

Frequently asked questions

We have completed an internal review of our leakage and per capita consumption (i.e. the amount of water used per customer) reporting and concluded that elements of its calculations for these key measures for the years 2020-2022 did not comply with regulatory requirements.

There's some [more information here](#) but there are some Questions and Answers below which we hope will answer any questions you may have.

Why am I receiving a payment?

Every Welsh Water customer – household and business customer – who had a live account with Welsh Water on 31st March 2023 will receive £10 rebate which will be credited to their account. This follows an internal review of our leakage and per capita consumption (i.e. the amount of water used per customer) reporting concluded that elements of our calculations for these key measures for the years 2020-2022 did not comply with regulatory requirements.

Will any customers receive more than £10?

No. Every Welsh Water customer – household and business customer - will all receive £10.

Can I challenge the decision and claim more than £10?

No. Every Welsh Water customer – household and business customer - will all receive £10.

How will the payment be made?

The £10 payment will be automatically credited to each registered household/business account. This will be done automatically by Welsh Water. Customers do not need to do anything and do not need to contact us.

Can I arrange to have the £10 sent through to me?

No this is not possible. All payments will automatically be credited to the registered household/business account.

Do customers need to do anything?

No. This payment will be automatically credited to your account if you had a registered account with Welsh Water on 31st March 2023.

When will I be receiving my payment?

Organising such a payment for all households and businesses is a significant challenge. This will be phased and while we cannot confirm exactly when each account will be credited, we plan to ensure that all accounts are credit within the next six months.

How will I know you've given me the payment?

You'll see the £10 credit on the next bill you receive from us. If you have a water meter, this will show within the next 6 months. If you don't have a water meter it will show on the bill you receive in February / March 2024.

Will the credit show on my online My Account when its credited?

Yes, you'll see a credit highlighted online when this has been actioned.

My account is in arrears? Will I still be given the £10 payment?

Yes. Every Welsh Water customer – household and business customer - will all receive £10.

I recently moved houses in the last 12 months. Do I need to anything?

No. This payment will be automatically credited to your current Welsh Water account if you still live in Welsh water's operating area and have an account.

Will you be sending a letter to confirm that you have credited my account with £10?

No. We will not be sending a letter, but this payment will be highlighted in the next bill.

I only receive wastewater services from Welsh Water. Will I receive a £10 payment?

No. This payment is only being made to customers who receive potable water services as it relates to how we manage leaks on our drinking water network.

Can't you just donate my £10 payment to a charitable organisation?

No. Our billing system which will credit your account does not allow us to do this.

How do you plan to improve your leakage performance?

This payment is an acknowledgement that leakage has been running at a much higher level than was previously recognised. The company has allocated an additional £54m to tackling leakage over the next two years to bring the level down as quickly as possible. In total Welsh Water will be spending £284m on this between 2020 and the end of this AMP in 2025.