



YOUR
WELSH
WATER



NOT FOR PROFIT



Did you know?

We'll be investing £1.7 billion over the next five years to make your service even better

A woman with dark hair, wearing a white knit sweater, is smiling and looking upwards. She is holding a white clothesline with her right hand. A bright green clothespin is attached to the line, holding a vibrant blue towel. The background is a clear, bright sky.

We're different from
other water companies.

We're not-for-profit.
This means that every
penny goes back into
keeping your bill down
and looking after your
water and beautiful
environment—now,
and for years to come.

We think it's a better
way of doing things.



The not-for-profit story

Discover where your
money goes at

dwrwymru.com/different

YOUR CLEAN WATER



Your 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.



Rely on us

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



Save money

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

By using all the water you need, but being careful not to waste it, you can save lots of money.

It's 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 without being used.



Spot a leak?

If you spot any leaking pipes, make sure you let us know

0800 281 432

YOUR WASTE WATER



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.

Laid end-to-end, our sewers would stretch to Australia and back. And then there's the 800 treatment works that do all the cleaning.

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

Let's stop the block

There's nothing worse than a home being flooded with sewage. We do all that we can to stop this, but to be honest, we need your help too.

You can help stop blocked sewers by being careful not to flush wipes, paper towels or cotton buds; or rinse fat or grease away.

Take our pledge to help stop the block and you could win an iPad.

LetsStopTheBlock.com



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

YOUR MONEY



Could you save?

HelpU

We know that some of our customers genuinely struggle to pay their water and sewerage bills. To help these customers we have a tariff called HelpU.

If the total income of your household is less than £15,000 a year, you may be able to get some help through our HelpU scheme.



Apply for HelpU

To see if you qualify please 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

Pay your current charges in instalments and get help to clear any arrears you owe.

Water Direct

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

Switch to Direct Debit

Avoid one big bill by spreading payments throughout the year.



Go online

For more information on the ways you could save
[dwrcymru.com/money](https://www.dwrcymru.com/money)



Call us

To talk through your options
0800 052 0145



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. That 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 of 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. Phone 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.

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 remain dissatisfied, the booklet provides details of the Consumer Council for Water that 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 you £20 within 10 working days.

Payment arrangements

If you write with a request to change your payment arrangement or frequency and we are unable to agree to your request, 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 now 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 them 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:

- 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.

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.

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 water.enquiries@dwrwymru.com or visit dwrwymru.com to find out more.

A condensed guide to the use of your personal information by ourselves 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 as 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 (ie. 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 NG80 7WF
0844 481 8000 | experian.co.uk

Find out more about credit and CRAs in the Information Commissioner's guide; 'Credit Explained' www.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 dwrwymru.com or phone **0800 052 0145** for a copy.



Get in touch



dwrcymru.com

It's easier to do most things online, such as paying your bill, changing your details, setting up a Direct Debit, or checking what's going on in your area.



Clean water

Questions or emergencies

0800 052 0130

(24 hour)

Spot a leak?

0800 281 432



Waste water

Questions, emergencies or reporting pollution

0800 085 3968

(24 hour)

Surface water drainage

0800 052 0145



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)

For the latest news:



@dwrcymru



/dwrcymruwelshwater

Hearing or speech difficulties

Phone us on **18002**

or Textphone **18001** followed
by the relevant number