



FOR YOU

NOT FOR PROFIT



FOR ALL
OF US

NOT FOR PROFIT

Three little words that make
a big difference.

We're the only water company
of its kind in the UK.

We put every penny we make
back into looking after your water
and our beautiful environment
— now, and for years to come.



The not-for-profit story

Discover where your money is invested at

dwrcymru.com/different



FOR
THE
DUCKS

YOUR CLEAN WATER

Although rain falls freely from the sky, we put a lot of work, energy and love into getting every drop of water to you.

The money you pay through your bill goes into looking after and improving our treatment works and 27,000km of pipes to give you fantastic water for years to come.

Did you know that heating water is a big part of your energy bill?

By using all the hot water you need, but being careful not to waste it, you can save lots of money. Saving water — hot or cold — is also great news for us and your environment, because there's no need to pump and clean all that water that used to go straight down the drain unused.



Rely on us

We carry out 600,000 tests a year to make sure your water is safe and tastes great

FOR
MAKING
A SPLASH



YOUR WASTE WATER

Getting fantastic water to your tap is only half the job. We then take your dirty water away and clean it before returning it to our beautiful rivers and seas.

The money from your bill helps protect your environment, not just now, but for years to come.

And we can all do our bit to help: by putting our cotton buds, wet wipes and nappies in the bin (and not down the toilet), and binning or recycling our oil and grease, we can keep Welsh water flowing.



Learn how to stop the block and you could win an iPad.
LetsStopTheBlock.com

FOR THE
EXTRA
PENNIES



SAVE WITH HELPU

For customers who genuinely struggle to pay their water and sewerage bills, we have a special tariff called HelpU. If the total income of your household is less than £15,000 a year, you may be able to join this scheme.

To see if you qualify, visit dwrcymru.com/helpu

Other ways to save

Move on to a water meter

Some customers can save by getting a water meter. Fitting is free, and if it doesn't suit, you can change back to an unmetered bill within two years. Some customers with water meters, who also receive certain benefits, may be able to qualify for WaterSure Wales and save even more.

Customer Assistance Fund

This fund helps customers in severe financial hardship. If you're eligible, you could pay in more manageable instalments, and we may help to reduce or cancel your arrears.

Water Direct

If you receive benefits, paying directly through the Department of Work and Pensions could reduce your bill by £25 per year.

Surface water

If none of the rainwater falling on your property enters the public sewer, you may be able to get money off your bill dwrcymru.com/surfacewater

Switch to Direct Debit

Avoid one big bill by spreading payments throughout the year.



Call us to talk through your options

0800 052 0145



Go online for more information

dwrcymru.com/money

Our promise to you

We try really hard to give you a fantastic service, but sometimes, things do go wrong.

Water companies must meet certain standards. As a company that's owned on behalf of our customers, we go as far as possible to get things right first time, every time. Here is an outline of our promise to you and what you may be entitled to if something ever goes wrong with your service.

Unless stated otherwise, these payments will be automatically made to you — you don't have to claim them. However, if you owe us over six weeks' charges on your water/sewerage bill, we will credit your account instead. There are also certain terms and conditions that apply. This means that we're not able to make a payment in certain circumstances, such as where severe weather conditions, industrial action or the actions of a third party have made it impossible for us to meet our guaranteed service standards.

Your water

Planned interruptions

We will give you at least 48 hours' notice if we have to carry out planned work that means interrupting your supply for over four hours.

If we don't do this, we will give household customers £20 and business customers £50 within 20 working days.

We will restore your supply by the time stated on the notice.

If we don't do this, we will give household customers £20 and business customers £50 within 20 working days.

We will give you further compensation for every additional 24 hours the water supply remains interrupted.

We will give household customers £10 and business customers £25 (per 24 hours) within 20 working days.

Unplanned interruptions

We will restore your supply within 12 hours of knowing about the problem. Repairs to a strategic main may take longer and in these cases we aim to restore your water supply within 48 hours.

If we don't do this, we will give household customers £20 and business customers £50 within 20 working days.

For every further 24 hours the water supply remains interrupted, you will also be compensated.

We will give household customers £10 and business customers £25 (per 24 hours) within 20 working days. If we weren't aware that your supply had been interrupted, you will need to make a claim by phone on 0800 052 0130 or in writing within three months of the event.

