

FOR YOU
—
NOT FOR
PROFIT





FOR YOU

We've worked harder than ever over the last 12 months to be there for you when you've needed us.

Keeping your water flowing, protecting your environment and caring for those who need a little more help.



We've supported more than **120,000** customers who have needed help to pay their water bills.



We've helped **45,000** businesses with payment holidays during the lockdown.



We've supported **106** food banks and funded over **105** community projects.



We've registered over **330,000** customers – such as parents with young babies, dialysis patients or people with sight or hearing difficulties – to receive extra support.

A photograph showing a woman with blonde hair, wearing a blue and white striped sweater, smiling warmly at a water utility worker. The worker is seen from the back, wearing an orange high-visibility vest with a white logo. They are standing in a doorway, with a man partially visible behind the woman. The scene is brightly lit, suggesting a sunny day.

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.



Discover where your money is
invested at **dwrcymru.com/Different**

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

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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 our reservoirs, treatment works and 17,000 miles of pipes to give you fantastic water.

And you can do your bit too. Turning off taps, repairing leaks, wrapping pipes and being careful not to waste water will help keep things flowing all year round.

↓

For water saving tips visit:
dwr.cymru.com/SaveWater



FOR
ALL
OF US





FOR OUR WORLD

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 rivers and seas.

The money from your bill helps
protect our beautiful environment.
But we need your help.

Just one flushed wipe can block
your sewer, flood your home and
pollute our environment.

Microplastics can also end up in our
rivers and seas.

Keep our water flowing – don't throw
wipes, cotton buds and sanitary
products down the toilet.



You can stop the block.
Visit **dwrcymru.com/StopTheBlock**



FOR YOUR ADVENTURES

Visit our lakes for
relaxation or adventure.

We look after some of Wales' most beautiful places for you to enjoy. Discover where your water comes from, explore the night sky at Elan's International Dark Sky Park, or catch a glimpse of rare wildlife, including the ospreys at Llyn Brenig.

Our lakes and visitor attractions have something for everyone – waterside walks, watersports, fishing, cycling or just a cuppa with a spectacular view in one of our cafes.

- Elan Valley, Powys
- Llyn Brenig, Conwy
- Llandegfedd Lake, Monmouthshire
- Llys-y-Frân, Pembrokeshire
(opening soon)



Plan your day out:
dwrcymru.com/VisitorAttractions



FOR A HELPING HAND

There are lots of reasons why you may need a helping hand at times, this year perhaps more than any other. Here at Welsh Water we have a range of services to assist you:

MY ACCOUNT

More and more people are opting for paperless billing and registering for 'My Account' online. You can view your bill and payments online by visiting **dwrcymru.com/Paperless**. It's really simple and quick to register, you just need your account number and an email address.

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, or 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**.

SAVING MONEY

— SWITCH TO A WATER METER

You could save 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.

— 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 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 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 you are in receipt of means-tested benefits we may be able to reduce your bill.

HELP IF YOU FALL BEHIND

— 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.



Call us to talk through your options **0800 052 0145**.



Go online for more information dwrcymru.com/Money

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 dwcymru.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 aim to fit your meter within three months of receiving your application, subject to the availability of the meters.

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 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 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 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 dwcymru.com/AboutMyBill

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

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 £1000 per incident) within 20 working days.

— 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.

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 and are 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 (CCW)

If you're unhappy with our service, please let us know. To read our booklet, 'How we handle your complaints and compliments', you can visit dwrcymru.com or call **0800 052 0145** for a copy. If you're still dissatisfied, the booklet gives details of CCW, the voice for water consumers which investigates complaints.

You can contact them by:

Email: enquiries@ccwater.org.uk

Phone: **0300 034 3333**

Visit: ccwater.org.uk

Write: **1st Floor, Victoria Square House, Birmingham, B2 4AJ**

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 for 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 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 INFORMATION

WE KNOW HOW IMPORTANT IT IS TO YOU THAT WE LOOK AFTER YOUR PERSONAL INFORMATION. WE ARE COMMITTED TO HANDLING YOUR PERSONAL INFORMATION IN A RESPONSIBLE AND HONEST WAY, AND IN A WAY WHICH RESPECTS YOUR DATA PROTECTION RIGHTS.

Most of our processing of your personal information is necessary for the performance of one of our legal obligations or statutory entitlements as a statutory water and sewerage undertaker (eg. 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 (eg. 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 information – for example where you provide us with sensitive personal information such as medical or health information.

In some circumstances we may rely on substantial public interest to use your personal information 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 that you need and so that we can ensure that you receive priority assistance in the event of an interruption to your supply or other operational emergency.

Including your Personal Information on our PSR also means that we may share your Personal Information 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 collect, hold, use and share your personal information 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 information with credit reference agencies about your accounts regardless of their payment status (ie. 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 Information available at this link (www.dwrcymru.com/en/Company-Information/Data-Protection.aspx) and the Credit Reference Information Notice available at this link (<https://experian.co.uk/crain/index.html>);
- Improving our services to you (eg. 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 (eg. 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 agree appropriate controls in these circumstances.

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

– DATA SUBJECT RIGHTS REQUESTS

You have certain rights in relation to your personal information and can make Data Subject Rights Requests in relation to the personal information we hold on you (eg. request access to your personal information; request erasure of your personal information). If you would like to make a Data Subject Rights Request please email us at: **DataSubjectRightsRequest@dwrcymru.com**, or write to us at: Customer Services, Data Subject Rights Request Team, Dŵr Cymru Welsh Water, Linea, Fortran 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: **www.mosl.co.uk/privacy-notice**

– HOW TO CONTACT US

For more information on how we use your personal information please see our 'Privacy Notice – How we use your Personal Information' 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 information please either email us at: **DataProtectionOfficer@dwrcymru.com**, or write to us at: Data Protection Officer, Dŵr Cymru Welsh Water, Linea, Fortran Road, St Mellons, CF3 0LT.

You can also contact the Information Commissioner's Office via **ico.org.uk** or at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF 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.

— 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 8:30am-1:30pm)

— LATEST NEWS



— OUR REGISTERED OFFICE IS MOVING

From 12 February 2021 our Registered Office will be: Lineo, Fortran Road, St Mellons, Cardiff, CF3 0LT

— 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