



Department for
**Regional
Development**
www.drtni.gov.uk

Water Charges Made Clear

Water Charges are coming in April 2007

Water Charges Made Clear

Yer speirins answered

Waterchargesni.gov.uk

Household guide



Contents

Paige

Watter Chairges Maide Clear	
Quhan wul the chairges bae brocht in?	3
Quhat ir the chairges fer?	3
Peyin watter chairges	4
Wha peys?	4
Wha wrochts oot hoo mich Ah'll pey?	4
Quhat dae A pey fer?	4
Hoo ir the chairges wrocht oot?	4
Chairges wul bae brocht in bit bae bit fer the furst twa years	5
Hoo mich wul A hae tae pey?	5
Wha wul bae gien hefts?	6
Quhat gif Ah'm oan a wee income?	6
Mair hefts fer hoosehaulers oan a wee income	6
Hoo wul A bae fit tae bae gien hefts?	6
Quhat gif Ah'm unner 18, a student ir a young boadie quattin care?	7
Quhat gif Ah'm a pensioner?	7
Hoo tae pey	8
Quhan wul A get a bill?	8
Hoo can A pey?	8
Can A hae a meter pit in?	8
Quhan can A hae a watter meter pit in?	8
Hoo mich wul a watter meter cost?	8
Nex' Steps	9
Quhan wul A get mair wittens	9
The role o' the Consumer Cooncil an' Regulator	9
Wha tae get oantae	10
Uisefu contact wittens	10

Watter Chairges Maide Clear

Quhan wul the chairges bae brocht in?

Fae Aprile 2007 the government wul bae bringin' in watter an' sewerage chairges i Norlin Airlan.

The purpone o' this guide bes tae:

- **Gie ye a han'** tae unnerstan the new chairges;
- **Ansuer** onie speirins ye nicht hae; an
- **Gie** ye contact wittens fer farder hefts an newins.

The newins i this guide haes wittens o':

- Hoo the chairges ir wrocht oot;
- Hoo mich ye'll bae apt tae hae tae pey;
- Hoo the chairges wul bae brocht in:
- Wha bes entitlet tae hefts;
- Meterin'; an
- Quhar tae get mair hefts an' newins.

Quhat ir the chairges fer?

Watter bes a thing we're apt tae tak' fer granted. We're gye needfu' o' hit fer ivryday lee'in, gif we uise hit fer waschin, cookin', taakin a het shower ir tae tak fer a healthfu' drink. Waefully, hit isnae fer free.

Ivryboadie uises about 150 litres o' watter ivry day,
An ivry drap bes treated tae mak hit fit fer ye tae drink.

Tae get watter intae yer hame hit maun bae:

- Gat fae loughs, rivers an' wells
- Piped tae the watter treatment waarks; an
- Maide safe tae drink quhan ye turn oan yer tap.

Tae treat waste watter hit maun bae:

- Tuk fae oor hames along wi' sewerage bae the public sewers;
- Gat tae the waste watter treatment waarks;
- Treated tae tak' awa' harmfu' substances; an
- The elavins pit beck intae oor rivers an' the sea.

The cost o' thon bes about yin million pun ivry day.

Peyin watter chairges

Wha peys?

The boadie at steys i the hoose an' peys the hoosehauld bills wul pey – thon dusnae hae tae bae the owner.

Wha wrochts oot hoo mich Ah'll pey?

Fae Aprille 2007 the Department for Regional Development, ectin fer the government, wul wrocht oot hoo mich ivry hoosehauld wul hae tae pey.

Fae Aprille 2010, the chairges wul bae wrocht oot bae an independent regulator – The Northern Ireland Authority for Utility Regulation (NIAUR).

Quhat dae A pey fer?

Thair ir **two chairges** – watter an' sewerage – bit ye'll onie pey fer the services ye get.

Gif ye hae a septic tank ye wulnae pey a sewerage charge, the mair ye'll hae tae pey tae get yer tank redd oot. I the saime wie gif ye hae yer ain watter supply ye wulnae hae tae pey the watter charge.

