



We are Welsh Water



We're different because...

we're not-for-profit

We're different because...

we have no shareholders, so we are able to reinvest any surplus profits we generate back into the business. This means that over the past 12 months we have:

- invested an additional £100 million in river quality,
- made available £13 million funding to support our most vulnerable customers via social tariffs,
- contributed more than £1 billion to the Welsh economy, supporting more than 9,100 jobs across Wales.

We're different because...

being open, honest and transparent lies at the heart of our culture, so when times are tough we always stand by these values.

- 99% of our storm overflows now have monitors and we'll always share data and explain any of our actions as we have shown in 2023. We fully share our customers' concern for the environment, and are committed to doing things differently.
- We've committed to investing nearly £2 billion in the environment across 2025 to 2030 – 84% more than during 2020-25, which will substantially improve infrastructure and services, and reduce the impact of the 2,300 storm overflows causing ecological harm to rivers.



- We'll continue to work closely with community groups, citizen scientists, customers and stakeholders to help shape the service we provide; our ambitious plans require a collaborative approach and we are totally committed to ensuring that we can improve the environment, meet rising customer expectations, and secure long-term resilience in the face of climate change.

We're different because...

we listen to our customers, really listen, and act on the information we receive.

- Both domestic and business customers helped shape our draft Business Plan priorities for 2025-30. A key focus of the Plan is to adopt a collaborative approach to reducing impact on the environment, in particular to improve river water quality - 84% of customers researched found this plan acceptable.
- Our customers have been clear about their increased desire to engage in open water swimming. So in 2023, we successfully conducted research with key swimming groups and in 2024, we'll launch our storm overflow map, a near-real time map providing information (within one hour) on the operating status of storm overflows at designated bathing waters or non-designated waters.

We're different because...

we're here to help



We're different because...

Being not for profit means we can ensure we have support available for those customers who need it the most.

- More than 145,000 customers now benefit from some form of financial support which could reduce water bills by approximately 40%, one of the most generous schemes in the water sector.
- In 2023, we launched our Cymuned scheme to help working families whose water bills and payments exceed their income, the first of its kind in the water industry.

Take a look at some of the opportunities outlined in the following pages and reach out for help from one of our specialist advisors.

Saving money

Switch to a water meter

You could save money and help save water by getting a water meter. Fitting is free, and if you change your mind within two years, you can switch back to an unmetered bill. Visit dwrcymru.com/watermeter

Surface water

If we include a charge on your bill for sewerage and it includes an amount towards the overall cost of looking after all the surface water that enters our network, but none of the rainwater falling on your property enters the public sewer, you may be able to claim a discount. To apply for this, visit dwrcymru.com/surfacewater

Switch to direct debit

Avoid one big bill by spreading payments throughout the year. You can now do this online through registering with 'My Account'. Visit dwrcymru.com/myaccount or give us a call and we can talk you through it.

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 receive certain benefits

and have three 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 you are in receipt of means-tested benefits we may be able to reduce your bill. Visit dwrcymru.com/costofliving

Cymuned

Our Cymuned fund supports working households with a household income of up to £50,000 but are in negative budgets. Details of eligibility and how customers can apply can be found at dwrcymru.com/costofliving

Help if you fall behind

Water Direct Debt Support scheme

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

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 be able to help reduce or cancel your debt.

Call us to talk through your options
0800 052 0145.

Go online for more information
dwrcymru.com/money

Priority Services

There are lots of reasons you might want a little extra support. Perhaps you're a parent with a young baby, a dialysis patient, have sight or hearing difficulties, are elderly or living with a disability. Whatever your circumstances, joining our Priority Services means we can help make life that little bit easier by providing help like bottled water, if your supply is interrupted or reassurance against bogus callers. You can apply for yourself, your friends or family at dwrcymru.com/priorityservices or call us on **0800 052 0145.**

Our promise to you

We work really hard to deliver a great service, but sometimes things 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's an outline of our promise to you and what you may be entitled to if something ever goes wrong.

