

Welsh Water for you

For metered customers



A better way of doing things

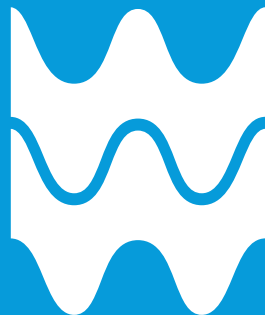
Dŵr. Water.

You rely on it every single day. And you rely on us to make sure it's always clean and safe.

This booklet explains what you can expect from us. It shows you how to read your water meter and explains how we work out your bill. We also give you lots of tips on how you can help play your part and save money. But first we want to tell you a bit about ourselves, and how we work.

Dŵr Cymru Welsh Water is different from other water and energy companies. We don't have shareholders. This means that we're able to keep your bills down, and put every single penny we make straight back into looking after your water and beautiful environment – now, and for years to come.

We think it's a much better way of doing things. After all, there aren't many things more important to you than safe, clean water.





A lot of work in every drop

Although rain falls freely from the sky, we put a lot of work, energy and love into getting every drop of water to you. Then, after you've used it, we take your dirty water away and clean it before returning it to our beautiful rivers and seas.

Every day we...

- Serve 1.4 million homes and businesses
- Carry out 300 tests on your tap water
- Clean your wastewater at 800 treatment works



What we've got planned

We don't just want to make sure we give you a great service today, we also want to make sure that we're able to do this for generations to come. So, we're going to be investing £1.5 billion over the next five years to improve the things that matter most to you.

Keeping bills down

Average bills in 2019 will be £24 lower than 2014 before inflation

A helping hand

Help over 100,000 customers who struggle to pay bills

Reducing leaks

Reduce leakage from our pipes by 6%

Reducing pollution

Keep your environment safe by reducing pollution incidents by 18%

RainScaping communities

Reduce flooding during heavy rain and create cleaner, greener communities

Going green

More than double the amount of renewable energy we generate



So, how can you help?

Looking after your water and environment is a big job. And to be honest, we can't do it all by ourselves. We need your help too.

There are lots of really easy things you can do. And because every penny we save goes back to improving your service, there's even more reason for us all to do our bit together.





Love Dŵr

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.

Oh, and one more thing – if you spot any leaks, make sure you let us know at dwrcymru.com or call **0800 281 432**



Let's Stop The Block

There's nothing worse than a home being flooded with sewage. You can help stop blocked sewers by being careful not to flush wipes, paper towels or cotton buds; or rinse fat or grease away. Every penny we save from preventing these blockages benefits you and your environment.

Discover more, make a pledge and enter to win an iPad at LetsStopTheBlock.com



RainScape

Rain used to drain naturally into the ground. Now a lot of it runs straight into our sewers from roofs, patios and drives. Every drop needs to be pumped and cleaned. And the more we all build, the more money and energy we spend returning the clean water to our rivers and seas.

Discover what we're doing to change this, and how you can do your bit too at RainScape.co.uk



About Your bill

Your metered bill is made up of two parts:

1. You pay an amount based on the water you use, measured in cubic metres. One cubic metre is 1,000 litres – about 220 gallons of water, or around 12 baths. Use our online calculator at dwrwymru.com to find out how much you use.
2. You also pay a fixed amount based on the size of the water meter you have. This is called the Service Charge.

Your water charges

These charges apply from 1 April 2015. We will charge you for any water you have used before this date at the previous year's rates. We have assumed that your water use was consistent throughout the billing period. If you think that you may have used more water before 1 April, we can send you a new bill if you give us your meter reading on 1 April.

Your sewerage charges

Your sewerage charge is for the removal and disposal of used water from your property, including surface water and highway drainage. Our measured sewerage charge is calculated on the assumption that 95% of the water recorded by your water meter is returned to our sewer. If you are a business and you can show that the amount of waste water you return to the sewer is less than 95% please contact us by visiting dwrwymru.com and filling in our Non Return to Sewer form.

How we calculate your bill

Household customers

Measured water charge

(based on the amount of water used)

	Water	Sewerage
Volume charge for 2015/16	£1.3079 per cubic metre	£1.6763 per cubic metre

Service Charge per year for 2015/16

(based on the size of your meter)

Size of meter (mm)	Water	Sewerage
Up to 20mm water only	34.40	N/A
Up to 20mm	34.40	79.90
25mm	100.10	256.70

Non-household/Business Customers

Measured water charge

(based on the amount of water used)

	Water	Sewerage
Volume charge for 2015/16	£1.3024 per cubic metre	£1.6681 per cubic metre

Service Charge per year for 2015/16

(based on the size of your meter)

Size of meter (mm)	Water	Sewerage
Up to 20mm water only	34.40	N/A
Up to 20mm	34.40	79.90
25mm	100.10	256.70
30mm	170.80	367.90
40mm	314.40	545.80
50mm	470.00	946.10
65mm	628.70	1,517.20
80mm	832.90	2,195.50
100mm	991.60	3,854.20
150mm	1,276.60	8,720.20
200mm and over	1,276.60	15,424.80



A helping hand...

