Understanding your NEW NWC BILL

The new Meter Details section provides information specific to the meter at the customer's premises and the basis for the sums shown in the Account Summary. Where there is no meter installed at the premises, 'N/A' will be shown under some headings.

The new Current Charges section provides the details of the charges that make up a customer's bill.

This is the mailing name and address of the customer and may be different from the service name and address.

QR Code enables customer to scan and access NWC's latest customer updates online.

QR Code enables customer to scan and access NWC iPay automatically to pay bills online.

The Bill Date is the date on which the bill was produced. The Due Date is the final date by which payment must be made and the Rate is either Residential or Commercial.

The new Consumption Trend Bar Graph shows the customer's consumption pattern at a glance for a 12 month period.

Used on a monthly basis to provide customers with useful information.

The account summary shows Balance Brought Forward, Payments, Overdue Amount, Current Charges and the total amount due.

The Service Name/Address section indicates the name and service address in which the water supply account has been established.

This new Customer Number and Premises Number replace the A/C#, and numerically identifies the customer and the address at which service is provided.

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This area displays information relating to the Rate and Status (active or inactive).

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