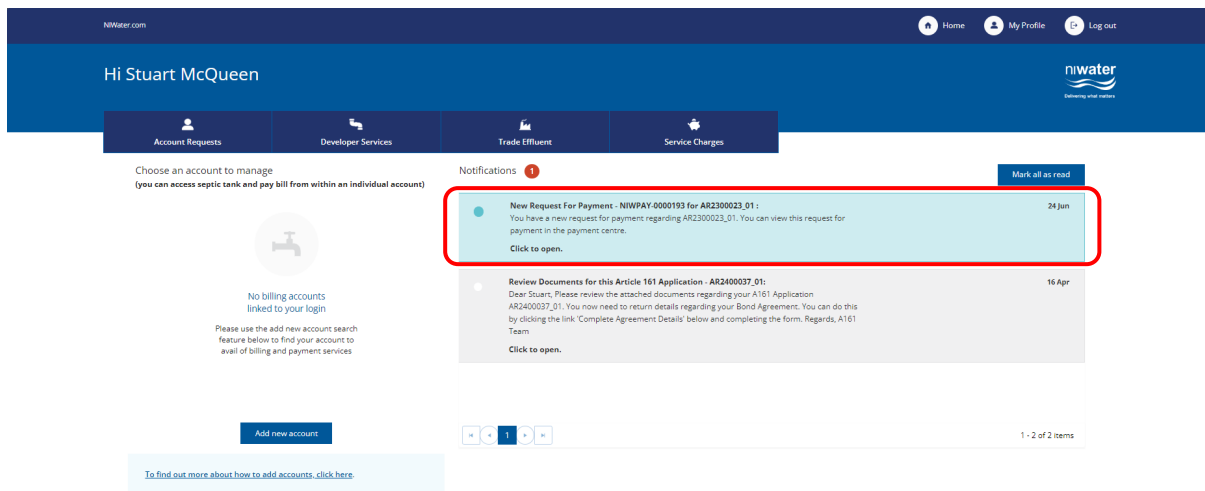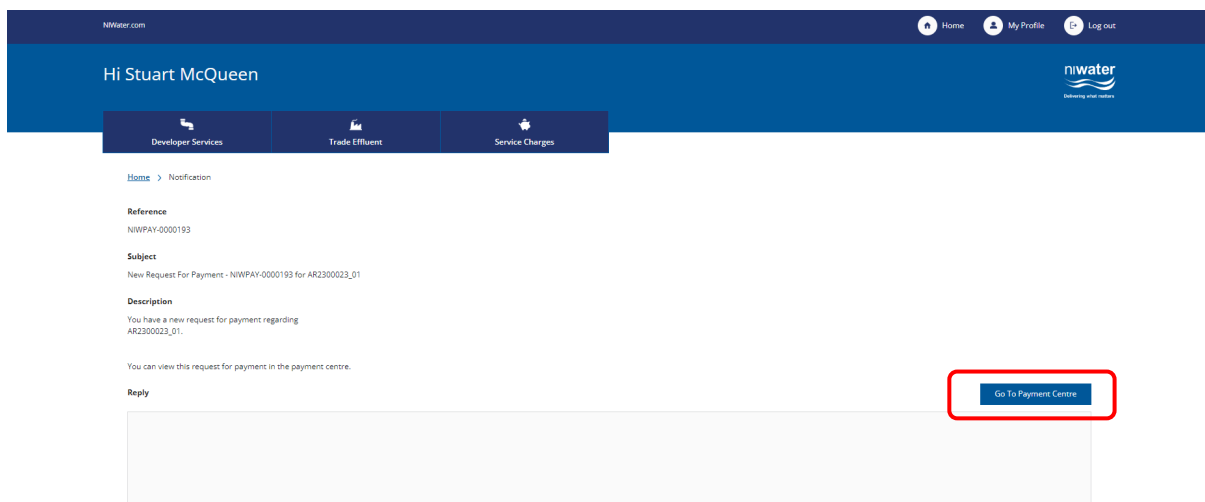# HOW TO MAKE A PAYMENT VIA CARD AND BACS

Log into the NI Water Self Service Portal and navigate to your notifications by clicking the 'Home' button in the top right corner of the screen.