Unless stated otherwise, these payments will be automatically made to you, you don't have to claim them. If you owe more than six weeks' charges on your water/sewerage bill, we will credit your account instead. There are terms and conditions which 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 interrupts 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 £30 and business customers £75 within 20 working days.**

We will give you further compensation for every additional 12 hours the water supply remains interrupted. **We will give household customers £30 and business customers £75 (per 12 hours) within 20 working days.**

Unplanned interruptions

We will restore your supply within 12 hours of knowing about the problem. **If we don't do this, we will give household customers £30 and business customers £75 within 20 working days.**

For every further 12 hours the water supply remains interrupted, you will also be compensated. **We will give household customers £30 and business customers £75 (per 12 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 unusual 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 more than 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 nine 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 aim to fit your meter within three months of receiving your application. **If we are able to fit a meter but we don't, and the circumstances are within our control, we will give you £20 per month or part thereof within 10 working days of installation or we will apply an Assessed Measured Charge up to the date of installation.**

Your wastewater

Internal sewage flooding

If you have suffered internal sewage flooding from our sewers (when sewage enters a building or your home or integral garage). **We will give you a payment equivalent to your annual sewerage bill (a minimum of £150 and a maximum of £1,000 per incident) within 20 working days. In addition to this payment, if your home has been flooded internally by one of our sewers you will also automatically receive £100 goodwill payment for the disturbance the sewage flooding has caused.**

External sewage flooding

If sewage enters your land or property preventing you from accessing your home; causes your garden to be extensively flooded, effectively leading to its destruction; or your outbuildings/non-integral garages being flooded from our sewers. **We will give you a payment equivalent to half of your annual sewerage bill (a minimum of £75 and a maximum of £500 per incident) within 20 working days.**

If our asset has been affected by 3rd party flows e.g rivers/culverts the above payments may not be applicable.

Your service

Appointments

If we need to offer you an appointment, it will either be morning (8am-12pm) or afternoon (12pm-6pm) from Monday to Friday, or from 8am-12pm on Saturdays. If you ask us, we can offer a two hour appointment slot. **If we miss an appointment, or don't give 24 hours' notice to cancel or change it, we will give you £20 within 10 working days.**

Complaints & queries

If you write with a complaint about our service or with a query about your bill we will aim to reply to you within five working days of receiving it. **If we don't respond within 10 working days, we will give customers £20 within 10 working days.**

Payment arrangement

If you write 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 & 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.

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. **If we have done this, we will give you £100. If you owe us over six weeks' charges on your water/sewerage bill, we will credit your account.**

Credit references

If we incorrectly register a default against you with a credit reference agency we will correct the situation. **If we have done this, we will give you £100. 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.**

Are you a landlord?

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

You must:

- Tell us about a change of tenancy at any of your properties within 21 days of the change
- Provide 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 personal data

We know how important it is to you that we look after your personal data. We are committed to handling your personal data in a responsible and honest way, and in a way which respects your data protection rights.

Most of our processing of your personal data is necessary for the performance of one of our legal obligations or statutory entitlements as a statutory water and sewerage undertaker (e.g. supplying clean water; removing waste water; managing our network; encouraging water efficiency; raising and collecting our charges; reducing debt; and our duty to protect the health, safety and wellbeing of our employees).

Where our processing is not necessary to comply with a legal obligation/statutory entitlement we generally rely on our legitimate interests to run our business efficiently and improve our services (e.g. carrying out customer satisfaction surveys and ways in which you can increase water efficiency). You have a right to object to processing carried out on the basis of legitimate interests, based on your particular circumstances. This is not an absolute right, and we will consider your circumstances on a case by case basis, and whether our legitimate grounds for processing are compelling enough to override your right to object.

In limited circumstances we require consent from you to process your personal data.

In some circumstances we may rely on substantial public interest (or legitimate interests) to use your personal data to protect you from harm or safeguard your interests (where we think that we need to, or where you tell us that you need assistance) by registering you on our Priority Services Register (PSR). This enables us to provide you with the support you need and so that we can ensure you receive priority assistance in the event of an interruption to your supply or other operational emergency.

Including your personal data on our PSR also means that we may share your personal data with organisations in your area whose role also involves keeping you safe or safeguarding your interests, such as other utility providers, emergency services, local authorities and health services so that they can also help you during an emergency. We may add you to the PSR because another organisation has let us know about your additional needs.

We rely on the Digital Economy Act 2017 to receive personal data of customers from local authorities who are likely to be in water poverty so that we can automatically add you to our social tariffs (and provide you with access to any of our other financial assistance schemes).