We know that times are tough. So we're making sure that we keep bills down for all of our customers over the next five years. But we'll also be giving extra help to customers who are really struggling to pay their water bill. We'll be helping more people than any other water company through our special schemes.

HelpU

This scheme helps low income households by offering reduced charges

If the total income of your household is less than £12,500 a year, you may be able to get some help through our new HelpU scheme. This is a brand new scheme which starts in April 2015.

WaterSure Wales

For large families or people who, due to illness, use a lot of water

If you have a water meter fitted, and one of following things apply to you, you may be able to get extra help through our WaterSure Wales scheme:

- You or a member of your household receives child benefit for at least three children under the age of 19, all of whom live at the premises and are in full time education. Or;
- Someone living in your home has a health condition that requires them to use extra water.

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 your bill directly through the Department of Work and Pensions could reduce your bill by £25.

Get in touch with us if you think that one of these schemes may be suitable for you. Just visit dwrcymru.com or give us a ring on 0800 052 0140.

Other quick tips

Switch to Direct Debit

Avoid one big bill by spreading your payments over weekly or monthly instalments for a safe, guaranteed and easy way to pay.



To discover more, go to dwrcymru.com and click on **I want to pay my bill.**



Your questions

When will I receive a bill?

Twice a year, unless:

- You are a large user (if you are on an industrial tariff, for example) – and you will receive a monthly bill.
- Your charges are more than £2,000 a month on average – and you will receive a monthly bill.
- Your charges are more than £750 a quarter on average – and you will receive your bill every three months.

The Company reserves the right to set the billing frequency of non-household customers.

I've had an estimated bill, how do I give you an actual meter reading?

Read your meter if it is safe to do so, and enter the details at dwrcymru.com.

Where is my meter?

- It is usually in a boundary box at the front of your property, at the boundary of your property, or in the pavement. In some cases, particularly in rural areas, the meter may be some distance from your property.
- Meters are sometimes inside the property, near the main internal stop tap. If you have an internal meter, it's your responsibility to protect it against damage and frost and to provide access to the meter when necessary.

How can I read my meter myself if it's outside?

- Lift the lid of the boundary box, if it is safe to do so, and take out the polystyrene frost cover. Don't worry if you see some ground water in the meter chamber. You may need to lift up another lid to view the meter face.
- Each water meter has its own unique serial number, which is also shown on your bill. Please ensure you are reading the correct meter.
- Read the white on black or black on white numbers. Only these numbers are used to bill you. The red numbers can be ignored.
- Please remember to replace the frost cover and close the lid of the boundary box after reading the meter.

If my meter is inside my home who will read my meter?

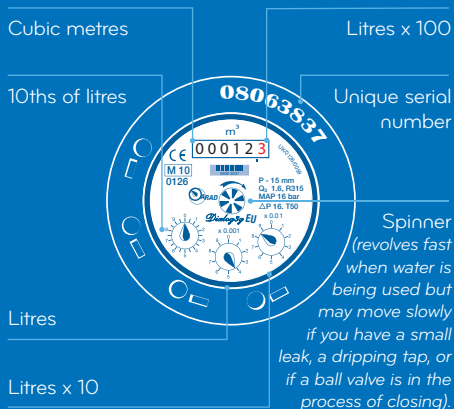
We can come and read your meter. If your property is going to be empty for a long period of time, please provide us with the contact details of someone who can provide us with access – phone us or visit dwrcymru.com.

Can I have my meter moved?

Sometimes we can move your meter but there is a charge. However, if you are on our additional services register and receive certain benefits we may be able to relocate the meter free of charge.

Your bill has been designed to be easy to read and simple to understand. Please use our website and click on 'About my bill' to find out more.

If your business uses over 50,000 cubic metres (50 million litres) of water a year then you may benefit from our industrial tariff. Please refer to the Scheme of Charges booklet, which can be found online at dwrcymru.com.



What happens if I move house?

Please provide us with a meter reading the day you are moving at dwrcymru.com. We can also read your meter for you. Just let us know at least five working days before you move.

What happens if I have a leak?