Locate the Portal Notification titled 'New Request for Payment' and click to open. You may have to scroll back through the notifications until you find it.

From the Portal Notification you will be able to access the Payment Centre by clicking the blue 'Go To Payment Centre' button half way down the screen.
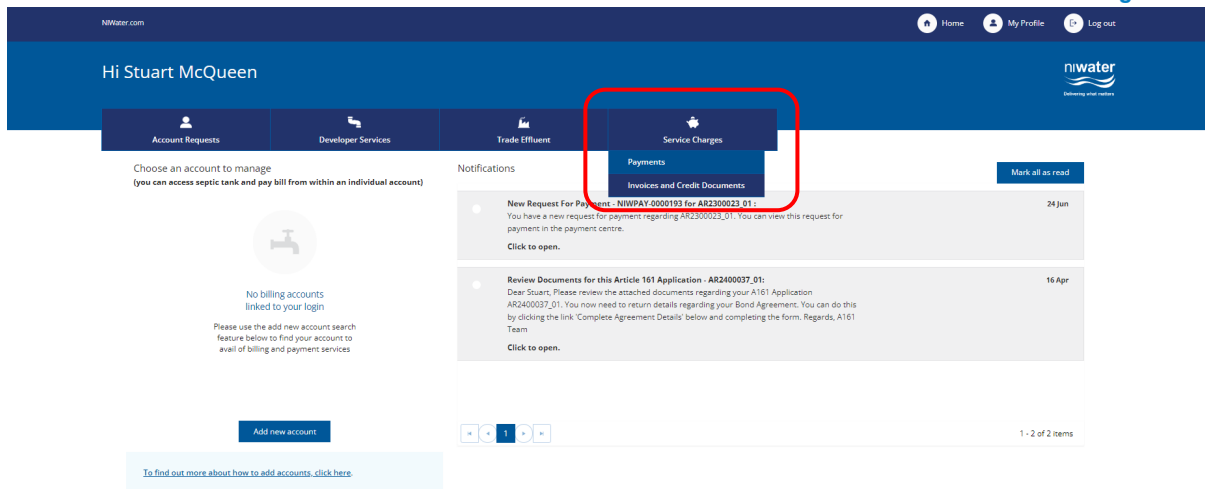
If you are unable to locate the 'New Request for Payment' Portal Notification, you can access the Payment Centre from the 'Home' page by following the pathway below:

Home > Services Charges > Payments.
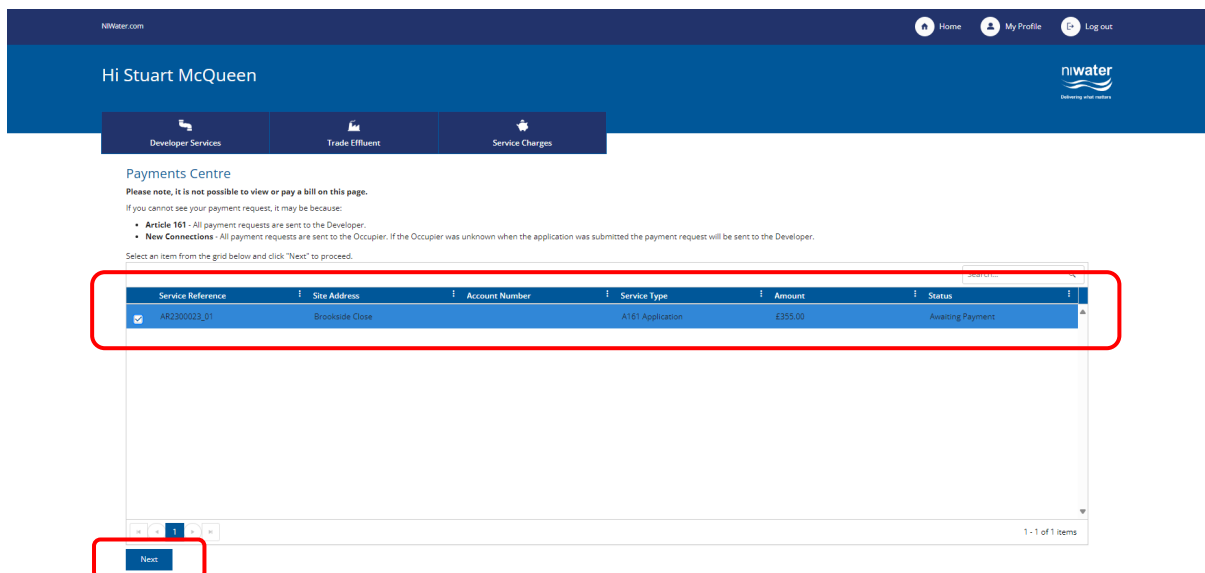
Within the Payment Centre, you will see all outstanding payments for Article 161 and Article 163s. Locate the application reference you need to make a payment on, check the box to the left of the 'Service Reference' and click the 'Next' button.

