

CUSTOMER SERVICES

Credit Control

Your account will automatically fall into the debt management cycle if you fail to pay your account promptly and on time. Once this happens, a **Warning Letter** will be delivered to your physical address of which, you will be charged for. You will then be allowed seven days from date of that letter to come in and pay your account. If you fail to comply within the seven-day period your water supply will be restricted/disconnected without further warning. Your water supply will only be connected 24 hours after payment has been received. All payments for disconnected meters are to be made directly at our offices. Only cash and credit cards will be considered for these payments. Cheques will not be considered.

Should you have any financial difficulty and you are struggling to pay your water bill please come in and speak to our Credit Control Department who will try and assist you with a payment plan to settle your account. Do not leave your account unpaid, as it may lead to disconnection of supply and your account being handed over to credit bureau.