



## MyAccount – User Guide

A quick reference guide to help you make the most of South West Water and Bournemouth Water's MyAccount Service.

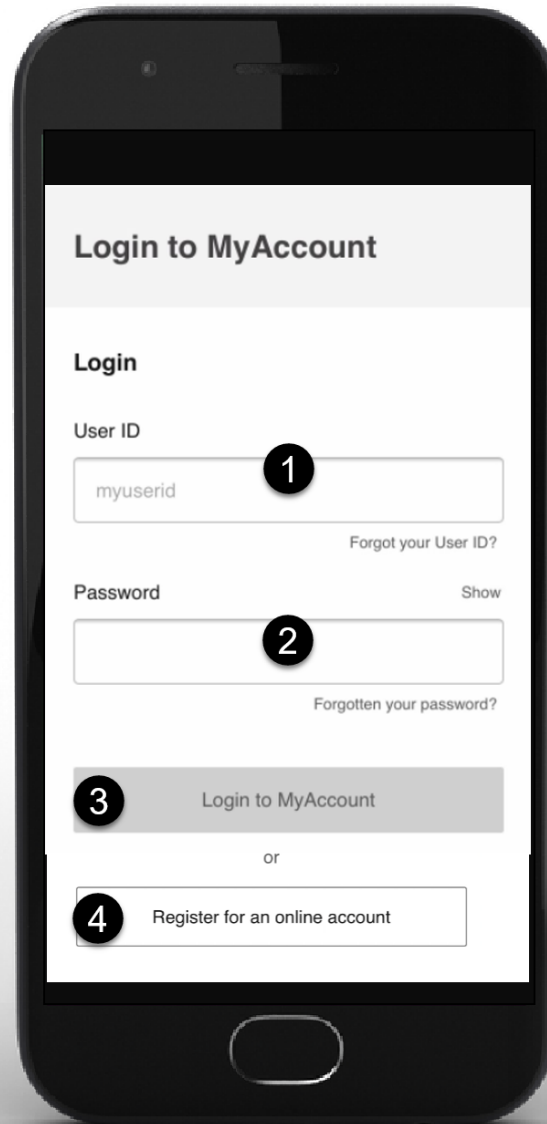
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- 11.....Submit meter reading
- 12.....Apply for a meter



# MyAccount Login

Mobile View



**1** By default, this is your 8 digit customer number. If you have changed your User ID and need a reminder, select the "forgot your User ID" link

**2** You can reset your password if you can't remember it using the "forgotten your password" link

**3** If you have already registered, enter your details and select "Login to MyAccount"

**4** If you have not signed up for an online account yet, you will need to Register for one first.

# MyAccount Login

## Desktop View

The screenshot shows the 'Login to MyAccount' page for South West Water. On the left is a grey sidebar with the South West Water logo and the text 'Login to MyAccount'. The main content area is white and contains a 'Login' form. The form has two input fields: 'User ID' (containing 'myuserid') and 'Password'. Below the 'User ID' field is a link 'Forgot your User ID?'. Below the 'Password' field is a 'Show' link and a link 'Forgotten your password?'. A grey button labeled 'Login to MyAccount' is below the password field. Below this is the word 'or' and a white button labeled 'Register for an online account'. At the bottom of the page, there are three support options: 'Accounts Helpline 0344 346 1010', '24 Hour Emergency Helpline 0344 346 2020', and 'Live chat support Offline'. To the right of these are two menu items: 'Payment options' and 'Your Account', both with right-pointing chevrons. Four numbered callouts are overlaid on the page: 1 points to the User ID field, 2 points to the Password field, 3 points to the 'Register for an online account' button, and 4 points to the support options.

**1** Your User ID will be your 8 digit customer number by default. You can change your User ID once you are logged in. If you have forgotten your User ID, click the link and we'll send you a reminder.

**2** If you've forgotten your User ID or your password, you can click the links here to reset it. You will need your 8 digit customer number and registered Email Address.