Hoo ir the chairges wrocht oot?

Baith the watter an' sewerage chairges wul hae two pairts, each wul hae a yeirly **Stannin Charge** o' about £55 an' a **Variable Charge**, based oan the capital value o' yer dwellin'. The capital value bes the amount yer dwellin' cud reasonably hae sould fer oan Janwerry 1st 2005. Ye shud hae gat thon assessment, at wul bae uised forebye tae wrocht oot yer dwellin' hoose rates fae nex' Aprille, fae the Valuation and Lands Agency.

Ye can fin' values fer ivry dwellin hoose aa www.mycapitalvalueni.gov.uk

Yer bill wul bae wrocht oot i yin o' thrie wies.

- **Stannart Tariff:** maist fowk wul pey a charge based oan the capital value o' thair dwellin' hoose.
- **Brocht doon tariff:** monie hoosehauldiers wi' wee incomes wul bae fit tae pey a brocht doon charge – fixit aa an amount tae gie a heft tae thaim at ir maist vunerable.
- **Metered Tariff:** fae Aprille 2007 ivry new biggit hoose an' furst tim' connection wul hae watter meters pit in, an' fowk lee'in i thae hames wul pey fer quhat watter they uise. Pensioners at ir hoosehauldiers wul bae fit tae hae a meter pit in. Fer mair wittens about meterin' gae tae page 9.

Chairges wul bae brocht in bit bae bit fer the furst twa years

Quhat iver wie yer bill bes wrocht oot, ye wulnae hae tae pey the fu' chairge richt awa'. Chairges wul bae brocht in es ablow.

- I the furst yeir ye'll onie pey 1/3 o' yer yeirly chairge.
- Fer the secon' yeir ye'll onie pey 2/3 o' yer yeirly chairge
- Fer the thurd yeir, fae Aprile 2009, ye'll pey the **fu' amount**

Hoo mich wul A hae tae pey?

Wi' chairges bein' brocht in bit bae bit sim' fowk wul onie pey £30 i the furst yeir. The baagest bill wul bae aboot £260. Maistly hoosehauld bills wul bae aboot £100 i the furst yeir.

Yinst chairges ir brocht in tae the fu' i 2009/10, the laighmaist chairge wul bae aboot £90 a yeir, the heighmaist chairge wul bae aboot £800 a year an' the middlinmaist chairge wul bae £334.

Ye wul get an' estimated bill fer yer hoose i the nex' when o' monthts.

The table ablow shews estimated 2007/2008 watter an' sewerage bills (aa 2007/08 prices) fer differ dwellin hoo9se velues.

The yin i sax hoosehaulds at hae a septic tank an sae dinnae pey a sewerage chairge wul pey aboot yin hauf o' the stannart ir brocht doon tariff. Thair ir wittens o' brekdoon o' watter an' sewerage chairges oan the wabsteid aa www.waterchargesni.gov.uk

Stannart tariff (1)		
Dwellin hoose value (£)	Estimated thegither watter an' sewerage bill (£)	
	Yeir 1	Fu' amount wi'oot phasin'
20,000	48	143
40,000	59	178
60,000	71	213
80,000	83	249
100,000	95	284
120,000	106	319
140,000	118	354
160,000	130	390
180,000	142	425
200,000	153	460
225,000	168	504
250,000	183	548
275,000	197	592
300,000	212	637
325,000	227	681
350,000	242	725
375,000	249	746
400,000	256	767
450,000 (2)	257	770

Brocht doon tariff		
Dwellin hoose velue (£)	Estimated thegither watter an' sewerage bill	
	Yeir 1	Fu' amount wi'oot phasin'
Up to £70,000	30	90
Mair nor £70,000 ap tae £100,000	45	135
Mair nor £100,000	60	180

Aa figures micht no add apoan account o' roundin 'thaim ap ir doon. Note 1: Stannart tariff. Thae figures hae a stannin' chairge fer watter an' sewerage. Note 2: Chairges hae bein tapped aa this velue o' dwellin hoose.

