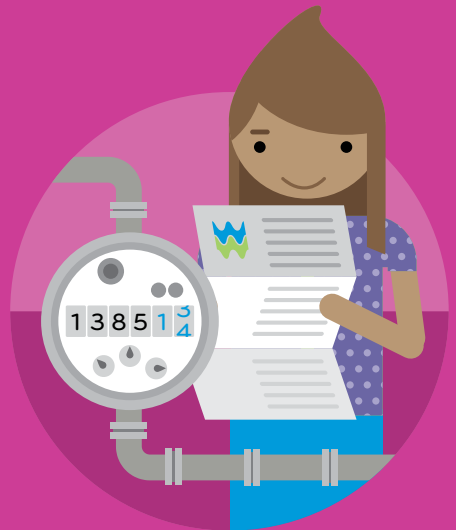


Your water meter





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 2021. 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. It is calculated on the assumption that 95% of the water we supply you with ends up in our sewer. Household customers will only be entitled to a maximum reduction of 5%. 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 2021/22	Water	Sewerage
	£1.3078	£1.7318

SERVICE CHARGE PER YEAR FOR 2021/22

Size of meter (mm)	Water	Sewerage
Below 30mm	36.67	98.00
30mm	36.67	98.00
40mm	36.67	98.00

Non-Household/Business Customers

MEASURED WATER CHARGE

Volume Charge for 2021/22	Water	Sewerage
	£1.3652	£1.8084

SERVICE CHARGE PER YEAR FOR 2021/22

Size of meter (mm)	Water	Sewerage
Up to 20mm	26.89	73.00
25mm	85.54	258.79
30mm	151.14	359.22
40mm	280.88	529.85
50mm	424.56	945.94
65mm	567.01	1519.28
80mm	749.99	2206.80
100mm	890.50	3825.40
150mm	1144.69	8838.61
200mm and over	1144.69	15766.92



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?

It's important to keep an eye on your water consumption, particularly if you are spending more time at home, as this will directly impact your bills. You can submit your meter reading on our website at: dwrcymru.com/meter-reading. Please only read your meter externally if it is safe for you to do so. If this is the first time you have read your meter, there is a helpful 'how to' video on our website.

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 (it doesn't belong to us) 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 Household and Non-Household 'Codes of Practice for Leakage', which are 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.



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 which can usually be found in the kitchen under the sink, under the stairs or in the bathroom near the toilet.
- 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?

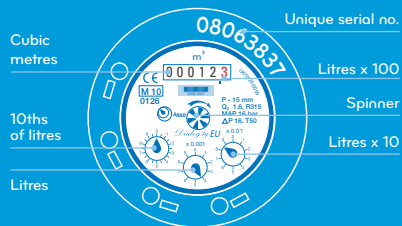
- Lift the lid of the metal or plastic cover, if it's safe to, and take out the polystyrene frost cover. Don't worry if you see some ground water in the meter chamber, this is normal if we've had wet weather. You may need to lift up another lid to view the meter face.
- Each water meter has its own unique 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?

Our Meter Readers will attempt to read your meter, but if you are not home at that time we will leave a card with options to suit your needs. By reading your meter you will ensure that your bill reflects your use and any changing circumstances. If we have your contact details such as email address or mobile number we will endeavour to contact you when your bill is due to submit your reading online.

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. If you are on our Priority Services register, receive certain benefits and have no-one to help you read the meter, and moving the meter will make it easier for you to read it, we may be able to relocate the meter inside your home free of charge. However we won't always do this, we may be able to arrange to read the meter more often. We won't move the meter from inside your home to outside your home free of charge.



Spinner: revolves fast when water is being used but may move slowly if you have a small leak, a dripping tap, or if a ball valve is in the process of closing.



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, PO. 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.



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-notices

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

It's easier to do most things online, such as paying your bill, changing your details, setting up a Direct Debit, or checking what's going on in your area.



Clean water

Questions or emergencies

0800 052 0130

(24 hour)

Spot a leak?

0800 281 432

For the latest news:



@dwrcymru



/dwrcymruwelshwater



Waste water

Questions, emergencies or reporting pollution

0800 085 3968

(24 hour)

Surface water drainage

0800 052 0140

Hearing or speech difficulties

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



Money

Pay your bill

0800 028 5209

(24 hour automated payment line)

Question about your account?

0800 052 0145

(Monday-Friday 8am-6pm,
Saturday 9am-1pm)

Our aim is to provide you with the very best customer service. If you're unhappy with our service, please let us know online, by phone or by letter. We also have a booklet, 'How we handle your complaints and compliments' – visit dwrcymru.com or call **0800 052 0140** for your copy.

If you remain dissatisfied, the booklet provides details of the CCW that represents customers and investigates complaints. You can contact CCW by email at enquiries@ccwater.org.uk or **0300 034 3333** or visit ccwater.org.uk

Other publications that may be of interest, including 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