

## Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form in BLOCK CAPITALS and in black ink.

Please return this form to:

Independent Water Networks Limited  
 Driscoll 2  
 Ellen Street  
 Cardiff  
 CF10 4BP

Service User Number

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Name and full postal address of your bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Name(s) of account holders


Bank/Building Society account number

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Branch Sort Code

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Customer reference number

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Instruction to your Bank or Building Society

Please pay Independent Water Networks Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit guarantee. I understand that this instruction may remain with Independent Water Networks Ltd and if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.



The Direct Debit Guarantee

- ✓ This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- ✓ If there are any changes to the amount, date or frequency of your Direct Debit Independent Water Networks Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Independent Water Networks Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- ✓ If an error is made in the payment of your Direct Debit, by Independent Water Networks Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- ✓ If you receive a refund you are not entitled to, you must pay it back when Independent Water Networks Ltd asks you to.
- ✓ You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.