Wha wul bae gien hefts?

Quhat gif Ah'm oan a wee income?

Fowk oan wee incomes wul bae fit tae pey a **Brocht Doon Tariff**. Thon wul bae instead o' a stannin' an' variable chairge. Quhativer the velue o' yer dwellin' hoose, oan this tariff ye'll pey nae mair nor:

- £60 i the furst yeir;
- About £120 i the secon' yeir; an
- The fu' amoont i the thurd yeir.

Mair hefts fer hooseholders oan a wee income

Ye'll get mair hefts gif ye're fit tae bae let pey the brocht doon tariff an' stey i a hoose worth less nor £100,000. Gif ye get mair hefts quhat ye pey wul bae:

- Nae mair nor £90 gif yer hoose bes worth less nor £70,000; ir nae mair nor £135 gif yer hoose bes worth less nor £100,000.

Thon means at nex' yeir ye'll pey nae mair nor £30 gif yer hoose bes worth less nor £70,000 an' nae mair nor £45 gif yer hoose bes worth less nor £100,000.

Hoo wul A bae fit tae bae gien hefts?

Ye micht bae yin o' the monie hooseholders i Norlin Airlan fit tae get **Hoosin Benefit**. Thon bes cried Rate Rebate forebye. Gif ye're oan fu' ir pairt Hoosin Benefit ye dinnae hae tae dae ocht mair fer ye'll bae automatically entitlet tae the brocht doon tariff.

Gif ye dinnae get Hoosin Benefit the noo ye shud leuk about gettin' hit gif ye hae a wee income ir gif ye're gettin' Income Support, Joabseekers Allowance ir Pension Credit an' dinnae hae mair nor £16,000 saived.

Hoosin Executive tenants, tenants o' hoosin associations an' fowk at own thair ain dwellins can leuk fer Hoosin Benefit. Hit's important tae ken at **onie entitlement tae Hoosin Benefit** wul mean at ye're automatically fit tae pey the brocht doon tariff.

Gif ye own the dwellin' hoose quhar ye stey ye'll bae fit tae fin' oot mair about Hoosin Benefit i the wies ablow.

- Tellyphone 0800 587 7477
- Gae tae www.ratecollectionagencyni.gov.uk
- Get an application foarm fae a regional Rate Collection Agency office.

Gif ye own yer ain dwellin' hoose ir gif ye're buyin' hit oan the Co-ownership Scheme, get oantae yer locail Norlin Airlan Hoosin Executive District Offaice fer hefts. Wittens ir i the tellyphone beuk ir ye can gae tae the wabsteid aa www.nihe.gov.uk

The government bes plennin tae bring oot a new mintit wee income rate aisement scheme fae Aprille 2007, at wul gie a heft tae fowk oan wee incomes at ir onie ootby the Hoosin Benefit leemit. Gif ye're fit tae get tha' new benefit ye'll automatically bae fit tae get the brocht doon tariff forebye. Gif ye leuk fer Hoosin Benefit, ye'll automatically bae leuked aa fer the new wee income rate aisement scheme quhan hit's brocht in.

Quhat gif Ah'm unner 18, a student ir a young boadie quattin care?

Ye nicht get the brocht doon tariff gif ye're a hoosehaulder wha bes:

- Unner 18;
- I fu' tim' education ir trainin'; ir
- A young boadie quattin care.

Gif thair ir onie fowk fae thae thrie curns steyin i yer hoose an' ye're fit tae get fu' rate aisement, ye'll automatically get the brocht doon tariff.

Gif the circumstances abeen dinnae apply young boadies quattin care wha get hefts fae thair Health and Social Services Trust nicht still bae fit tae get the brocht doon tariff gif they hae tae pey a watter bill.

Quhat gif Ah'm a pensioner?

Ivry pensioner at bes a hoosehaulder can leuk tae hae a **watter meter** pit intae thair dwellin.

