

Statement of significant changes

Scheme of Charges 2026/27

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 2026/27 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.

The 2026/27 revenue allowances are adjusted to incorporate outturn 2024/25 performance and its impact on PR19 reconciliation mechanisms, which was not known at the time of the PR24 determination.

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 resulted in a significant increase in revenue allowances. Whilst the majority of this occurred in 25/26, there remain significant increases for the forthcoming year, which means that charges for customers receiving both a water and wastewater service from us will increase by 6-10%. Wastewater-only charges will increase by 9-13%. 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
2025/26 Average Bill	262	377	639
Change in revenue allowance	8	14	22
Inflation	8	13	21
Outcome Delivery Incentives - Outperformance or Underperformance payments	-8	-1	-8
PR24 Blind Year Adjustments	-1	10	8
Rebalancing of charges between customer groups – allocation based on latest consumption trends	0	4	4
Changes in levels of consumption or customer numbers	-1	0	-2
2026/27 Average Bill	268	415	683

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 141,000 customers through its social tariffs, and has capacity for this figure to increase.

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 2026/27 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 2026/27 compared to 2025/26 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 £ 2026/27	Total Bill £ 2025/26	Movement £	Movement %
FULL SERVICE					
Unmetered Dual Service					
Low RV	50	706	643	63	9.7%
Medium RV	114	971	885	86	9.7%
High RV	200	1,323	1,206	118	9.8%
Metered Dual Service					
Low consumption	50	438	413	26	6.2%
Medium consumption	92	628	591	37	6.2%
High consumption	135	826	777	49	6.2%
Uniform Service Charge Dual Service					
Full Service		1,035	943	92	9.7%
Water Only					
Unmetered medium RV	114	377	358	18	5.1%
Metered medium consumption	92	238	234	4	1.6%
Wastewater Only					
Unmetered medium RV	115	596	528	68	12.9%
Metered medium consumption	87	391	357	33	9.3%
Assessed Measured Charge					
1 person medium consumption		507	477	30	6.2%
2 person medium consumption		630	593	37	6.2%

	Usage £RV or m ³	Total Bill £ 2026/27	Total Bill £ 2025/26	Movement £	Movement %
FOUL ONLY					
Unmetered Dual Service – foul only					
Low RV	50	636	581	55	9.4%
Medium RV	115	903	824	79	9.5%
High RV	200	1,253	1,143	110	9.6%
Metered dual Service – foul only					
Low consumption	50	392	370	22	6.0%
Medium consumption	82	537	507	31	6.1%
High consumption	135	780	735	45	6.1%
Uniform Service Charge Dual Service – foul only					
Foul Only		965	881	84	9.5%
Wastewater Only – foul only					
Unmetered medium RV	115	525	465	60	12.9%
Metered medium consumption	82	330	302	28	9.4%
Assessed Measured Charge Dual service – foul only					
1 person medium – foul only		461	435	26	6.0%
2 person medium – foul only		584	550	33	6.1%
SOCIAL TARIFFS					
HelpU Water		119	113	6	5.1%
HelpU Waste		191	169	22	12.9%
HelpU 365 Water		135	128	7	5.1%
HelpU 365 Waste		215	191	25	12.9%
Helpu Dual		310	282	28	9.8%
Helpu 365 Dual		350	319	31	9.8%
Watersure Wales Water		229	218	11	5.0%
Watersure Wales Waste		354	314	41	12.9%
Watersure Wales Dual		584	532	52	9.7%

Table 3 Illustrative bills – Non-household customers

The table below shows the bill arising from the Scheme of Charges 2026/27 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 £ 2026/27	Total Bill £ 2025/26	Movement £	Movement %
FULL SERVICE					
Unmetered Dual Service					
Medium RV	198	1,258	1,128	130	11.5%
Metered Standard Dual Service					
Medium consumption	460	2,514	2,259	255	11.3%
LITs					
Band 1	75,000	131,869	122,585	9,284	7.6%
Band 2	175,000	265,470	246,616	18,854	7.6%
Band 3	375,000	516,020	482,217	33,803	7.0%
Non Potable					
Raw Band A	1,500	2,515	2,386	129	5.4%
Partial Band A	1,000	1,829	1,742	87	5.0%
Raw Band B	415,724	245,165	250,337	(5,172)	-2.1%
Partial Band B	2,105,801	1,303,352	1,331,438	(28,086)	-2.1%
Assessed Measured Charge Dual Service					
Commercial Band 2	822	4,336	3,894	441	11.3%
Commercial Band 2 - foul only	822	4,254	3,822	432	11.3%
Metered Wastewater > 100MI					
Wastewater > 100MI full service	360,000	1,143,038	1,004,851	138,187	13.8%
Wastewater > 100MI foul only	360,000	1,115,830	980,765	135,065	13.8%

	Usage £RV or m ³	Total Bill £ 2026/27	Total Bill £ 2025/26	Movement £	Movement %
Trade Effluent					
R < 100MI	8,000	4,597	4,075	521	12.8%
V < 100MI	8,000	5,746	5,087	659	13.0%
VB < 100MI	8,000	2,345	2,076	269	12.9%
B < 100MI	5,000	5,329	4,677	652	13.9%
S < 100MI	700	908	804	105	13.0%
Total Bill		18,925	16,720	2,206	13.2%
R > 100MI	350,000	134,888	119,368	15,520	13.0%
V > 100MI	350,000	242,970	215,075	27,895	13.0%
VB > 100MI	350,000	95,270	84,350	10,920	12.9%
B > 100MI	213,000	200,753	176,556	24,197	13.7%
S > 100MI	28,000	36,338	32,158	4,180	13.0%
Total Bill		710,219	627,507	82,712	13.2%

Section 2 – Changes in charging policy

The Company has implemented changes to the charging structure for metered non-household customers, to align to industry best practice guidance. This results in a reduction from 10 charging bands to 4.

The large user charging structure has also been amended to align to the framework set out by the Retailer Wholesaler Group. This results in a merger of our previous bands 3, 4 and 5 to create a single charging band for all customers using more than 250MI/a.