



FOR YOU

NOT FOR PROFIT

FOR METERED CUSTOMERS





FOR
ALL
OF
US

NOT FOR PROFIT

Three little words that make
a big difference.

We're the only water company
of its kind in the UK.

We don't have shareholders,
which means we put every penny
back into looking after your water
and our beautiful environment
— now and for years to come.



The not-for-profit story

Discover where your money is invested at
dwrcymru.com/different



FROM
SKY
TO
SEA

FROM SKY TO TAP

Although rain falls freely from the sky, we put a lot of work and energy into getting every drop of water to you.

We carry out 700,000 tests a year at our high-tech labs to make sure your water is safe and tastes great.

The money from your bill goes into looking after and improving our reservoirs, treatment works and 27,000km of pipes to give you fantastic water — now and for years to come.

AND THEN TO THE SEA

Getting water to your tap is only half the job. We then take your dirty water away and clean it before returning it to our beautiful rivers and seas.

But we also need your help. Every year, little things flushed away block thousands of pipes, and flood hundreds of homes.

By putting our cotton buds, wet wipes and nappies in the bin (and not down the toilet), and binning or recycling our oil and grease, we can keep Welsh water flowing.



Water saving tips and advice:
dwrcymru.com/waterefficiency



Discover how you can help at:
LetsStopTheBlock.com

A close-up photograph of a person's hands balancing a stack of six dark, smooth, rounded stones on a rough, grey, pebbly surface. The stones are stacked vertically, with the top stone being the largest and the bottom one the smallest. The person's hands are visible on either side of the stack, with fingers slightly curled as if holding or adjusting the stones. The background is a soft, out-of-focus light blue and white, suggesting an outdoor setting like a beach or a rocky shore. The text "WAYS TO SAVE" is overlaid in a large, white, sans-serif font, centered over the stack of stones.

WAYS
TO
SAVE

WAYS TO SAVE

WaterSure Wales

If you have a water meter fitted, you may be able to lower your bill through our WaterSure Wales tariff. To qualify you must either:

- receive certain benefits **and** have 3 or more children under the age of 19 living at your home who you claim Child Benefit for

or

- you or a member of your household has a medical condition that requires significant use of extra water.

HelpU

For customers who struggle to pay their water and sewerage bills, we have a tariff called HelpU. If the total income of your household is less than £15,000 a year, we may be able to reduce your bill.

Customer Assistance Fund

This fund helps customers in severe financial hardship. If you're eligible, you could pay in more manageable instalments, and we may help to reduce or cancel your debt.

Water Direct

If you receive benefits, paying directly through the Department for Work and Pensions could reduce your bill by £25 per year.

Surface water

If none of the rainwater falling on your property enters the public sewer, you may be able to get money off your bill.

To apply for this, visit

dwrcymru.com/surfacewater

Switch to Direct Debit

Avoid one big bill by spreading payments throughout the year.



Call us to talk through your options
0800 052 0145



Go online for more information
dwrcymru.com/money

ABOUT YOUR BILL

Your metered bill is made up of two parts:

1. You pay an amount based on the water you use, measured in cubic metres. One cubic metre is 1,000 litres—about 220 gallons of water, or around 12 baths. How much water do you use? Use our online calculator at dwrcymru.com to find out.
2. You also pay a fixed amount based on the size of the water meter you have. This is called the Service Charge.

Your water charges

Your water charge is for the cost of running reservoirs, water treatment works, pipelines and meters.

These charges apply from 1 April 2018. We will charge you for any water you have used before this date at the previous year's rates. We assume that your water use was consistent throughout the billing period.

Your sewerage charges

Your sewerage charge is for the removal and treatment of used water from your property, including surface water and highway drainage. Our measured sewerage charge is calculated on the assumption that 95% of the water we supply you with ends up in our sewer. If you are a business and you can show that the amount of waste water you drain to the sewer is less than 95% (because you use water in production for example) please contact us by visiting dwrcymru.com and filling in our Non Return to Sewer form.

