



FOR YOU

NOT FOR PROFIT





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 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.



Discover how we get fantastic drinking water to your tap
dwrcymru.com/tap



TO THE SEA

GETTING FANTASTIC 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.

The money from your bill helps protect your environment, not just now, but for years to come.

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.



Discover how you can help at
[LetsStopTheBlock.com](https://www.letsstoptheblock.com)



WAYS TO SAVE

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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.

Water Direct

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 help to reduce or cancel your debt.

Move on to a water meter

You could save by getting a water meter. Fitting is free, and if it doesn't suit, you can change back to an unmetered bill within two years.

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

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.

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

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 (eg. 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, on written request and payment of £10, 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-notice.

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

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.