

The average household bill for both water supply and wastewater collection will not rise above inflation this year, and because we don't have any shareholders, we reinvest any financial surpluses in the business to improve service levels for the benefit of our customers. Our top priority is to provide a high quality and reliable service at an affordable price.

To help you understand your bill, we have answered the questions we are most frequently asked below:

Where will I find on my bill how much I owe?

You will find how much you have to pay in the 'total amount due' box at the bottom of your bill. It looks like this (see right).

Total Amount Due
Cyfanswm Dyledus
£500.00

This is made up of the balance on your account on the day your bill was printed, plus your current charges. However, if you're paying by instalments the statement will just show your charges and instalments to be paid from 1st April 2012.

Where will I find my customer number?

Your customer reference number is in a box at the bottom of your bill, it is a number that starts with an '8'; and it looks like this on your bill. Please have this number handy when you call us as we will ask you for it.

Customer Reference:
812345678910
Cyfeirnod Cwsmer:

I don't understand what I'm being charged for?

On your bill we will show 'water charges' with an amount, and 'sewerage charges' with an amount. These two charges show the amount we are charging you for having water, and for us taking away your waste water, these are your new charges from 1 April to 31 March.

Also you will notice that the sewerage charges are higher than the water charges. This is because it costs more to provide a sewerage service as we need to ensure the waste water is treated so there is no impact on the environment.

What are all the dates listed on my bill?

If you pay by direct debit the dates when we will take a payment are listed for you. If you pay by direct debit you can pay in full in one payment, if you do this before April 1st you will have a 1.5% discount off your bill. If you pay by payment card the dates you will need to make a payment are listed for you.

There seems to be two addresses on my bill, which one is being billed?

The name and address on the top of your bill which looks like this is the account holders name and address, this is where the bills are sent. On your bill it will say 'for the property 12 the street any town, anywhere'. This is the address being billed and for which the charges apply.

Our Branch Code: 2355-21



A N OTHER
15 THE STREET
SOME TOWN
ANYWHERE
AB12 34CD

I cannot afford to pay my water bill, what can I do?

The most important thing you can do is to talk to us right away so that we can find a way to help – the number is **0800 052 0145**. There are a number of ways we may be able to help you such as:

- Arranging for you to pay your bill by weekly, fortnightly or monthly instalments; or
- If you are receiving certain benefits then you may be eligible for one of our lower tariffs e.g:
 - If you receive Income Support/Income Related Employment and Support Allowance, Income Based Jobseekers Allowance or Pension Credit then you can have your water bill paid directly to us from your benefit. This is called the Water Direct tariff and will reduce your bill by £25.

- If you receive certain benefits AND have either three or more children under 19 living with you, for whom child benefit is claimed, or someone living with you has a medical condition that requires you to use a significant additional amount of water, then you may be eligible for our Welsh Water Assist tariff. This will cap your bill at £250 for 2012 - 2013.
- Also our Customer Assistance Fund may help you if you meet certain criteria. We have a leaflet called 'Code of practice for unpaid charges' which explains the ways we can help in more detail. You can download this, and other leaflets at www.dwrcymru.com.

Would I save money if I changed to a water meter?

If you use a small amount of water, then you might benefit from changing to a water meter. It works in the same way as a gas or electricity meter and only charges you for the amount of water you use, plus standing charges. If you would like a water meter please go online to find out more at www.dwrcymru.com, or you can call us on **0800 052 0145**.

Do I have to pay water and sewerage charges if I'm renovating or decorating my house?

Yes, you are responsible for any water or sewerage services you receive. If you are renovating or decorating your house, if it is empty but contains furniture, or it is occupied you have to pay charges.

Is there a discount for students or people living alone?

No, there are no discounts for water and sewerage charges but we have a range of payment options to help spread the cost of your bill.

Have we answered all your questions?

If you would like more information then please visit our website at www.dwrcymru.com or contact us on **0800 052 0145**. Lines are open **Monday - Friday 8am - 8pm** and **Saturday 8.30am - 1.30pm**. For security and staff training, we may record telephone calls.

Ynglŷn â'ch bil



Dŵr Cymru
Welsh Water