HOW WE CALCULATE YOUR BILL

Household customers

Measured water charge

Volume Charge for 2018/19	Water	Sewerage
	£1.3524 per m ³	£1.7617 per m ³

Service Charge per year for 2018/19

Size of meter (mm)	Water	Sewerage
Up to 20mm	38.20	84.45
25mm	38.20	84.45
30mm	183.79	383.83
40mm	338.59	570.42

Non-household/Business Customers

Measured water charge

Volume Charge for 2018/19	Water	Sewerage
	£ 1.4000 per m ³	£ 1.8559 per m ³

Service Charge per year for 2018/19

Size of meter (mm)	Water	Sewerage
Up to 20mm	31.10	74.74
25mm	100.69	258.51
30mm	176.68	377.75
40mm	331.10	565.38
50mm	503.26	994.42
65mm	673.85	1600.23
80mm	893.30	2316.16
100mm	1063.89	4067.11
150mm	1375.61	9203.75
200mm and over	1375.61	16281.13

ABOUT YOUR WATER METER

Where is my meter?

- It's usually in the ground under a small metal or plastic cover at the front of your property, at the boundary of your property, or in the pavement. In some cases, particularly in rural areas, the meter may be some distance from your property.
- Meters are sometimes inside your property, near the main internal stop tap. If your meter is located in a garage, outside toilet, etc, it's your responsibility to protect it against damage and frost and to provide access to the meter when necessary.

How can I read my meter myself if it's outside?

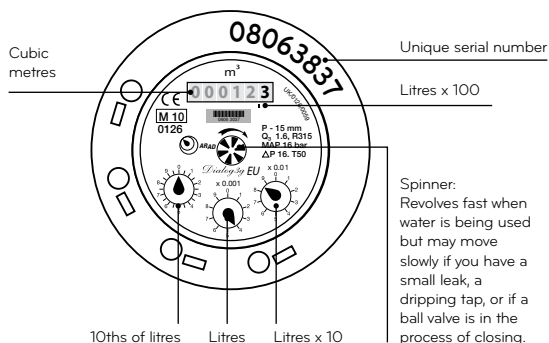
- Lift the lid of the metal or plastic cover, if it's safe to, and take out the polystyrene frost cover. Don't worry if you see some ground water in the meter chamber, this is normal if we've had wet weather. You may need to lift up another lid to view the meter face.
- Each water meter has its own unique serial number, which is also shown on your bill. Check the serial numbers match so you're reading the right meter.
- Read the white on black or black on white numbers. Only these numbers are used to bill you. The red numbers can be ignored.
- Please remember to replace the frost cover and close the lid of the boundary box after reading the meter.

If my meter is inside my home who will read my meter?

We'll attempt to read it every 6 months. If your property is going to be empty for a long time, please give us contact details of someone who can provide us with access. Phone us or visit dwrcymru.com.

Can I have my meter moved?

If your meter is inside your property and you're having work done and would like the meter to be moved elsewhere inside or even outside, we can look into doing this for you but there is a charge. Please give us plenty of notice though, sometimes we're not able to do the work at a couple of hours or days notice. If you are on our Priority Services register and receive certain benefits, and moving the meter will make it easier for you to read it, we may be able to relocate the meter free of charge.



YOUR QUESTIONS

When will I receive a bill?

Twice a year, unless:

- you are a large user — you may receive a monthly bill
- your charges are more than £2,000 a month on average — you may receive a monthly bill
- your charges are more than £750 a quarter on average — you may receive your bill every three months.

If you're a non-household/business customer, we may amend the billing frequency from time to time but we'll always let you know before we do this.

I've had an estimated bill, how do I give you an actual meter reading?

Read your meter if it is safe to do so, and enter the details at dwrcymru.com.

What happens if I have a leak?

We are normally responsible for the pipe work, including the external stop tap, outside the property boundary. We will usually repair any leaks on this part of the system. (there are restrictions). Beyond this point it becomes a private supply pipe and is the home or land owner's responsibility. Where that private pipe supplies more than one property, the responsibility for the leak and the repair may be shared between you and the other users.