On the next page, you will see all outstanding payments associated with that application and total Outstanding Balance is shown in the top right corner. There may be multiple outstanding payments. Check the box of the payments you which to make payment on and click 'Next' or click 'Pay For All'.
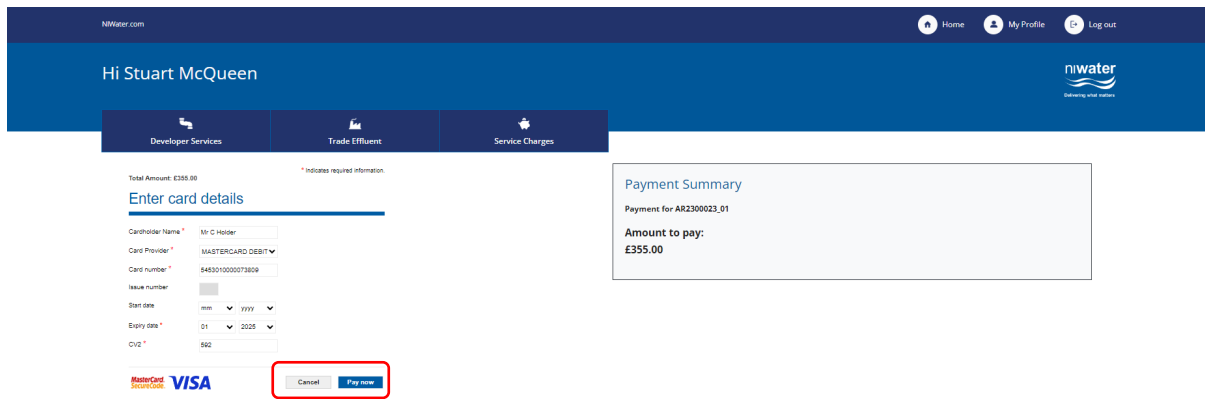
CARD PAYMENT

Enter the Billing Address details for the Payment Card, check the Payment Summary to confirm the amount and click 'Next'.

