



# **Terms and Conditions**

**for**

**Payment in Advance**

**June 2013**

## **Details about advance payment**

The billing period will be monthly, quarterly or annually as detailed on the agreement with the customer.

All billing will be payable in advance by Direct Debit.

To enable us to bill the account(s), we will estimate annual water and waste water usage and then calculate average monthly, quarterly or annual charges. This estimation is mostly based on the previous twelve months usage.

Prior to the start of each billing period a VAT invoice including any relevant discounts will be sent.

Payment will be due on receipt of this invoice.

## **Monthly or Quarterly – billing periods**

For customers who wish to pay monthly or quarterly in advance we will issue an estimated invoice approximately one week prior to the beginning of each billing period. These bills should be checked when they are received and any issues should be raised immediately.

We will reconcile the account(s) each time an actual meter reading is taken. The reconciliation will be reflected on the next bill run.

## **Annual – billing period**

If payment is being made annually in advance we will review account(s) every six months and if we calculate at this review that we have underestimated the charge by more than five percent, we will ask for a further payment to which we will apply any relevant discount. If we have over estimated by more than five percent, we will make a refund. Towards the end of the first year, we will review the account(s) to reconcile actual charges against the payment made, and we will also estimate charges for the second year.

We will then write requesting the next payment and to make any further reconciliation adjustments and/or payments.

We will also issue a statement at six and twelve month intervals to advise how much of the annual advance payment has been allocated to the account(s). The above process will be repeated until the contract end date.

During the term of the contract, we will continue to read the meter(s) and produce regular bills. If the account is billed via our eBilling platform these bills will appear online. These bills are for information only and are therefore **not** valid VAT invoices.

These bills should be checked when they are received and any issues should be raised immediately.

Account adjustments will be included in the reconciliations; however, no refunds will be given prior to the reconciliation reviews at either six or 12 months.

All your accounts must be up-to-date before selecting annually in advance. This also includes any bills just received. If the payment annually in advance or any reconciliation payment is not made within the period allowed for doing so, we reserve the right to remove this payment term from the water and waste water supply contract and the discount received for this option will be removed. The account(s) will then revert back to our standard terms and conditions for payment, in force at that time; our current standard terms and conditions state that payment in full due as soon as the bill is issued by us.

If the payment annually in advance option is removed from the water and waste water supply contract or the contract ends, Cobalt Water will revert the account(s) back onto its standard billing cycle and recovery path, appropriate for the size of your meter, consumption and nature of business, unless new payment terms are agreed.

You must agree to these conditions before we make any discount adjustments to the account(s). We will do this by asking you to sign and return a letter to Cobalt Water.