Will I have to pay for water lost through a leak?

If the leak is our responsibility, we will cancel any charges for the water lost, as well as any related sewerage charges. Sometimes we will also cancel charges where the leak is your responsibility. Further details can be found in our 'Code of Practice for Leakage', which is available at dwrcymru.com/cop.

What happens if I move house?

Please provide us with a meter reading, if it's safe to do so, the day you move at dwrcymru.com. We can also read your meter for you. Just let us know at least five working days before you move.

Can I pay by instalments?

Yes, please visit dwrcymru.com or call us on **0800 052 0140** to request a payment plan. We can then review your request and take the necessary action.

OUR PROMISE TO YOU

We try really hard to give you a fantastic service, but sometimes, things do go wrong.

Water companies must meet certain standards. As a company that's owned on behalf of our customers, we go as far as possible to get things right first time, every time. Here is an outline of our promise to you and what you may be entitled to if something ever goes wrong with your service.

Unless stated otherwise, these payments will be automatically made to you — you don't have to claim them. However, if you owe us over six weeks' charges on your water/sewerage bill, we will credit your account instead. There are also certain terms and conditions that apply. This means that we're not able to make a payment in certain circumstances, such as where severe weather conditions, industrial action or the actions of a third party have made it impossible for us to meet our guaranteed service standards.

Your water

Planned interruptions

We will give you at least 48 hours' notice if we have to carry out planned work that means interrupting your supply for over four hours.

If we don't do this, we will give household customers £20 and business customers £50 within 20 working days.

We will restore your supply by the time stated on the notice.

If we don't do this, we will give household customers £20 and business customers £50 within 20 working days.

We will give you further compensation for every additional 24 hours the water supply remains interrupted.

We will give household customers £10 and business customers £25 (per 24 hours) within 20 working days.

Unplanned interruptions

We will restore your supply within 12 hours of knowing about the problem. Repairs to a strategic main may take longer and in these cases we aim to restore your water supply within 48 hours.

If we don't do this, we will give household customers £20 and business customers £50 within 20 working days.

For every further 24 hours the water supply remains interrupted, you will also be compensated.

We will give household customers £10 and business customers £25 (per 24 hours) within 20 working days. If we weren't aware that your supply had been interrupted, you will need to make a claim by phone on 0800 052 0130 or in writing within three months of the event.

Drought order (not including hosepipe restrictions)

We will compensate you if your water supply is interrupted due to drought.

We will give household customers £10 per day or part day (up to the limit of last year's average household bill) and business customers £50 per day or part day (up to the limit of last year's water charges for the premises or up to £500 if you were not liable for last year's charges).

Water quality

If you telephone about an abnormal taste or smell to your water, or to tell us you think someone is ill as a result of drinking the water, we will get back to you within four hours unless we are already dealing with the problem in your area.

If we don't do this, you can claim £20.

If we take a water sample as a result of your call, we will give you the result within 10 working days.

If we don't do this, you can claim £20. These payments must be claimed within three months of the incident. Call 0800 052 0130 and ask for a compensation claim form.

If you owe us over six weeks' charges on your water/sewerage bill, we will credit your account.

To find out about the water quality in your area, visit dwrcymru.com or call 0800 052 0130.

Water pressure

We will ensure that your water pressure is at the correct level. Minimum pressure is seven metres static head, equivalent to a flow of 9 litres per minute. Where we are aware that your water pressure has dropped below this level for an hour or longer twice in a four-week period, we will give you compensation, unless the drop is due to essential work or drought.

We will give you £25 within 20 working days (only one payment can be made a year).

If we weren't aware that you were affected, you will need to make a claim by phone on 0800 052 0130 or in writing within three months of the second occasion.

Fitting meters

We will fit your meter within three months of receiving your application.

If we don't do this, we will give you £20 per month or part thereof within 10 working days of installation.

Your service

Appointments

If we need to offer you an appointment, it will be in the morning (8am-12pm) or in the afternoon (12pm-6pm) from Monday to Friday, or from 8am-12pm on Saturdays. If you ask us, we can offer you a two-hour appointment slot.