Drought order (not including hosepipe restrictions)

We will compensate you if your water supply is interrupted due to drought.

We will give household customers £10 per day or part day (up to the limit of last year's average household bill) and business customers £50 per day or part day (up to the limit of last year's water charges for the premises or up to £500 if you were not liable for last year's charges).

Water quality

If you telephone about an abnormal taste or smell to your water, or to tell us you think someone is ill as a result of drinking the water, we will get back to you within four hours unless we are already dealing with the problem in your area.

If we don't do this, you can claim £20.

If we take a water sample as a result of your call, we will give you the result within 10 working days.

If we don't do this, you can claim £20. These payments must be claimed within three months of the incident. Call 0800 052 0130 and ask for a compensation claim form. If you owe us over six weeks' charges on your water/sewerage bill, we will credit your account.

To find out about the water quality in your area, visit dwrcymru.com or call 0800 052 0130.

Water pressure

We will ensure that your water pressure is at the correct level. Minimum pressure is seven metres static head, equivalent to a flow of 9 litres per minute. Where we are aware that your water pressure has dropped below this level for an hour or longer twice in a four-week period, we will give you compensation, unless the drop is due to essential work or drought.

We will give you £25 within 20 working days. (Only one payment can be made a year.) If we weren't aware that you were affected, you will need to make a claim by phone on 0800 052 0130 or in writing within three months of the second occasion.

Fitting meters

We will fit your meter within three months of receiving your application.

If we don't do this, we will give you £20 per month or part thereof within 10 working days of installation.

Complaints & the Consumer Council for Water

If you're unhappy with our service, please contact us. We also have a booklet, 'How we handle your complaints and compliments'. Visit dwrcymru.com or call **0800 052 0145** for your copy. If you're still dissatisfied, the booklet provides details of the Consumer Council for Water, which represents customers and investigates complaints. You can contact the Consumer Council for Water by email at wales@ccwater.org.uk or on **0300 034 3333**, or visit ccwater.org.uk.

Other publications that may be of interest, such as 'Leakage Code of Practice' and our 'Code of Practice for the collection of unpaid charges from household customers', are available at dwrcymru.com.

Your service

Appointments

If we need to offer you an appointment, it will be in the morning (8am-12pm) or in the afternoon (12pm-6pm) from Monday to Friday, or from 8am-12pm on Saturdays. If you ask us, we can offer you a two-hour appointment slot.

If we miss an appointment, or don't give 24 hours' notice for a cancellation or change, we will give you £20 within 10 working days.

Complaints and queries

If you write with a complaint about our service or with a query about your bill, we will respond within 10 working days of receiving your contact.

If we don't do this, we will give household customers £20 and business customers £50 within 10 working days.

Payment arrangements

If you write with a request to change your payment arrangement or frequency we will respond within five working days of receiving your request.

If we don't do this, we will give you £20 within 10 working days.

Your waste water

Internal sewage flooding

We will give you a payment equivalent to your annual sewerage bill if sewage enters your home or premises and it's our fault.

We will give you a minimum of £150 and a maximum of £1,000 per incident within 20 working days.

External sewage flooding

We will give you a payment equivalent to 50% of your annual sewerage bill if sewage enters your land or property causing you to be materially affected by flooding and it's our fault.

We will give you a minimum of £75 and a maximum of £500 per incident within 20 working days. If we were not aware that you were affected at the time of the flooding, you will need to make a claim by phone on 0800 085 3968 or in writing within three months of the incident. For external flooding, the claim must be made in writing.

Other matters

Incorrect summons or judgments

If we incorrectly issue a county court claim against you for a debt for which you are not liable and for which you have previously informed us that you are not liable, we will correct the situation and withdraw the fees and costs.

You can claim £100.

Credit references

If we incorrectly register a default against you with a credit reference agency we will correct the situation.

You can claim £100.

These payments must be claimed within three months of the incident; they will not be paid automatically. Call 0800 052 0145 and ask for a compensation claim form. If you owe us over six weeks' charges on your water/sewerage bill, we will credit your account.

Penalty payments

If we fail to make any of these payments within the stated time, then we will automatically give you a penalty payment.

We will give household customers £20 and business customers £50.

How we use your data

We know how important it is to you that we look after your data. These pages explain how we collect, hold, share and use your personal information. We may use your data in the following ways:

Account administration

To administer your account, collect payments and recover outstanding amounts due to us. This may involve consulting your records held at credit reference agencies (see below).