Gif ye ir a pensioner hoosehauld an' irnae fit tae get the brocht doon tariff a watter meter cud mak' yer bill less. Pensioners at ir hoosehauld an' hae a watter meter pit in wul bae fit tae get beck tae the stannart tariff ap tae yin yeir efter hit's pit in. Gif ye dinnae ken at a meter bes the maist laigh cost chuse fer ye, we wul gie ye wittens an' hefts afore ye leuk fer hit.

Hoo tae pey

Quhan wul A get a bill?

The furst bill wul cum oot i **Aprille 2007**.
Hit wul bae fer Aprille 2007 tae 31 Mairch 2008.

Hoo can A pey?

Ye can pey yer bill i a nummer o' differ wies laike:

- Bae direct debit;
- Uisin Smairt Cairds aa banks;
- Aa the Poast Offaice;
- Bae bank giro;
- Uisin Pey Point;
- Bae debit caird;
- Oan line; ir
- Wi' cash

Gif ye're wantin' tae spread oot the cost ye shud pey bae direct debit ir Pey Point.

Can A hae a meter pit in?

The government bes wantin' tae bring in meters across Norlin Airlan. Tae manage the pittin in o' meters we ir targettin' sim consumer curns furst.

I the furst twa years we wul pit meters in fer:

- Pensioners wha ir hoosehaulers an' chuse tae hae yin;
- Aa new biggit dwellins an' dwellins hookin' ap tae the watter supply fer the furst tim'.

Quhan can A hae a watter meter pit in?

Earlie i 2007 ye'll get mair wittens about hoo tae leuk fer a watter meter gif ye're a pensioner wha bes a hoosehauler. Nae watter meters wul bae pit in afore Aprille 2007.

Hoo mich wul a watter meter cost?

Thair isnae onie chairge fer haein a meter pit in.

Nex' Steps

Quhan wul A get mair wittens

Ye'll get mair wittens i earlie 2007.

Thae wittens wul hae:

- An estimated bill fer yer hoosehauld; an
- Newins about hoo tae leuk fer a meter.

The role o' the Consumer Cooncil an' Regulator

The Consumer Cooncil bes an independent boadie at leuks about the interests o' ivry consumer i Norlin Airlan. Fae Aprille 2007 the Consumer Cooncil wul bae the boadie leukin oot fer watter consumers. Gif ye're wantin' tae gie oot about watter ir sewerage services an' irnae content wi' the repone fae the Norlin Airlan Watter Service. The Consumer Cooncil wul bae fit tae tak' apthe matther oan yer baehauf.

The Regulator

Fae Aprille 2007 Watter an' sewerage wul bae regulatit bae the Northern Ireland Authority for Utility Regulation, (moistly kent es Ofreg). Thon bes the saime boadie at hes regulatit energy i Norlin Airlan fer monie years. The authority wul hae owresicht o' stannarts o' service fae 2007, an' wul regulate chairges fae 2010. The regulator's joab wul bae tae leuk about customer's interests bae maakin siccar at chairges ir fair an at heigh stannarts o' service ir gien.

Wha tae get oantae

Uisefu contact wittems

Gif ye hae onie mair speirins get oantae oor heftline.

Tellyphone 0800 051 5445

Minicom 0800 051 5446

Faix 028 9016 8002

Lines ir appen fae 8.00am tae 8.00pm Monnday tae Friday an fae 9.00am tae 1.00pm oan Setturdays. **Thair's nae chaarge fer caas.** Caas nicht bae recorded fer trainin'.

Fer mair wittens gae tae

www.waterchargesni.gov.uk

ir e poast info@waterchargesni.gov.uk

Ither formats an' mair coopies

Tae ax fer anither format ir anither coapie o' this guide get oantae 0800 051 5455

Customer Relations Centre
Capital House
4th Floor
3 Upper Queen Street
Belfast
BT1 6PU

Gif ye hae a speirin about yer dwellin's capital value assessment ye can get oantae the Valuation and Lands Agency.

- Freephone 0800 197 0611
- Minicom 0800 197 0612