or Building Society

Customer Information

Name: _____
Address: _____ _____ _____ _____
Telephone No: _____

Unmetered customers

Please tick the date you wish to be debited:

1st 15th

Please debit my account each year by the following instalments:

1 2 4 10
 April April & October Quarterly from April Monthly from May to February

Metered customers

Please tick the date you wish to be debited:

1st 15th

Please debit my account quarterly:

Please debit my account each year in 12 monthly instalments reviewed annually or earlier:

Please indicate the number of people living in the household:

✂️ ----- 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, Northumbrian Water will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Northumbrian Water 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 Northumbrian Water 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 Northumbrian Water asks you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.