We are responsible for the water main in the street and the pipe that runs from the main to the boundary of your property. We will repair any leaks on this part of the system. The pipe work from the stop tap in the street onto your property is usually your responsibility. Where that pipe supplies more than one property, the responsibility for the leak and the repair may be shared between you and the other users.

Will I have to pay for water lost through a leak?

We will cancel any charges for the water lost, as well as any related sewerage charges, if the leak is our responsibility. In some circumstances, we will also cancel charges where the leak is your responsibility. Further details can be found in our Code of Practice for Leakage, which is available at dwrcymru.com.

Can I pay by instalments?

Yes, please visit dwrcymru.com or call us to request a payment plan. We can then review your request and take the necessary action.



Our promise to you

We try really hard to give you 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 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 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. Telephone 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 signed application.

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

Your wastewater

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 0140 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.



Standard Terms and Conditions for a Metered Supply of Water

At all times the meter remains the property of Dŵr Cymru Welsh Water. It is your responsibility to ensure that it is kept in a safe environment and that access is allowed to Welsh Water employees and/or their representatives so that they can read and maintain the meter.

Dŵr Cymru Welsh Water (hereinafter called 'the Company') will supply water by meter subject to the following terms and conditions:

1. The customer shall take the supply subject to The Water Supply (Water Fittings) Regulations 1999 made under the Water Industry Act 1999 currently in force or any regulations from time to time made by the Secretary of State under the Water industry Act 1991 or any statutory modification or re-enactment thereof for preventing the waste, undue consumption, misuse or contamination of water, and shall abide by, observe and comply with such byelaws and regulations.
2. For the purpose of ascertaining the quantity of water supplied, the Company will provide a meter of such size and description as it may prescribe and shall maintain and replace the same as it may consider necessary. The said meter or any substituted meter shall belong to the Company and shall not be removed or in any way disturbed or interfered with except by an official of the Company, except under Clause 12 below. Unauthorised tampering with a

meter is an offence under S175 of the Water Industry Act 1991 and carries a fine on summary conviction.

3. If water escapes from an internal meter installation for whatever reason, the customer is responsible for any resulting damage. The customer is responsible for ensuring that any internal meter installation is protected from freezing whilst still allowing easy reading of the meter.
4. The record of the meter of the consumption of water shall be taken by an official of the Company (or, on occasions, with the agreement of the Company, by the customer) and form the basis of any charges to be levied in accordance with water consumed, together with any fixed charges prescribed by the Company in accordance with its published Scheme of Charges. Should any doubt arise on either side as to the correctness of the meter register of the water supplied, the Company may, and at the written request of the customer shall, remove and test the meter in accordance with the Water (Meters) Regulations 1988 and the Measuring Equipment (Cold water Meter) Regulations 1988 and the Measuring Instruments (Cold-water Meters) Regulations 2006 or such other Regulations as may be made. Where a reduction of charges under S.147 of the Water Industry Act 1991 applies, the arrangements for measurement shall be determined by the

Company. The Company seeks to read meters at least once every 12 months. If it cannot read a meter the Company may ask the customer to provide a reading. In the absence of a reading the Company will estimate usage based on previous consumption. The next bill based on an actual meter reading will adjust the figures to the correct amount. If a customer is dissatisfied with an estimated bill, the customer may notify the Company of the actual reading and the Company will issue an amended bill. The customer is responsible for ensuring that any internal meter installation is protected from freezing whilst still allowing easy reading of the meter.

5. The customer shall be responsible for all water after it has passed through the meter and shall pay therefore notwithstanding for any loss or leakage, waste or misuse. This responsibility shall not be relieved by any repairs to pipes and fittings which are the customer's responsibility to maintain being carried out by the Company or any other person. Consequently it is in the customer's own interest to read the meter at frequent and regular intervals in order that any unaccountable increase in consumption will not continue without investigation. (See the Company's Leakage Code of Practice).
6. The Company reserves the right to require the customer to install a stop valve on the customer's

part of the service pipe within his own land as near as is reasonably practical to the meter. It should be noted that the customer is responsible for the maintenance of all pipes and fittings (which term, by virtue of Clause 2 above, does not include the meter) on the customer's part of the service pipe irrespective of the position of the meter. The customer's part of the service pipe extends from the Company stop valve generally at the highway boundary into the customer's premises. The responsibility for some parts of the service pipe is sometimes shared with other customers.