If we miss an appointment, or don't give 24 hours' notice for a cancellation or change, we will give you £20 within 10 working days.

Complaints and queries

If you write with a complaint about our service or with a query about your bill, we will respond within 10 working days of receiving your contact.

If we don't do this, we will give household customers £20 and business customers £50 within 10 working days.

Payment arrangements

If you write with a request to change your payment arrangement or frequency, we will respond within five working days of receiving your request.

If we don't do this, we will give you £20 within 10 working days.

Charges and refunds

You can see how we calculate our water and sewerage charges online at dwrcymru.com/AboutMyBill.

If you think we've calculated your bill incorrectly, please contact us and we will investigate it.

Your wastewater

Internal sewage flooding

We will give you a payment equivalent to your annual sewerage bill if sewage enters your home or premises and it's our fault.

We will give you a minimum of £150 and a maximum of £1,000 per incident within 20 working days.

External sewage flooding

We will give you a payment equivalent to 50% of your annual sewerage bill if sewage enters your land or property causing you to be materially affected by flooding and it's our fault.

We will give you a minimum of £75 and a maximum of £500 per incident within 20 working days. If we were not aware that you were affected at the time of the flooding, you will need to make a claim by phone on 0800 085 3968 or in writing within three months of the incident. For external flooding, the claim must be made in writing.

Other matters

Incorrect summons or judgments

If we incorrectly issue a county court claim against you for a debt for which you are not liable and for which you have previously informed us that you are not liable, we will correct the situation and withdraw the fees and costs.

You can claim £100.

Credit references

If we incorrectly register a default against you with a credit reference agency we will correct the situation.

You can claim £100. These payments must be claimed within three months of the incident; they will not be paid automatically. Call 0800 052 0145 and ask for a compensation claim form. If you owe us over six weeks' charges on your water/sewerage bill, we will credit your account.

Penalty payments

If we fail to make any of these payments within the stated time, then we will automatically give you a penalty payment.

We will give household customers £20 and business customers £50.

Complaints and the Consumer Council for Water

If you're unhappy with our service, please contact us. We also have a booklet, 'How we handle your complaints and compliments'. Visit **dwrcymru.com** or call **0800 052 0145** for your copy. If you're still dissatisfied, the booklet provides details of the Consumer Council for Water, which represents customers and investigates complaints. You can contact the Consumer Council for Water by email at **enquiries@ccwater.org.uk** or on **0300 034 3333**, or visit **ccwater.org.uk**.

Other publications that may be of interest, such as our 'Leakage Code of Practice' and our 'Code of Practice for the collection of unpaid charges from household customers', are available at **dwrcymru.com/cop**.

Are you a landlord?

If you let out a property where services are supplied by us, there are new Welsh Government regulations that apply to you.

You must:

- tell us when there is a change of tenancy at any of your properties within 21 days of the change.
- provide full tenancy details including full name, address, date of birth (where you hold it) and the dates any new tenants have been occupying the property.

You can give us this information:

- through our website **dwrcymru.com**
- online at **landlordtap.com**
- by calling us on **0800 052 5842**

If you don't let us know these details, you could become responsible for charges.

HOW WE USE YOUR DATA

We know how important it is to you that we look after your data. We are committed to ensuring we handle your personal data in a responsible and honest way.

We collect, hold, use and share your personal data for a number of reasons, including:

- Administering your account, collecting payments and recovering outstanding amounts due to us (which may involve consulting your records held at credit reference agencies – for more information on this please see our leaflet 'How we share your data');
- Improving our services to you (e.g. training or system testing and customer surveys), and enabling us to provide you with a service to meet your needs;
- Complying with our regulatory requirements, such as reporting to Ofwat;
- Collecting your details directly from you or a third party (e.g. credit reference agencies, landlords, Landlord Tap Limited, government departments, local authorities, other utilities or organisations in your area);
- Sharing your personal data with law enforcement agencies to help prevent and detect crime; government departments, local authorities and regulators for the exercise of their functions or where we are legally required to do so; with Landlord Tap Limited, if you are a tenant or a landlord, for the purposes of all billing requirements including debt collection, tracing and enforcement (where appropriate).