The default payment method is set to Card Payment. To pay by Faster Payment/BACS please see relevant section below.
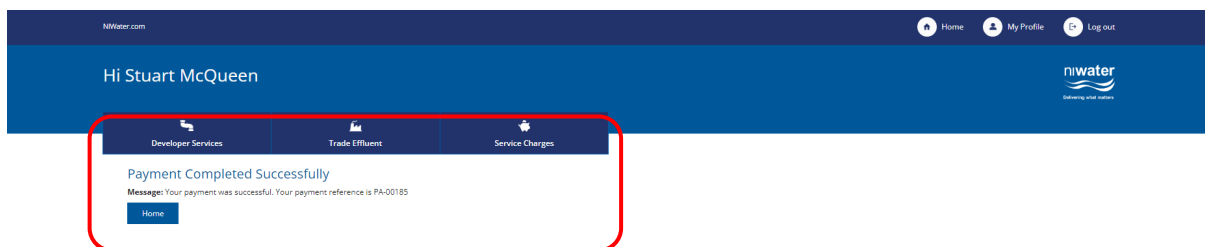
Confirm amount to pay, enter your card details and click 'Pay Now'.
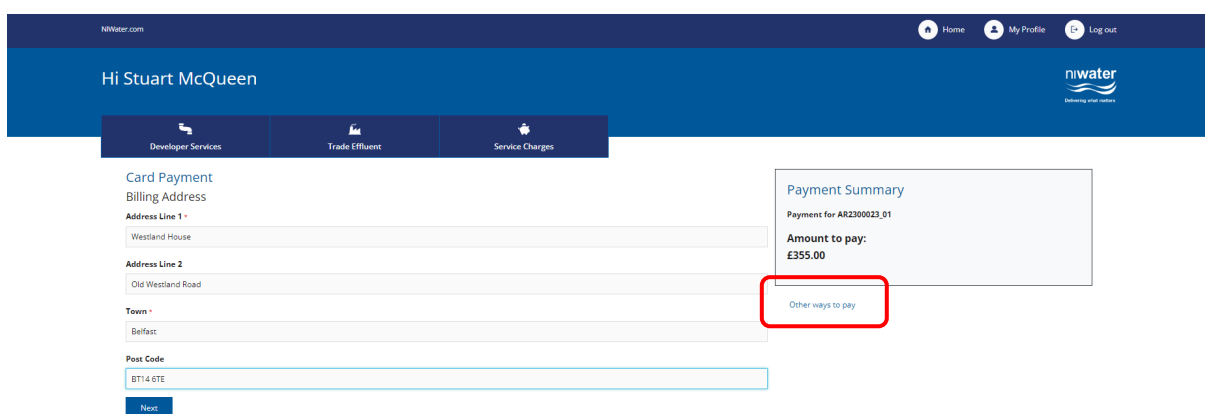
Once paid, you will receive confirmation your payment has been successful along with your Payment Reference.

