

Summary of Household Charges 2023-24

This document is a summary of our household charges. Full details of our charges and terms and conditions of service are contained in our Scheme of Charges which is available on our website dwrcymru.com

Unmeasured Charges

If a property was built before 1 April 2000 and the occupier has not asked for a meter to be fitted they will pay unmeasured charges. The charge will not reflect how much water is used.

Unmeasured bills are sent once a year and take one of two formats, either:

Rateable Value charge – the bill will be made up of a standing charge plus a charge per pound of rateable value for the property

or

Uniform Service Charge (for properties built between 1 April 1990 and 31 March 2000)
– charges are based on the average rateable value of properties in Wales.

| Unmeasured Water services | (£) |
|--------------------------------------|--------|
| Standing Charge | 138.23 |
| RV based charge - per poundage of RV | 1.0877 |
| Uniform Service Charge | 279.63 |

| Unmeasured Sewerage services | (£) |
|---|--------|
| Standing Charge | 215.36 |
| Standing Charge - Foul only | 163.56 |
| RV based charge - per poundage of RV | 1.6992 |
| Uniform Service Charge | 436.26 |
| Uniform Service Charge - Foul only | 384.46 |
| Surface Water only - includes highway drainage (for properties with a rateable value of £25 or less, no charge will be made) | 52.59 |

Measured Charges

Measured bills are based on the amount of water used. All properties built since 1 April 2000 are metered. If you move into a property that is metered you cannot revert to paying on an unmeasured basis.

Measured bills are sent half yearly and are based on the actual usage shown on the meter or an estimate if the meter has not been read. Generally, the more water you use the higher the bill. Sewerage is normally charged on the assumption that 95% of the water used returns to the sewer.

Where a meter bill spans a period before and after 1 April, we will charge for the water used before 1 April at the prior year's rates and water used on or after that date at the rates shown below. A measured charge is made up of three elements:

Water Supply – based on the water used as measured by the meter in cubic metres. All water used is chargeable except that used for firefighting.

Sewerage – also based on the water used and measured by the meter.

Service Charge – calculated on a daily basis and based on the size of the meter. Most household meters are sized up to 25 mm. The service charge covers the cost of reading and maintaining the meter and replacing it when it becomes necessary.

| Standard measured charges – household | Water (£) | Sewerage (£) |
|--|-----------|--------------|
| Standard volumetric rate per cubic metre | 1.4526 | 1.9534 |
| Sewerage volumetric rate - Foul only per cubic metre | | 1.9534 |

| Service Charge | Water (£) | Sewerage (£) | Sewerage - Foul only (£) |
|----------------|-----------|--------------|--------------------------|
| Up to 25mm | 40.51 | 110.82 | 76.22 |
| 30mm | 40.51 | 110.82 | 76.22 |
| 40mm | 40.51 | 110.82 | 76.22 |

Surface Water Rebates

Sewerage charges include a charge for surface water and highway drainage. This covers the cost of draining, treating and disposing of rainwater. If none of your household's rainwater drains to the public sewer then you could be exempt from the surface water element of your charges. A Surface Water Drainage Rebate application form can be submitted online on our website dwrcymru.com or can be requested by calling **0800 052 0145**. Any rebate will be effected from the 1 April 2018 or the date of occupation if later.

Assessed Measured Charges

A household customer may choose the assessed measured charge (AMC) when it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter. The assessed measured charge is based on the band of the water charge, the number of occupants and the assumption that 95% of the water is discharged to the sewer.

| Water | Band A - Average use | | Band B - Low use | |
|-----------------|---|---|---|---|
| | Based on loading units/appliances in property | | Based on loading units/appliances in property | |
| No of occupants | Annual charge (£) | Assessed Consumption (m ³ /year) | Annual charge (£) | Assessed Consumption (m ³ /year) |
| 1 | 134.93 | 65 | 111.68 | 49 |
| 2 | 174.15 | 92 | 145.10 | 72 |
| 3 and above | 220.63 | 124 | 185.77 | 100 |

| Sewerage | Band A - Average use | | Band B - Low use | |
|-----------------|---|-----------------------------|---|-----------------------------|
| | Based on loading units/appliances in property | | Based on loading units/appliances in property | |
| No of occupants | Annual charge Full (£) | Annual charge Foul only (£) | Annual charge Full (£) | Annual charge Foul only (£) |
| 1 | 231.45 | 196.85 | 201.75 | 167.15 |
| 2 | 281.55 | 246.95 | 244.43 | 209.83 |
| 3 and above | 340.93 | 306.33 | 296.40 | 261.80 |

Affordability Assistance Tariffs

The Company offers a range of affordability assistance designed to keep bills affordable for low income or vulnerable customers.

HelpU

This tariff helps the lowest income households in our region. To qualify for this tariff the water supply to the household must be for domestic use only and the total current household income must be less than the published threshold per annum. Further information on customer eligibility for **HelpU** can be found at dwrcymru.com

| HelpU | Water (£) | Sewerage (£) |
|--|-----------|--------------|
| Annual charge (for existing HelpU customers at 31st July 2020, not available to new customers) | 109.09 | 148.44 |
| Annual charge (available to new applications from 1st August 2020) | 124.01 | 167.29 |

WaterSure Wales

This tariff is available for customers in receipt of certain benefits or tax credits. It helps large families and homes where a member of the household has a medical condition that requires them to use a significant additional amount of water. It is aimed at metered customers only.

Further information on **WaterSure Wales** can be found at dwrcymru.com

| WaterSure Wales (Measured customers only) | Water (£) | Sewerage (£) |
|---|-----------|--------------|
| Annual charge | 166.32 | 236.99 |

| WaterSure Wales AMC | Water (£) | Sewerage (£) |
|---------------------|-----------|--------------|
| Annual charge | 166.32 | 236.99 |

Welsh Water Assist

Eligible customers who were paying only the sewerage service Welsh Water Assist transition charge will be charged at the Welsh Water Assist — transition for sewerage only annual charge. This tariff is not available for customers previously paying the combined water and sewerage Welsh Water Assist transition charge.

| Welsh Water Assist - Transition | Sewerage (£) |
|---------------------------------|--------------|
| Annual charge | 236.99 |