**3** If you haven't registered for an online account yet, click this button to register.

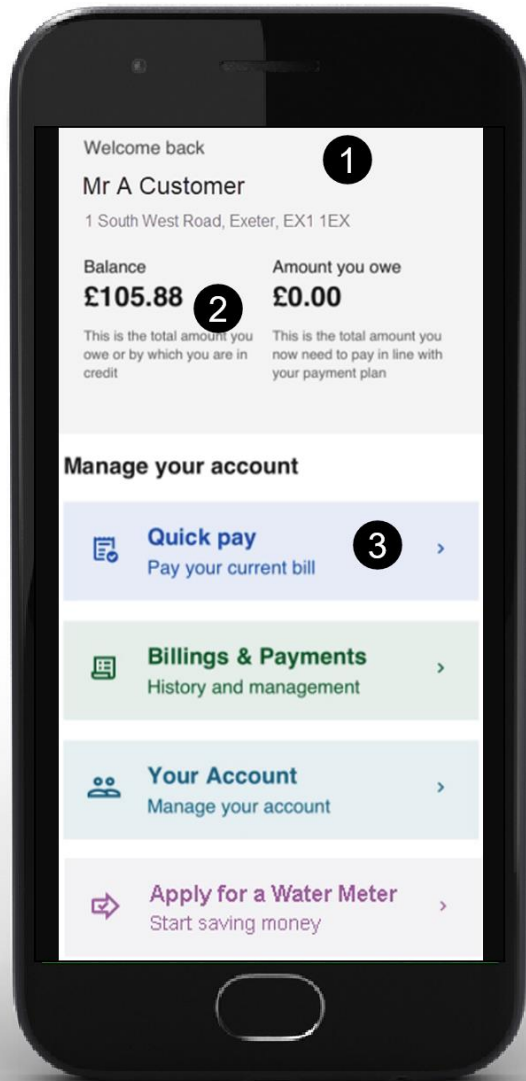
**4** If you'd like to speak to one of our team, you can call us on these numbers. Or, if you'd prefer you can use our Live Chat service.

# MyAccount Dashboard

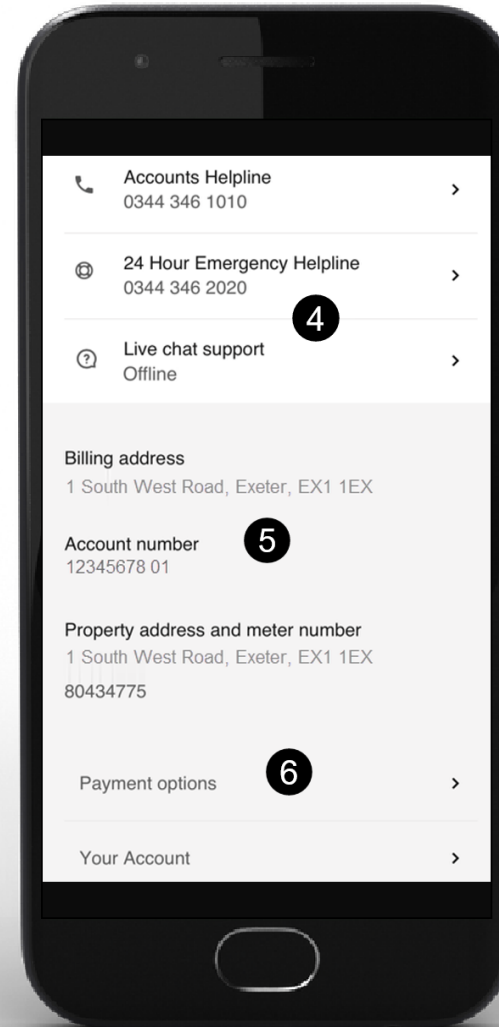
Mobile View

# MyAccount Dashboard

Mobile View Continued



- 1 Your account details including name and address
- 2 The total balance on your account and any amounts that are due
- 3 Colour coded journeys to help you get to things you want to do



- 4 Our contact details in case you need to speak to us
- 5 Your Billing Address and meter number (if you are on a water meter)
- 6 Quick links to help navigation

# MyAccount Dashboard

## Desktop View

The screenshot shows the MyAccount Dashboard for South West Water. It features a header with the logo and a 'Logout' link. The main content is divided into two columns. The left column contains a welcome message, account details (balance and amount owed), and contact information. The right column contains a 'Manage your account' section with four menu items: 'Quick pay', 'Billings & Payments', 'Your Account', and 'Apply for a Water Meter'. At the bottom, there are contact details for the Accounts Helpline, 24 Hour Emergency Helpline, and Live chat support, along with payment options and account details like the billing address and account number.