7. The Company reserves the right to require the customer to install cold water storage facilities having a volume considered adequate by the Company in relation to the use of water at the site to be connected.
8. The supply of water may be interrupted or suspended for the purposes of carrying out any necessary works subject to any safeguards relating to prior notification under the Company's Service Guarantee.
9. Subject to the Company's Service Guarantee the Company shall not be responsible for any damage or loss that the customer may sustain or any accident to any of the customer's employees by reasons of any interruption or suspension of the supply or any excess or deficiency of pressure

or any failure of any employees, works, machinery, pipes or apparatus of the Company, save that the Company does not exclude or restrict liability for death or personal injury caused by its negligence.

10. For household customers, whenever the customer has failed to pay the Company's charges, the Company's Code of Practice for the Collection of Unpaid Charges from Household Customers will be observed.
11. For Non household wherever the customer has failed to pay the Company's charges, the supply of water may be discontinued and/or the service pipe disconnected in accordance with S.61 of the Water Industry Act 1991.
12. The supply of water may also be discontinued at the request of the customer in accordance with S.62 of the Water Industry Act 1991. Provided the customer has given notice to the Company under S.62 of the Water Industry Act 1991 for the supply of water to be disconnected, the Company will make no charge for permanently disconnecting the service pipe. If the arrangements to supply water by meter are discontinued for any reason and the meter is within the curtilage of the customer's premises, the customer will be required at his/her expense to remove and to deliver the meter to the Company in good condition, unless the customer

and the Company agree that the meter becomes the property and liability of the customer.

13. Any notice from the Company under these terms and conditions may be served by leaving it for the customer at the premises to be supplied or at the customer's last known address or place of business or (in the case of a company) at its registered office or by putting it into the general post addressed to the customer at such premises, and shall be sufficiently authenticated if it bears or purports to bear, in print or otherwise, the signature of the Director or any other authorised officer of the Company. Any notice from the customer to the Company shall be signed by or on behalf of the customer, and shall be sent to:

Dŵr Cymru Welsh Water
PO. Box 690
Cardiff, CF3 5WL
by post or otherwise.
14. The Company will specify details of the meter location, type, size and installation arrangements, in accordance with S.47(2) and S.162 of the Water Industry Act 1991 subject to any overriding statutory regulations. If the meter is not located in the highway, and not on the customer's own premises, the customer must have a legal right of access thereto for the benefit of himself and the Company.



How we share your data

We know how important it is to you that we look after your data safely. These pages explain how we collect, hold 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 opposite page.)

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 Social Tariff (a reduced tariff) we will automatically place your account on this tariff, and let you know that this has been done. Find out more about the qualifying criteria, and what happens when your household circumstances change, at dwcymru.com.

If you don't want to be considered for automatic transfer to our Social Tariff, please contact us now on **0800 052 0140**.

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 dwcymru.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 we resolve any queries you make 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 sample enquiries to contact to discuss the way their 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. 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.
- 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.

Accessing your personal information in our records

You are entitled, on written request and payment of a small fee, to ask if we hold your personal information and if so - subject to certain exceptions - be provided with a copy of it. Call us on **0800 052 0140** 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 below):

- 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 credit¹ from us, 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 six 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.

Find out more

If you'd like full details visit dwrcymru.com or phone **0800 052 0140**.

You can contact the Credit References Agencies 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.

Here are their details:

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
www.myequifax.co.uk

Experian

Consumer Help Service
PO Box 8000
Nottingham NG80 7WF
0844 481 8000
www.experian.co.uk

Find out more about credit and Credit References Agencies in the Information Commissioner's guide, 'Credit Explained', www.ico.org.uk/for_the_public/topic_specific_guides/credit

¹ Where you have services before they are paid for by you.



Get in touch...

Do it online

Pay your bill, change your account details, check what's going on in your area – it's quick and easy at dwrcymru.com



Pay your bill

0800 028 5209

Remember to have your credit/debit card, customer reference number and the payment amount handy. (Automated line, 24 hour)

Question about your account?

0800 052 0140

(Mon-Fri 8am-8pm, Sat 8.30am-1.30pm)

Your water

Questions or emergencies
0800 052 0130
(24 hour)

Your wastewater

Questions or emergencies
0800 085 3968
(24 hour)

Hearing or speech difficulties

Phone us on 1800 or
Textphone 18001 followed by the relevant number.



You can also keep in touch with the latest news on:

Twitter

@dwrcymru

Facebook

/dwrcymruwelshwater

Youtube

/dwrcymruwelshwater



If you're unhappy with our service, please let us know online, by phone or by letter. We also have a booklet, 'How we handle your complaints and compliments' – visit dwrcymru.com or call **0800 052 0140** 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 **029 2023 9852**, or visit ccwater.org.uk

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