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 and sharing your data with credit reference agencies about your accounts regardless of their payment status (i.e. both accounts in arrears and which are up to date). For more information on this please see our Privacy Notice - How we use your Personal Data, and our "Data sharing and trace searches with Credit Reference Agencies" are available at this link ([corporate.dwrwymru.com/en/legal-privacy/data-protection/](https://www.dwrwymru.com/en/legal-privacy/data-protection/)) and the Credit Reference Information Notice available at this link ([experian.co.uk/crain](https://www.experian.co.uk/crain)). Further information is also available on our website;
- Improving our services to you (e.g. customer satisfaction surveys), and enabling us to provide you with a service to meet your needs;
- Complying with our regulatory requirements, such as reporting to Ofwat or providing information that Ofwat requires;
- Collecting your details directly from you or a third party (e.g. credit reference agencies, landlords, Landlord Top 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 Top 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 agree appropriate controls in these circumstances.

If we, or our trusted partners handle your personal data outside the EEA, we will put in place appropriate safeguards.

Data subject rights requests

You have certain rights in relation to your personal data and can make Data Subject Rights Requests in relation to the personal data we hold on you (e.g. request access to your personal data; request erasure of your personal data). If you would like to make a Data Subject Rights Request please email us at: DataSubjectRightsRequest@dwrwymru.com; or write to us at: Customer Services, Data Subject Rights Request Team, Dŵr Cymru Welsh Water, Linea, Fartran Road, St Mellons, Cardiff, CF3 0LT.

Open water

If you are a business customer, using more than 50 million litres 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: [mosl.co.uk/privacy-policies](https://www.mosl.co.uk/privacy-policies)

How to contact us

For more information on how we use your personal data please see our 'Privacy Notice - How we use your Personal Data' leaflet which is available on our website, or call us and we can send you a copy in the post. If you want more information about our Privacy Notice or have any comments or observations about it or about the way we handle your personal data please either email us at: DataProtectionOfficer@dwrwymru.com; or write to us at: Data Protection Officer, Dŵr Cymru Welsh Water, Linea, Fartran Road, St Mellons, CF3 0LT.

You can also contact the Information Commissioner's Office via [ico.org.uk](https://www.ico.org.uk) or **0303 123 1113** for information, advice or to make a complaint.

Get in touch

dwrcymru.com

- Live chat
- Pay your bill
- Sign up for online billing with 'My Account'
- Change your details
- Switch to Direct Debit
- Sign up to 'In Your Area' to get up to date information on any interruption to service in your area

If you find it difficult to read online or if English isn't your first language, the Recite Me facility on our website can help you to access information more easily.

[Clean water](#)

0800 052 0130 (24 hour)

[Wastewater](#)

0800 085 3968 (24 hour)

[Pay your bill](#)

0800 028 5209

(24 hour automated payment line)

[Questions about your account](#)

0800 052 0145

(Mon-Fri 8am-6pm, Sat 9am-1pm)

[Want to talk to us in Welsh?](#)

0800 052 6058

(Mon-Fri 8am-6pm, Sat 9am-1pm)

If English or Welsh isn't your first language and you need to talk to us in another language, we've partnered with Language Line who are able to support us and our customers in more than 200 languages.

[My Account](#)

More and more people are opting for paperless billing and registering for 'My Account' online. With this online service you can: update your account details, view your bill and make payments, set up a direct debit, submit meter readings and get updates about work in your area.

Just visit dwrcymru.com/paperless.

It's really simple and quick to register, you just need your account number and an email address.

[Hearing or speech difficulties](#)

If you use a text phone you can access our Text Relay Service (via the Next Generation Text Service). This is a free service that allows you to speak or type and it's converted into text. Phone or textphone us on 18001 followed by the relevant number.

[Visual difficulties](#)

This booklet is available in large print, audio and Braille, as well as coloured background.

[Bogus callers](#)

All 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.

[Community fund](#)

The Community Fund is a chance for communities to boost fundraising efforts for good causes in their area. If you live in an area where work is taking place – and you're fundraising for projects to benefit the community – you could receive funding from Welsh Water up to a value of £1,000. Visit dwrcymru.com/communityfund

[Latest news](#)



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