

HERE
FOR YOU

NOT FOR
PROFIT





WE ARE
HERE

FOR
YOU

As a not-for-profit company, Welsh Water is run for the benefit of our customers, not shareholders and our focus remains on providing the best possible customer service at an affordable cost.

This last year has brought considerable challenges.

The increased cost of living is putting customers under extreme pressure, and many continue to experience anxious times over bill payments. That's why we have increased our efforts to provide financial support to those who need it the most.

An unusually long, warm and dry summer, coupled with high demand for water placed extra strain on our water and waste services.

And then as we moved into the winter period, freezing temperatures followed by sudden increases led to a series of bursts on pipes within our network. Our teams work tirelessly to do all we can to minimise disruption to our customers.

We haven't lost sight of our focus on ensuring environmental sustainability and as a result we have increased our commitment to investing in river water quality.

Through it all we aim to put our customers right at the heart of what we do, to work in our local communities and to continue to ensure that we can support those who need it most, when they need it.



HERE
WHEN

YOU
NEED
US

Customers are facing financial challenges like never before, with the cost of fuel, food and bills rising rapidly.

We serve more than 1.3 million households across Wales and parts of England and ensuring that bills are affordable for everyone is a top priority.

That's why over 144,000 households are now able to access financial support through our dedicated and experienced household customer services team, many receiving as much as £230 off their water bill each year.

Our Priority Services Register now supports over 139,000 customers, demonstrating that delivering great customer service means going over and above to help customers who need it the most.

We aim to make a positive difference in our communities. Our community fund sets aside £100,000 each year to support local community projects and our dedicated education teams provided sessions to over 30,000 school children. Our teams have been working closely with more than 300 partner organisations, providing 38,000 free water saving devices, visiting communities and raising awareness to ensure that the support we offer is appropriate and accessible to all who need it.



HERE
FOR

THE
ENVIRONMENT

At Welsh Water we have a responsibility to protect and enhance the environment in which we all live, for now and for future generations.

And we take this responsibility seriously. We currently generate 23% of our own energy needs and continue to work towards becoming carbon neutral by 2040, aiming to reduce total carbon emissions by 90% by 2030. To transform water and wastewater services, we have set aside a budget of over £80 million for research and innovation, which will contribute to plans to help us harness nature through our biodiversity plan and innovative projects like pipeline peatland restoration, wetland treatment and catchment management.

And as we have done for the last 20 years, we continue to invest in our rivers and bathing waters. Rivers in Wales are generally in a better condition than much of England with 44% of our rivers achieving good ecological status and excellent bathing water quality around our coastline with over 30% of the UK Blue Flags for just 15% of the total coastline.

But we recognise that customers want more and we want to do all we can to reduce the amount of wastewater which enters our rivers and seas. As a result, we are proposing to invest an extra £100 million to reduce phosphate discharges from our wastewater treatment works and to reduce the impact of Combined Storm Overflows (CSOs) on river water quality.



HERE TO
DELIVER

A WORLD
CLASS
SERVICE

Providing a safe and reliable supply of water is the most vital aspect of our service to customers.

Never more so than during the summer period when many of the communities we serve experienced the driest period since 1976.

Maintaining supply to customers, in light of increased demand coupled with reduced water resources, involved considerable effort from colleagues across the business, with sites operating 24/7 and over 40 tankers being used to move water around the network.

We significantly increased our resource dedicated to identifying and fixing leaks as additional pressure was placed on parts of our water distribution network.

And we'd like to thank our customers for the part they played in helping to reduce the amount of water they use, particularly our customers in Pembrokeshire and surrounding parts of Carmarthenshire who were subject to a hosepipe ban.

This demonstrated that working together can really make a big difference to ensure that we continue to deliver a world class uninterrupted service.



HERE
TO

HELP
YOU

There are lots of reasons why you may need a helping hand at times – more so this year than any other year. 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 money 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 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/HelpWithBills

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 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

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 dwrwymru.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.

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 the date 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 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 ARRANGEMENTS

If you write to change your payment arrangement or frequency, we will respond within 5 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 dwrwymru.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.

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 landlordtop.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 (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 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 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 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 (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 Data, and our “Data sharing and trace searches with Credit Reference Agencies” are available at this link (<http://www.dwrcymru.com/en/Company-Information/DataProtection.aspx>) and the Credit Reference Information Notice available at this link (<https://experian.co.uk/crain/index.html>). Further information is also available on our website;
- 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 (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 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 (eg. 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@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: <https://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@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 **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 9am-1pm)

– LATEST NEWS

 **dwrcymruwelshwater**

 **@dwrcymru**

This leaflet forms part of our core customer information, covering key aspects of our work including charges, collection of unpaid charges, leakage and complaints. All these leaflets can be found at **dwrcymru.com**

– 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**