Where we engage a third party to assist us with, or carry out our activities on our behalf, and/or to improve our services to you, we will impose appropriate controls in these circumstances.

Priority Services Register

We have a Priority Service Register which helps us support customers who may need extra help, either on a temporary or permanent basis, for example due to a medical or health condition or extra communication requirements. For more information see our 'Priority Services' leaflet.

Handling your personal information outside the UK

If we, or our appointed third parties, handle your personal information outside the UK, we will put in place appropriate protective measures.

Subject Access Request

You are entitled to ask for a copy of any personal information we hold about you (subject to certain exceptions). Call us on **0800 052 0145**, email us at **SubjectDataAccessRequests@dwrcymru.com** or visit **dwrcymru.com** to find out more.

Open Water

If you are a business customer, using more than 50 Ml of water at a single site per year in our area of appointment, we will share information about you with Market Operator Services Limited (MOSL) which facilitates the Open Water Programme. You can find out more information about how MOSL uses your information at: **www.mosl.co.uk/privacy-notices**.

For more information on how we use your personal data please see our 'How we use your data' leaflet.

STANDARD TERMS AND CONDITIONS

FOR A METERED SUPPLY OF WATER

At all times the meter remains the property of Dŵr Cymru Welsh Water. It is your responsibility to ensure that it is kept in a safe environment and that access is allowed to Welsh Water employees and/or their representatives so that they can read and maintain the meter.

Dŵr Cymru Welsh Water (hereinafter called 'the Company') will supply water by meter subject to the following terms and conditions:

1. The customer shall take the supply subject to The Water Supply (Water Fittings) Regulations 1999 made under the Water Industry Act 1999 currently in force or any regulations from time to time made by the Secretary of State under the Water industry Act 1991 or any statutory modification or re-enactment thereof for preventing the waste, undue consumption, misuse or contamination of water, and shall abide by, observe and comply with such byelaws and regulations.
2. For the purpose of ascertaining the quantity of water supplied, the Company will provide a meter of such size and description as it may prescribe and shall maintain and replace the same as it may consider necessary. The said meter or any substituted meter shall belong to the Company and shall not be removed or in any way disturbed or interfered with except by an official of the Company, except under Clause 12 below. Unauthorised tampering with a meter is an offence under S175 of the Water Industry Act 1991 and carries a fine on summary conviction.
3. If water escapes from an internal meter installation for whatever reason, the customer is responsible for any resulting damage. The customer is responsible for ensuring that any internal meter installation is protected from freezing whilst still allowing easy reading of the meter.
4. The record of the meter of the consumption of water shall be taken by an official of the Company (or, on occasions, with the agreement of the Company, by the customer) and form the basis of any charges to be levied in accordance with water consumed, together with any fixed charges prescribed by the Company in accordance with its published Scheme of Charges. Should any doubt arise on either side as to the correctness of the meter register of the water supplied, the Company may, and at the written request of the customer shall, remove and test the meter in accordance with the Water (Meters) Regulations 1988 and the Measuring Equipment (Cold-water Meter) Regulations 1988 and the Measuring Instruments (Cold-water Meters) Regulations 2006 or such other Regulations as may be made. Where a reduction of charges under S.147 of the Water Industry Act 1991 applies, the arrangements for measurement shall be determined by the Company. The Company seeks to read meters at least once every 12 months. If it cannot read a meter the Company may ask the customer to provide a reading. In the absence of a reading the Company will estimate usage based on previous consumption. The next bill based on an actual meter reading will adjust the figures to the correct amount. If a customer is dissatisfied with an estimated bill, the customer may notify the Company of the actual reading and the Company will issue an amended bill. The customer is responsible for ensuring that any internal meter installation is protected from freezing whilst still allowing easy reading of the meter.