FASTER PAYMENT/BACS PAYMENT

If you are unable to pay via card or which to pay via Faster Payments/BACS, click the 'Other ways to pay' button below the Payment Summary.
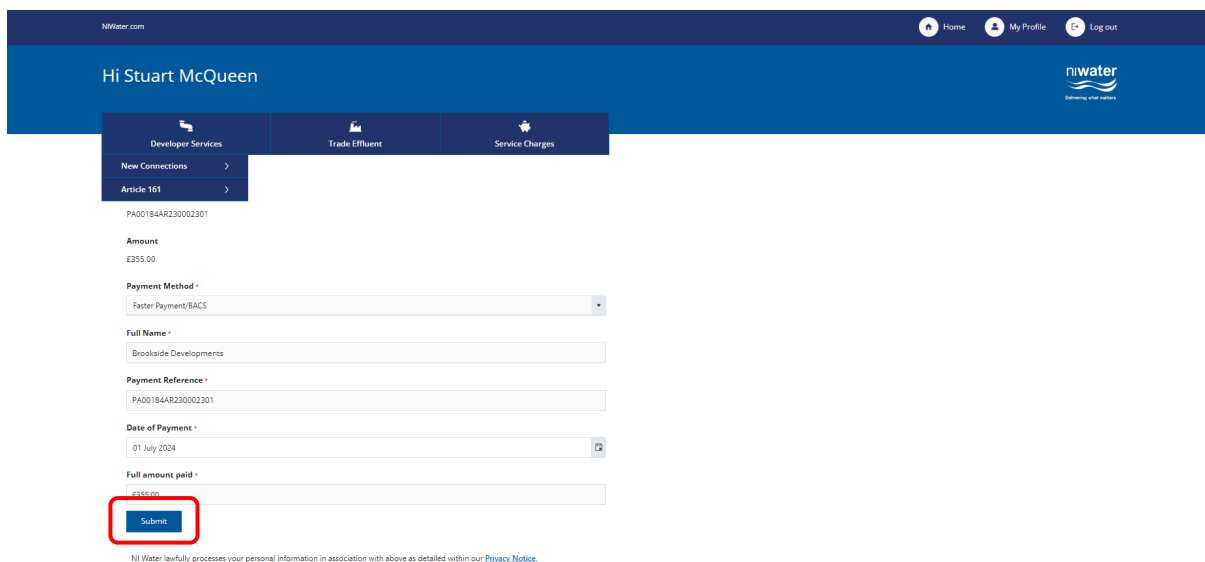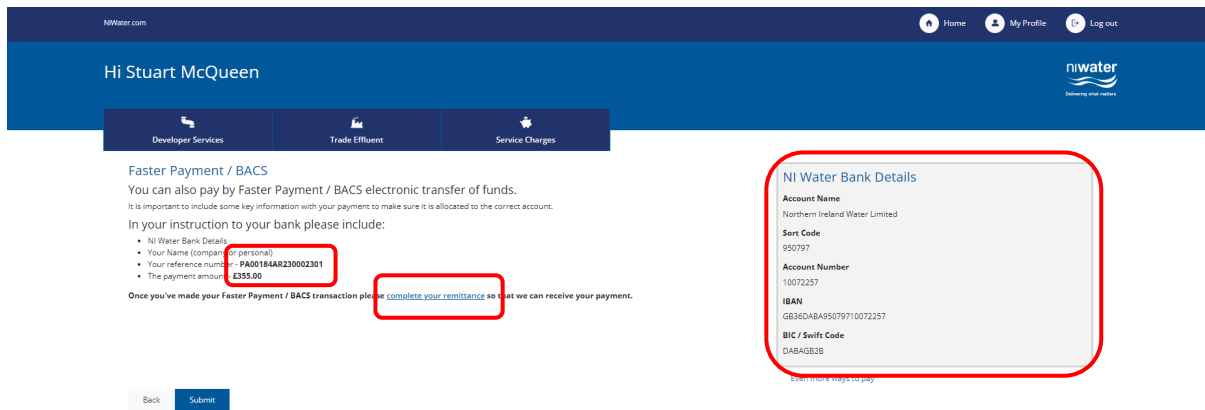
To complete the remittance, you need to provide the payment method, full name of the bank account, payment reference used (should match the one provided on the previous screen), the date of payment and the full amount paid. Once these are complete, click the 'Submit' button.
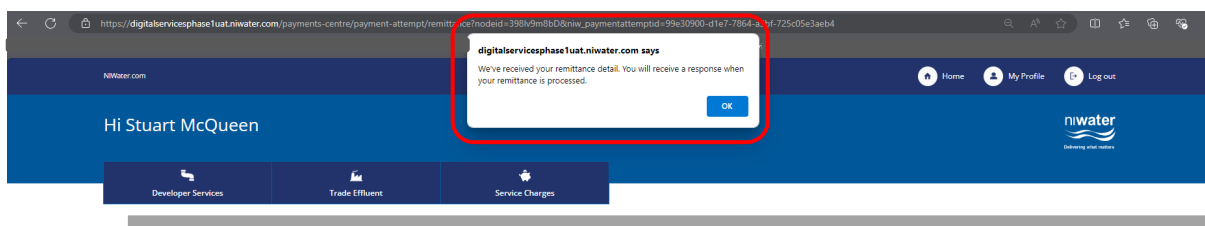
Once submitted, you will receive confirmation that we have received you remittance details.

If you encounter any issues throughout the process, please take a screenshot and email it along with a short description of the problem to customerengagementteam@niwater.com and they ensure it is pass on to the relevant team.