

Statement of significant changes

Scheme of Charges 2025/26

This statement has been completed in accordance with the information requirements of the Ofwat Charges Scheme Rules last published in December 2022.

Section 1 – Significant bill increases

The change in end bills of both residential and business customers arising from the Scheme of Charges 2025/26 has been reviewed by the Board.

Allowed revenues for water and sewerage companies are set by the industry regulator, Ofwat, at five yearly price reviews. The most recent price review, known as PR24, has produced the allowed revenues to be applied to charges from 2025/26 to 2029/30.

These allowances are then subject to annual adjustments for the level of inflation as measured by the consumer price index including housing costs, known as CPIH.

The PR24 price determination has resulted in a significant increase in revenue allowances for the forthcoming year, which means that charges for most of our customers will increase by more than 30%. These increases are necessary to fund improvements in levels of service and address long-term environmental needs.

We provide here a summary of the key drivers of bill changes for water and wastewater customers:

	Bill impacts £ per household customer		
	Water	Waste	Total
2024/25 Average Bill	188	315	503
Change in revenue allowance	61	70	130
Inflation	6	10	16
Revenue under or over recovery from prior year	-1	-9	-9
Outcome Delivery Incentives - Outperformance or Underperformance payments	3	-3	0
Rebalancing of charges between customer groups -allocation based on latest consumption trends	6	-6	0
Changes in levels of consumption or customer numbers	-1	-1	-2
2025/26 Average Bill	262	377	639

The Board of Dŵr Cymru Welsh Water recognises that tariff increases will not be welcomed by customers, particularly at a time of ongoing economic uncertainty. The company currently supports around 132,000 customers through its social tariffs, and these tariffs will increase by less than other charges, increasing the level of discount provided.

The Company will ensure that customers are aware of the likely impact on their bill and will work with them to provide support where possible.

WaterSure Wales customers will see the cap on their bill increasing in line with movements in standard measured charges, to ensure that the tariffs remain available for the widest number of customers.

Tables 2 and 3 show the effect of the published charges on a representative sample of customers in accordance with the Information Requirements of the Charges rules.

Table 2 Illustrative bills – Household customers

The table below follows the Charges Scheme Rules Information Requirements and shows the bill arising from the Scheme of Charges 2025/26 for a range of typical residential customers and shows the variance from the bill of the previous year. This analysis assumes constant consumption for measured customers: if these customers are able to reduce their consumption in 2025/26 compared to 2024/25 then the bill impact will be reduced, and customers may also see a lower bill if they switch from unmeasured to measured charges.

	Usage £RV or m ³	Total Bill £ 2025/26	Total Bill £ 2024/25	Movement £	Movement %
FULL SERVICE					
Unmetered Dual Service					
Low RV	50	643	488	155	32%
Medium RV	122	913	693	220	32%
High RV	200	1,206	915	291	32%
Metered Dual Service					
Low consumption	50	413	313	99	32%
Medium consumption	88	575	437	139	32%
High consumption	135	777	589	188	32%
Uniform Service Charge Dual Service					
Full Service		943	716	228	32%
Water Only					
Unmetered medium RV	122	370	255	116	45%
Metered medium consumption	88	227	156	71	46%
Wastewater Only					
Unmetered medium RV	122	543	438	105	24%
Metered medium consumption	84	349	281	68	24%
Assessed Measured Charge					
1 person medium consumption		477	362	115	32%
2 person medium consumption		593	450	143	32%

	Usage £RV or m ³	Total Bill £ 2025/26	Total Bill £ 2024/25	Movement £	Movement %
FOUL ONLY					
Unmetered Dual Service – foul only					
Low RV	50	581	435	146	34%
Medium RV	122	851	640	211	33%
High RV	200	1,143	862	282	33%
Metered dual Service – foul only					
Low consumption	50	370	278	92	33%
Medium consumption	88	533	401	132	33%
High consumption	135	735	554	181	33%
Uniform Service Charge Dual Service – foul only					
Foul Only		881	662	218	33%
Wastewater Only – foul only					
Unmetered medium RV	122	481	385	96	25%
Metered medium consumption	84	306	246	61	25%
Assessed Measured Charge Dual service – foul only					
1 person medium – foul only		435	326	108	33%
2 person medium – foul only		550	414	136	33%
SOCIAL TARIFFS					
HelpU Water		113	102	10	10%
HelpU Waste		169	154	15	10%
HelpU 365 Water		128	117	12	10%
HelpU 365 Waste		191	174	17	10%
Helpu Dual		282	256	26	10%
Helpu 365 Dual		319	290	29	10%
Watersure Wales Water		218	154	65	42%
Watersure Wales Waste		314	243	71	29%
Watersure Wales Dual		532	397	136	34%

Table 3 Illustrative bills – Non-household customers

The table below shows the bill arising from the Scheme of Charges 2025/26 for a range of typical business customers and shows the variance from the bill of the previous year (assuming constant consumption for measured customers).

	Usage £RV or m ³	Total Bill £ 2025/26	Total Bill £ 2024/25	Movement £	Movement %
FULL SERVICE					
Unmetered Dual Service					
Medium RV	198	1,128	878	250	28%
Metered Standard Dual Service					
Medium consumption	460	2,614	2,026	588	29%
LITs					
Band 1	75,000	122,585	97,690	24,895	25%
Band 2	175,000	246,616	196,494	50,122	26%
Band 3	375,000	482,217	384,219	97,998	26%
Band 4	750,000	890,718	709,783	180,935	25%
Band 5	1,250,000	1,396,901	1,112,943	283,959	26%
Non Potable					
Raw Band A	1,500	2,386	1,919	467	24%
Partial Band A	1,000	1,742	1,378	364	26%
Raw Band B	415,724	250,337	201,310	49,027	24%
Partial Band B	2,105,801	1,331,438	1,068,667	262,771	25%
Assessed Measured Charge Dual Service					
Commercial Band 2	822	3,895	3,018	877	29%
Commercial Band 2 - foul only	822	3,822	2,961	861	29%
Metered Wastewater > 100MI					
Wastewater > 100MI full service	360,000	1,004,851	758,581	246,270	32%
Wastewater > 100MI foul only	360,000	980,765	739,888	240,877	33%

	Usage £RV or m ³	Total Bill £ 2025/26	Total Bill £ 2024/25	Movement £	Movement %
Trade Effluent					
R < 100MI	8,000	4,075	3,167	908	29%
V < 100MI	8,000	5,087	3,948	1,139	29%
VB < 100MI	8,000	2,076	1,611	465	29%
B < 100MI	5,000	4,677	3,528	1,150	33%
S < 100MI	700	804	515	289	56%
Total Bill		16,720	12,769	3,950	31%
R > 100MI	350,000	119,368	92,652	26,716	29%
V > 100MI	350,000	215,075	166,915	48,160	29%
VB > 100MI	350,000	84,350	65,450	18,900	29%
B > 100MI	213,000	176,556	132,358	44,198	33%
S > 100MI	28,000	32,158	20,605	11,553	56%
Total Bill		627,507	477,981	149,526	31%

Section 2 – Changes in charging policy

The Company has implemented a policy of charging for the benefit of supply. To support this, a new "No Occupier Assessed Charge" has been introduced for properties which do not have a designated occupier but wish to retain the benefit of supply, and where a meter cannot be physically installed at the property. This charge is at the level of the measured standing charge.