South West Water

Logout

Welcome back  
Mr A Customer

1 South West Road, Exeter, EX1 1EX

Balance  
**£1,109.18**

Amount you owe  
**£221.82**

This is the total amount you owe or by which you are in credit

This is the total amount you now need to pay in line with your payment plan

**1**

**2**

**3**

**4**

**5**

**6**

**Manage your account**

- Quick pay**  
Pay your current bill
- Billings & Payments**  
History and management
- Your Account**  
Manage your account
- Apply for a Water Meter**  
Start saving money

Accounts Helpline  
0344 346 1010

24 Hour Emergency Helpline  
0344 346 2020

Live chat support  
Offline

Payment options

Your Account

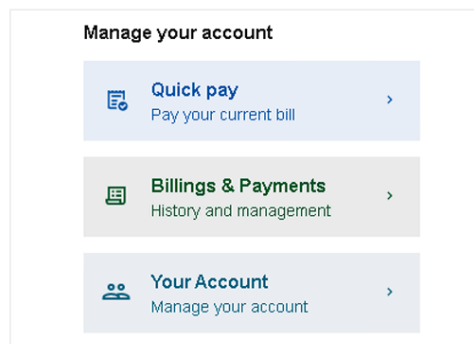
Billing address  
1 South West Road, Exeter,  
EX1 1EX

Account number  
12345678 01

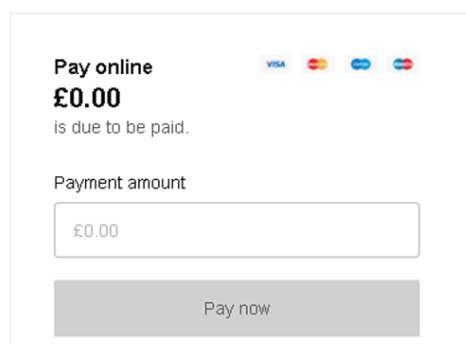
- 1** Your account details including name and address
- 2** The total balance on your account and any amounts that are due
- 3** Colour coded journeys to help you get to things you want to do
- 4** Our contact details in case you need to speak to us
- 5** Quick links to help navigation
- 6** Your Billing Address and meter number (if you are on a water meter)

# MyAccount Quick Pay

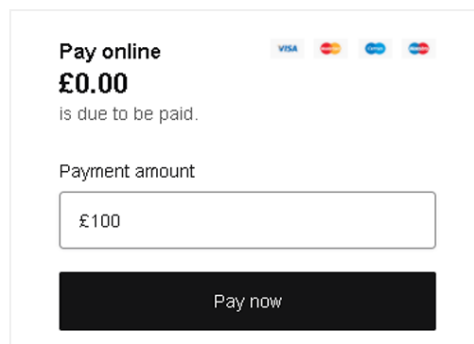
## How to make a one-off payment



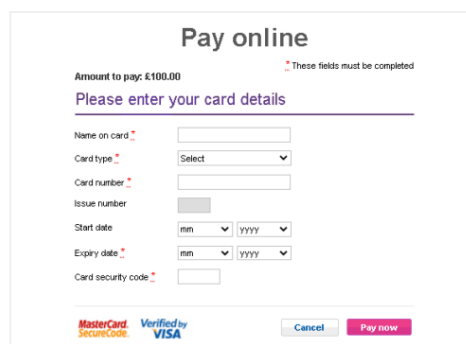
**1** From your Dashboard page, select Quick Pay.



**2** Enter the amount you would like to pay.



**3** Select Pay now. If you normally pay by Direct Debit, Standing Order or Instalments, please let us know you are making an additional payment as this may affect your payment plan.



**4** Enter your card details and select Pay Now.

# MyAccount Payment Method

*How to change your payment method*

**2**

### Change your payment method

Please choose an option below and click on the 'Get a quote' button. You will then be able to view your new payment schedule and will then be able to agree to change your payment method or return to this view.

How would you like to pay your bill?

Please choose an option

Get a quote

**4**

How would you like to pay your bill?

Direct Debit

Payment frequency

Please choose an option

Please choose an option

Monthly

Quarterly

**1**

### Manage your account

Quick pay  
Pay your current bill

Billings & Payments  
History and management

Your Account  
Manage your account

**3**

### Change your payment method

Please choose an option below and click on the 'Get a quote' button. You will then be able to view your new payment schedule and will then be able to agree to change your payment method or return to this view.

How would you like to pay your bill?

Please choose an option

Please choose an option

Direct Debit

Instalments

On receipt of bill

Standing Order

**5**

What date

Please choose an option

Please choose an option

8th of the month

15th of the month

22nd of the month

**1** From your Dashboard, select Billing and Payments

**2** Scroll down until you see the box titled 'Change your payment Method'

**3** Choose your preferred payment method from the list. You can pick from Direct Debit, Instalments, On receipt of bill or Standing Order.

**4** Once you've chosen your payment method, you can choose your payment frequency. You may have options for Quarterly, Monthly, Fortnightly or Weekly.

**5** If you chose Direct Debit, you can select which day you would like the payment to be made on.



# MyAccount Payment Method

Continued

**7**

Bank account holder name(s)


  

Bank sort code

Bank account number

**9** Change your payment method

 **Important:**  
Please download, print and complete a [Standing Order instruction](#).  
This must be returned to your bank in time for the first payment due.