5. The customer shall be responsible for all water after it has passed through the meter and shall pay therefore notwithstanding for any loss or leakage, waste or misuse. This responsibility shall not be relieved by any repairs to pipes and fittings which are the customer's responsibility to maintain being carried out by the Company or any other person. Consequently it is in the customer's own interest to read the meter at frequent and regular intervals in order that any unaccountable increase in consumption will not continue without investigation. (See the Company's Leakage Code of Practice and 'Your Water Meter').
6. The Company reserves the right to require the customer to install a stop valve on the customer's part of the service pipe within his own land as near as is reasonably practical to the meter. It should be noted that the customer is responsible for the maintenance of all pipes and fittings (which term, by virtue of Clause 2 above, does not include the meter) on the customer's part of the service pipe irrespective of the position of the meter. The customer's part of the service pipe extends from the Company stop valve generally at the highway boundary into the customer's premises. The responsibility for some parts of the service pipe is sometimes shared with other customers.
7. The Company reserves the right to require the customer to install cold water storage facilities having a volume considered adequate by the Company in relation to the use of water at the site to be connected.
8. The supply of water may be interrupted or suspended for the purposes of carrying out any necessary works subject to any safeguards relating to prior notification under the Company's Service Guarantee.
9. Subject to the Company's Service Guarantee the Company shall not be responsible for any damage or loss that the customer may sustain or any accident to any of the customer's employees by reasons of any interruption or suspension of the supply or any excess or deficiency of pressure or any failure of any employees, works, machinery, pipes or apparatus of the Company, save that the Company does not exclude or restrict liability for death or personal injury caused by its negligence.
10. For household customers, whenever the customer has failed to pay the Company's charges, the Company's Code of Practice for the Collection of Unpaid Charges from Household Customers will be observed.
11. For Non household customers who have failed to pay the Company's charges, the supply of water may be discontinued and/or the service pipe disconnected in accordance with S.61 of the Water Industry Act 1991.
12. The supply of water may also be discontinued at the request of the customer in accordance with S.62 of the Water Industry Act 1991. Provided the customer has given notice to the Company under S.62 of the Water Industry Act 1991 for the supply of water to be disconnected. If the arrangements to supply water by meter are discontinued for any reason and the meter is within the curtilage of the customer's premises, the customer will be required at his/her expense to remove and to deliver the meter to the Company in good condition, unless the customer and the Company agree that the meter becomes the property and liability of the customer.
13. Any notice from the Company under these terms and conditions may be served by leaving it for the customer at the premises to be supplied or at the customer's last known address or place of business or (in the case of a company) at its registered office or by putting it into the general post addressed to the customer at such premises, and shall be sufficiently authenticated if it bears or purports to bear, in print or otherwise, the signature of the Director or any other authorised officer of the Company. Any notice from the customer to the Company shall be signed by or on behalf of the customer, and shall be sent to: Dŵr Cymru Welsh Water, P.O. Box 690, Cardiff, CF3 5WL by post or otherwise.
14. The Company will specify details of the meter location, type, size and installation arrangements, in accordance with S.47(2) and S.162 of the Water Industry Act 1991 subject to any overriding statutory regulations. If the meter is not located in the highway, and not on the customer's own premises, the customer must have a legal right of access thereto for the benefit of himself and the Company.

GET IN TOUCH



dwrcymru.com

- Live Chat
- Pay your bill
- Sign up for online billing
- Change your details



Clean water

0800 052 0130 (24 hour)



Wastewater

0800 085 3968 (24 hour)



dwrcymruwelshwater



@dwrcymru



Pay your bill

0800 028 5209

(24 hour automated payment line)

Question about your account?

0800 052 0145

(Mon-Fri 8am-8pm, Sat 8:30am-1:30pm)



Hearing or speech difficulties

Phone or textphone us on **18001** followed by the relevant number.

Visual difficulties

This booklet is available in large print, audio and braille

Bogus callers

All of our staff carry an identity card. If you're in any doubt about the identity of someone who visits your home or phones you, call our helpline on 0800 281 141. If the person becomes in any way pushy, then call the police immediately.