

Full payment will be required before a connection to our water mains can be made. The quickest method is payment by Credit/Debit card.

Please note other pre connection conditions must be satisfied before we are able to commence planning a new connection. A Road Closure Notice will not be served on receipt of a payment alone.

Credit/Debit card

To pay by credit or debit card please call our Helpline on 0800 083 1821 between the hours of 9am and 4pm Monday to Friday.

American Express (Amex) and Via Electron are not accepted.

BACS

If you would like to make payment by BACS, South West Water's bank details are as follows:

Bank Name and Address

Lloyds TSB Bank Plc
City Office, Corporate & Institutional
PO Box 72
Bailey Drive
Gillingham Business Park
Kent ME8 0LS

Bank Sort Code 30-00-02

Bank Account Number 00456492

Bank Account Name South West Water Ltd
Collection Account

To avoid a delay in processing the payment which could result in a delay to making your connection please enter '**NC**' followed by your new connection **Work Request number** (excluding the leading zeros) as a reference. This allows your payment to be identified.

You will also need to send in remittance advice (either the slip from the bottom of your quotation, your own generated remittance or an email to Sales Ledger Team zzSalesLedger@southwestwater.co.uk)

Please see Page 2 for remittance advice information.

Remittance advice information

Your advice should contact the following information:

- Your name & address (company or individual of the bank account where the payment is coming from)
- Your contact telephone number
- Your reference number (i.e. your internal reference number, a supplier number from South West Water or a job number applicable to the work)
- Date of remittance
- Date payment made
- Date payment expected in South West Water's bank account
- Our reference – Work Request Number
- Payment amount
- Comments – i.e. If part payment is made we will require the plot numbers or any special instructions

Payment will clear and show on South West Water's system within 4-5 working days and you will be issued with an invoice upon receipt of your remittance advice.

Cheque

If you would prefer or pay by cheque please make it payable to South West Water, write your Work Request Number on the back, include the tear off slip from your quote and send both to:

South West Water
PO Box 4762
Worthing
BN11 9NT

You will need to allow 10 working days for the payment to clear