Finish

**6**


How many people live at your address?

Please choose an option

- 1
- 2
- 3
- 4 or more

**8**



### The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

**10**

Agree and continue

Back

**6** The number of people living at the address will affect your payment amounts

**7** If selecting Direct Debit, you will need to provide your bank details so we can set this up for you

**8** Your Direct Debits are protected by the Direct Debit Guarantee

**9** If you choose Standing Order, you will need to let your bank know. You can find our bank details on the Standing Order Instruction.

**10** Once you're happy with your payment method and frequency, select Agree and continue.

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If you would like to discuss your proposed payments, or you think you might not be able to make them, please contact us and our team will be happy to help you.



# MyAccount Moving home

*How to let us know you're moving house.*

**1** Manage your account

- Quick pay**  
Pay your current bill
- Billings & Payments**  
History and management
- Your Account**  
Manage your account

**2** Moving home?  
Submit your new address, we'll do the rest

Please select an option

Please select

Register your change of address

**3** Moving home?  
Submit your new address, we'll do the rest

Please select an option

Please select

- I'm moving within the South West Water area
- I'm leaving the South West Water area
- I'm registering an additional property

**4** Moving home?  
Submit your new address, we'll do the rest

Please select an option

I'm moving within the South West W...

Register your change of address

**5**

Title

Enter title

Surname

Enter surname

First name

Enter first name

Primary contact number

07972902631

**1** From your dashboard, select Your Account

**2** Scroll down to find the section titled Moving home?

**3** You can choose the type of move you would like from the drop down

**4** Once you've chosen the type of move, select Register your change of address

**5** Fill out the form with your details

# MyAccount Moving home

continued

**6** Next, let us know how is taking over your old property (if you know) and what date you are moving out / have moved out on.

**7** If you were on a water meter, we require a final meter reading to close your account

**8** If you don't have a meter reading or cannot get one, you can let us know here

**9** Next, let us know where you are moving too. If you are leaving our area, you don't need to worry about this

# MyAccount Moving home

Continued

**10** Let us know how many people live in the property, this will help us understand your water usage.

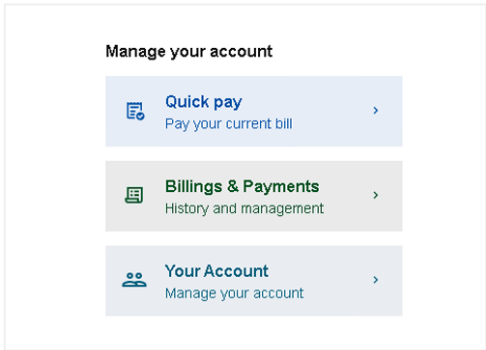
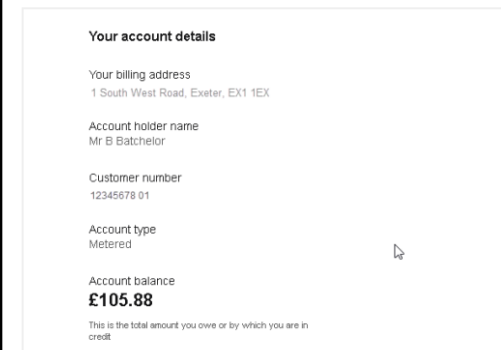
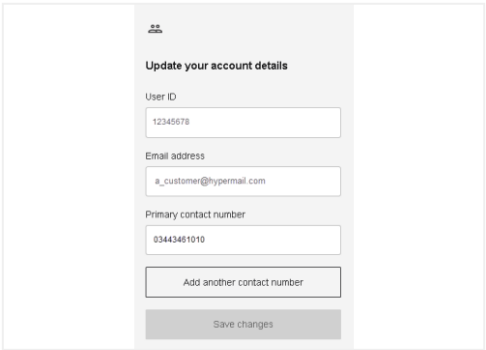
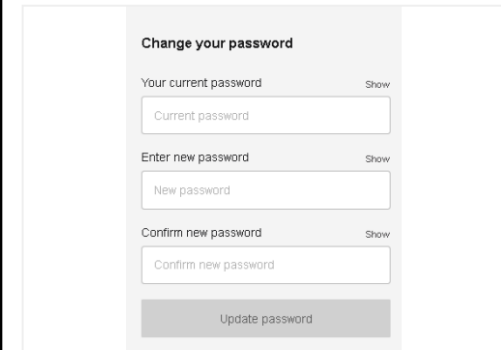
**11** Letting us know if you own or rent the property will help us tailor our service to you.