Your tariff

So that we can apply a tariff that is appropriate to your circumstances. We will review your tariff regularly—usually on an annual basis—using household income information obtained from credit reference agencies and billing information from your account with us.

If you are eligible to move to a reduced tariff scheme (such as HelpU or WaterSure Wales) we may place your account on a reduced tariff, and let you know that this has been done. Find out more about the qualifying criteria for our reduced tariff schemes, and what happens when your household circumstances change, at dwrwymru.com. If you don't want to be considered for a reduced tariff scheme please contact us on **0800 052 0145**.

Paying your water bill

- To administer any application you may make under our Customer Assistance Fund (you will find out more about what this involves when you apply).
- To collect payments directly from any applicable welfare benefits.

Where we believe that social benefits may apply we may apply to the Department for Work and Pensions to have our charges paid directly from your benefits. We will pass your name, date of birth and billing information to determine eligibility and to administer direct payments to us. They will notify you if direct payment is to be made or of any eligibility changes. You can find out more at dwrwymru.com

Improving our services

In constantly trying to improve the way we work:

- For training or system testing purposes.
- To produce statistics and analysis for internal management and reporting and regulatory purposes.
- To look at your relationship with us and contact you to invite you to participate in our customer surveys (which may be carried out on our behalf by third parties).

Regulatory requirements

To comply with obligations, industry standards, codes of practice and guidance in connection with our regulated status. Where you contact us with any queries about our services, we are required to provide your name and telephone number in periodical reports—usually quarterly—to the water regulator, OFWAT, so that they can carry out their functions.

OFWAT will randomly select customers on a quarterly basis to provide feedback on the way your query was handled by us. OFWAT will share this feedback with us. If you agree, OFWAT will share with us a copy of the recording of your call and their feedback will be used to help us improve our services, or as appropriate, to follow up with you on any concerns you have raised.

Open Water

If you are a business customer, using more than 50 Ml of water at a single site per year in our area of appointment, we will share information about you with Market Operator Services Limited ("MOSL") which facilitates the Open Water Programme. You can find out more information about how MOSL uses your information at www.mosl.co.uk/privacy-notice/.

Collecting your personal information

We may collect your details directly from you or a third party (e.g. credit reference agencies, Registered Social Landlords, government departments, local authorities).

If you are a tenant, we may also collect your data from your landlord or via Landlord Tap Limited, where they have notified you that they are passing it on, for the purposes of all billing requirements including debt collection, tracing and enforcement (where appropriate). If you are a landlord, we may ask you for your data or collect it from Landlord Tap Limited for these purposes. This data will form part of our customer records and may be used in any way identified under the heading 'How we use your data'.

Sharing your personal information

We may also share your details as follows:

- With any companies in the Dŵr Cymru group to use in the same ways as us, and to get an overall picture of your relationship with the group.
- Where we engage a third party to assist us with, or carry out our activities on our behalf, and/or to improve our services to you. We will impose appropriate controls in these circumstances.
- With Landlord Tap Limited, if you are a tenant (and your landlord has notified you) or a landlord, for the purposes of all billing requirements including debt collection, tracing and enforcement (where appropriate).
- Where appropriate, with law enforcement agencies including the police and local authorities, to help prevent, detect and prosecute crime, or where we consider it appropriate to do so to protect our business, staff and customers.

- With government departments, local authorities, regulators and other agencies where appropriate for the exercise of their or our functions, or where we are legally required to do so.

Sensitive personal data

From time to time, we may need to handle sensitive personal data such as information about your health or medical condition or that of someone in your household, so that we can adapt our dealings with you accordingly. We will explain this at the relevant time and, where appropriate, ask you to indicate your agreement to the use of such information. We may also hold information about you or a member of your household where we think priority services or extra care may be needed (e.g. because of age, health, disability or financial circumstances). We may share this information with third parties (e.g. other utilities, emergency services or other support organisations).

Handling your personal information outside the UK

If we, or our appointed third parties, handle your personal information outside the UK, we will put in place appropriate protective measures.

Subject Access Request

You are entitled, on written request and payment of £10, to ask for a copy of any personal information we hold about you (subject to certain exceptions). Call us on **0800 052 0145**, email us at **SubjectDataAccessRequests@dwrcymru.com** or visit **dwrcymru.com** to find out more.

