

Summary of Household Charges 2024-25

This document is a summary of our household charges. Full details of our charges and terms and conditions of service are contained in our Scheme of Charges which is available on our website dwrcymru.com

Unmeasured Charges

If a property was built before 1 April 2000 and the occupier has not asked for a meter to be fitted they will pay unmeasured charges. The charge will not reflect how much water is used.

Unmeasured bills are sent once a year and take one of two formats, either:

Rateable Value charge – the bill will be made up of a standing charge plus a charge per pound of rateable value for the property

or

Uniform Service Charge (for properties built between 1 April 1990 and 31 March 2000)
– charges are based on the average rateable value of properties in Wales.

Unmeasured Water services	(£)
Standing Charge	124.30
RV based charge - per poundage of RV	1.0676
Uniform Service Charge	263.09

Unmeasured Sewerage services	(£)
Standing Charge	221.46
Standing Charge - Foul only	168.23
RV based charge - per poundage of RV	1.7779
Uniform Service Charge	452.59
Uniform Service Charge - Foul only	399.36
Surface Water only - includes highway drainage (for properties with a rateable value of £25 or less, no charge will be made)	55.10

Measured Charges

Measured bills are based on the amount of water used. All properties built since 1 April 2000 are metered. If you move into a property that is metered you cannot revert to paying on an unmeasured basis.

Measured bills are sent half yearly and are based on the actual usage shown on the meter or an estimate if the meter has not been read. Generally, the more water you use the higher the bill. Sewerage is normally charged on the assumption that 95% of the water used returns to the sewer.

Where a meter bill spans a period before and after 1 April, we will charge for the water used before 1 April at the prior year's rates and water used on or after that date at the rates shown below. A measured charge is made up of three elements:

Water Supply — based on the water used as measured by the meter in cubic metres. All water used is chargeable except that used for firefighting.

Sewerage — also based on the water used and measured by the meter.

Service Charge — calculated on a daily basis and based on the size of the meter. Most household meters are sized up to 25 mm. The service charge covers the cost of reading and maintaining the meter and replacing it when it becomes necessary.

Standard measured charges – household	Water (£)	Sewerage (£)
Standard volumetric rate per cubic metre	1.3419	2.0027
Sewerage volumetric rate - Foul only per cubic metre		2.0027

Service Charge	Water (£)	Sewerage (£)	Sewerage - Foul only (£)
Up to 25mm	37.43	113.64	78.14
30mm	37.43	113.64	78.14
40mm	37.43	113.64	78.14

Surface Water Rebates

Sewerage charges include a charge for surface water and highway drainage. This covers the cost of draining, treating and disposing of rainwater. If none of your household's rainwater drains to the public sewer then you could be exempt from the surface water element of your charges. A Surface Water Drainage Rebate application form can be submitted online on our website dwrcymru.com or can be requested by calling **0800 052 0145**. Any rebate will be effected from the 1 April 2019 or the date of occupation if later.

Assessed Measured Charges

A household customer may choose the assessed measured charge (AMC) when it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter. The assessed measured charge is based on the band of the water charge, the number of occupants and the assumption that 95% of the water is discharged to the sewer.

Water	Band A - Average use		Band B - Low use	
	Based on loading units/appliances in property		Based on loading units/appliances in property	
No of occupants	Annual charge (£)	Assessed Consumption (m ³ /year)	Annual charge (£)	Assessed Consumption (m ³ /year)
1	124.66	65	103.18	49
2	160.89	92	134.05	72
3 and above	203.82	124	171.62	100

Sewerage	Band A - Average use		Band B - Low use	
	Based on loading units/appliances in property		Based on loading units/appliances in property	
No of occupants	Annual charge Full (£)	Annual charge Foul only (£)	Annual charge Full (£)	Annual charge Foul only (£)
1	237.31	201.81	206.86	171.36
2	288.67	253.17	250.62	215.12
3 and above	349.56	314.06	303.90	268.40

Affordability Assistance Tariffs

The Company offers a range of affordability assistance designed to keep bills affordable for low income or vulnerable customers.

HelpU

This tariff helps the lowest income households in our region. To qualify for this tariff the water supply to the household must be for domestic use only and the total current household income must be less than the published threshold per annum.

Further information on our affordability support schemes can be found at dwrcymru.com/costofliving

HelpU	Water (£)	Sewerage (£)
Annual charge (for existing HelpU customers at 31st July 2020, not available to new customers)	102.49	153.96
Annual charge (available to new applications from 1st August 2020)	116.52	173.51

WaterSure Wales

This tariff is available for customers in receipt of certain benefits or tax credits. It helps large families and homes where a member of the household has a medical condition that requires them to use a significant additional amount of water. It is aimed at metered customers only.

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WaterSure Wales (Measured customers only)	Water (£)	Sewerage (£)
Annual charge	153.66	243.02

WaterSure Wales AMC	Water (£)	Sewerage (£)
Annual charge	153.66	243.02

Welsh Water Assist

Eligible customers who were paying only the sewerage service Welsh Water Assist transition charge will be charged at the Welsh Water Assist – transition for sewerage only annual charge. This tariff is not available for customers previously paying the combined water and sewerage Welsh Water Assist transition charge.

Welsh Water Assist - Transition	Sewerage (£)
Annual charge	243.02

Cymuned

Cymuned is a crisis fund which supports working households. Households with an income of less than £50,000 whose expenditure exceeds their income are eligible for the scheme which can be applied for through our partners at Citizens Advice, Warm Wales or StepChange.