**12** If the property you are moving into has a water meter, please let us know the meter reading. If you can't get a reading, you can let us know and we can help.

**13** Once you are happy with your house move details, select Agree and confirm.

# MyAccount Personal Details

*How to update your personal details*

 <p><b>Manage your account</b></p> <ul style="list-style-type: none"><li><b>Quick pay</b> Pay your current bill</li><li><b>Billings &amp; Payments</b> History and management</li><li><b>Your Account</b> Manage your account</li></ul>	 <p><b>Your account details</b></p> <p>Your billing address 1 South West Road, Exeter, EX1 1EX</p> <p>Account holder name Mr B Batchelor</p> <p>Customer number 12345678 01</p> <p>Account type Metered</p> <p>Account balance <b>£105.88</b> <small>This is the total amount you owe or by which you are in credit.</small></p>
<p><b>1</b> From your dashboard, select Your Account</p>	<p><b>2</b> This screen will show you what information we hold on your account including your customer number, billing address and account balance</p>
 <p><b>Update your account details</b></p> <p>User ID 12345678</p> <p>Email address a_customer@hypermail.com</p> <p>Primary contact number 03443461010</p> <p>Add another contact number</p> <p>Save changes</p>	 <p><b>Change your password</b></p> <p>Your current password <small>Show</small> Current password</p> <p>Enter new password <small>Show</small> New password</p> <p>Confirm new password <small>Show</small> Confirm new password</p> <p>Update password</p>
<p><b>3</b> Underneath, you can update your User ID, Email address and contact phone numbers. We will only use these to contact you about your account or water supply.</p>	<p><b>4</b> Further down, you can also change your password if you would like.</p>

Don't forget to Save Changes once you're finished.

# MyAccount Meter Reading

## How to submit a meter reading

**2**

### How to read your meter

When entering your meter reading, please only enter the black and white digits shown on your meter. We use these to calculate your bill.

**Meter reading Example**

Only enter the black and white digits shown on your meter **DO NOT** enter the digits in red

0 0 1 2 3 4 1

Your meter reading should be entered as:

Meter reading

**1**

### Manage your account

- Quick pay  
Pay your current bill
- Submit Meter Reading  
Your latest meter reading
- Billings & Payments  
History and management
- Your Account  
Manage your account

**3**

### Submit your latest reading

Meter Number  
75983141

Enter your latest meter reading

**4**

Submit meter reading

**5**

### Thank you

Meter reading submitted

Back to MyAccount

**1** From your dashboard, select Submit Meter Reading

**2** When reading your meter, you only need to enter the black and white numbers, not the red.

**3** Enter your meter reading in the box provided. you can check your meter number matches your bills.

**4** Double check the reading you've entered and select Submit meter reading

**5** We will update your account with your new reading and send you a new bill.

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**Note:**

You can only submit a meter reading if we have sent you a bill based on an estimated reading. If the option to submit a reading is not available, then your account is up to date.

# Apply for a meter

## How to apply for a meter

**2**

**Switch to a Water Meter**

Primary contact number

Address  
46 Albion Street, Exmouth, Devon, EX8 1JH

Property type

Number of occupiers

**4**

I wish to pay measured charges and require South West Water to install a meter at my property

**1**

**Manage your account**

- Pay your current bill
- History and management
- Manage your account
- Start saving money

**3**

**Availability**

We will normally contact you by telephone. Please let us know when you are **not available** for a survey.

<b>Monday</b>	<input type="checkbox"/> AM	<input type="checkbox"/> PM
<b>Tuesday</b>	<input type="checkbox"/> AM	<input type="checkbox"/> PM
<b>Wednesday</b>	<input type="checkbox"/> AM	<input type="checkbox"/> PM
<b>Thursday</b>	<input type="checkbox"/> AM	<input type="checkbox"/> PM
<b>Friday</b>	<input type="checkbox"/> AM	<input type="checkbox"/> PM

I wish to pay measured charges and require South West Water to install a meter at my property

**5**

**Thank you**

Your application has been submitted, we aim to deal with your request within 10 days.

**1** From your Dashboard, select Apply for a Water Meter

**2** Please make sure your phone number is up to date; we'll use this to arrange the survey for your meter

**3** Let us know if there are any times of day that you are unavailable so we can find the best survey time for you

**4** Check the box to confirm you'd like us to install a water meter

**5** One of our team will contact you within 10 working days to arrange a survey with our partners

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**Note**

If you do not own the property, you can still apply for a meter as long as you have a tenancy agreement of longer than 6 months. If you apply for a meter, please let your landlord/letting agent know.