A condensed guide to the use of your personal information by us and at credit reference and fraud prevention agencies

1. When you are a customer of Dŵr Cymru Cyfyngedig we may check all or some of the following records about you and others (see 2): a) Our own, b) Those at credit reference agencies (CRAs). When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders. They supply to us both public (including the electoral register) and shared credit and fraud prevention information, c) Those

at fraud prevention agencies (FPAs).

We may make checks such as: assessing how we might want to set up the payment terms and frequency on your account with us; and verifying identities to prevent and detect crime and money laundering. We may also make periodic checks at CRAs and FPAs to manage your account with us.

2. If you tell us that you have a spouse or financial associate we will link your records together so you must be sure that you have their agreement to disclose information about them. CRAs also link your records together and these links will remain on your and their files until such time that you or your partner successfully files for a disassociation with the CRAs to break that link.
3. Information on accounts we hold or open will be sent to CRAs and will be recorded by them. Where you have credit from us (i.e. where you have services before they are paid for by you), we give details of your accounts and how you manage it/them to CRAs.

If you owe us money and, when requested, do not repay in full and on time, CRAs will record the outstanding debt. If we consider that your account is in default we will notify you and if you do not pay us we will report the unpaid debt to CRAs. This information may be supplied to other organisations by CRAs and FPAs to perform similar checks and to trace your whereabouts if you have moved without advising of a forwarding address so that they can recover debts that you owe. Records remain on file for 6 years after they are closed, whether settled by you or defaulted.

4. If you give us false or inaccurate information and we suspect or identify fraud we will record this and may also pass this information to FPAs and other organisations involved in crime and fraud prevention.
5. If you move and do not make payments that you owe us, we will trace your whereabouts and recover debts.

6. We and other organisations may access and use from other countries the information recorded by FPAs.
7. Your data may also be used for other purposes for which you give your specific permission or, in very limited circumstances, when required by law or where permitted under the terms of the Data Protection Act 1998.

Credit reference agency details

You can contact the CRAs currently operating in the UK; the information they hold may not be the same so it is worth contacting them all. They will charge you a small statutory fee.

CallCredit

Consumer Services Team
PO Box 491
Leeds LS3 1WZ
0870 060 1414

Equifax PLC

Credit File Advice Centre
PO Box 3001
Bradford BD1 5US
0870 010 0583 | myequifax.co.uk

Experian

Consumer Help Service
PO Box 8000
Nottingham NG8 7WF
0844 481 8000 | experian.co.uk

Find out more about credit and CRAs in the Information Commissioner's guide; 'Credit Explained': ico.org.uk/for_the_public/topic_specific_guides/credit



Find out more

This is a condensed version. Full details are available in 'How we share your data—A Guide to the use of your personal data by Dŵr Cymru Welsh Water and Credit Reference and Fraud Prevention Agencies'. Please visit **dwrcymru.com** or phone **0800 052 0145** for a copy.

Get in touch



dwrcymru.com

It's easier to do most things online — pay your bill, sign up for online billing, change your details or to check what's going on in your area.



Clean water

0800 052 0130 (24 hour)

Spot a leaking pipe?

0800 281 432



Waste water

0800 085 3968 (24 hour)



Money

Pay your bill

0800 028 5209

(24 hour automated payment line)

Question about your account?

0800 052 0145

(Monday-Friday 8am-8pm, Saturday 8.30am-1.30pm)

Hearing or speech difficulties

Phone us on **18002** or Textphone **18001** followed by the relevant number

For the latest news:

 @dwrcymru  /dwrcymruwelshwater

Are you a landlord?

If you let out a property where services are supplied by us, there are new Welsh Government regulations that apply to you. You must:

- tell us when there is a change of tenancy at any of your properties within 21 days of the change.
- provide full tenancy details including full name, address, date of birth (where you hold it) and the dates any new tenants have been occupying the property.

You can give us this information:

- through our website **dwrcymru.com**
- online at **landlordtop.com**
- by calling us on **0800 052 5842**

If you don't let us know these details, you could become responsible for charges.

Bogus callers

All of our staff carry an identity card. If you're in any doubt about the identity of a caller, call our helpline on **0800 281 141**.

If the person becomes in any way pushy, then call the police immediately.