

## Summary of Household Charges 2016-17

This document is a summary of our household charges. Full details of our charges and terms and conditions of service are contained in our Scheme of Charges which is available on our website [dwrcymru.com](http://dwrcymru.com).

### Unmeasured Charges

If a property was built before 1 April 2000 and the occupier has not asked for a meter to be fitted they will pay unmeasured charges. The charge will not reflect how much water is used.

Unmeasured bills are sent once a year and take one of two formats, either:

**Rateable value charge**—the bill will be made up of a standing charge plus a charge per pound of rateable value for the property

or

**Uniform Service Charge** (for properties built between 1 April 1990 and 31 March 2000)  
—charges are based on the average rateable value of properties in Wales.

<b>Unmeasured Water services</b>	<b>(£)</b>
Standing Charge	123.89
RV based charge - per poundage of Rateable value	0.7800
Uniform Service Charge	225.21
<b>Unmeasured Sewerage services</b>	<b>(£)</b>
Standing Charge	171.36
Standing Charge - Surface Water rebated	121.36
RV based charge - per poundage of Rateable value	1.1260
Uniform Service Charge	317.70
Uniform Service Charge - Surface Water rebated	267.70
Surface Water only - includes highway drainage (for properties with a rateable value of £25 or less, no charge will be made)	119.00

## Measured Charges

Measured bills are based on the amount of water used. All properties built since 1 April 2000 are metered. If you move into a property that is metered you cannot revert to paying on an unmeasured basis.

Measured bills are sent half yearly and are based on the actual usage shown on the meter or an estimate if the meter has not been read. Generally, the more water you use the higher the bill. Sewerage is normally charged on the assumption that 95% of the water used returns to the sewer.

Where a meter bill spans a period before and after 1 April, we will charge for the water used before 1 April at the prior year's rates and water used on or after that date at the rates shown below.

A measured bill is made up of three elements:

**Water supply**—based on the water used as measured by the meter in cubic metres.

All water used is chargeable except that used for firefighting.

**Sewerage** — also based on the water used and measured by the meter.

**Service Charge**—calculated on a daily basis and based on the size of the meter. Most household meters are sized up to 20 mm. The service charge covers the cost of reading and maintaining the meter and replacing it when it becomes necessary.

	Water (£)	Sewerage (£)
Standard volumetric rate per cubic metre	1.2809	1.6494
Sewerage volumetric rate - Surface water rebated per cubic metre		1.3051
Service Charge	Water (£)	Sewerage (£)
Up to 20mm	34.45	81.37
25mm	99.75	257.97
30mm	171.15	370.27
40mm	316.25	549.97

## Surface Water Rebates

Sewerage charges include a charge for surface water and highway drainage. This covers the cost of draining, treating and disposing of rainwater. If none of your household's rainwater drains to the public sewer then you could be exempt from the surface water element of your charges. A Surface Water Drainage Rebate application form can be submitted online on our website [dwrcymru.com](http://dwrcymru.com) or can be requested by calling **0800 052 0145**. Any rebate will be backdated to 1 April 2014 or the date of occupation if later.

### Assessed Measured Charges

A household customer who has requested a meter may choose the assessed measured charge (AMC) when it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter. The assessed measured charge is based on the band of the water charge shown below, the number of occupants and the assumption that 95% of the water is discharged to the sewer.

Water	Band A - Average use		Band B - Low use	
	Based on loading units/appliances in property		Based on loading units/appliances in property	
No of occupants	Annual charge	Consumption m <sup>3</sup> /year	Annual charge	Consumption m <sup>3</sup> /year
1	116.65	64	101.43	52
2	157.23	96	134.40	78
3 and above	204.15	133	171.18	107

Sewerage	Band A - Average use		Band B - Low use	
	Based on loading units/appliances in property		Based on loading units/appliances in property	
No of occupants	Annual charge Full (£)	Annual charge SW rebated (£)	Annual charge Full (£)	Annual charge SW rebated (£)
1	181.93	160.99	163.35	146.34
2	231.45	200.05	203.59	178.08
3 and above	288.72	245.22	248.48	213.48

## Affordability support

The Company offers a range of affordability assistance designed to keep bills affordable for low income or vulnerable customers.

### HelpU

This tariff helps the lowest income households in our region. The total income of an eligible household will be compared to four low income bands to determine which tier of the tariff is charged. Total household income **means all income of everyone living in the household and must be below £15,000.**

Applications can be completed online at [dwrcymru.com](http://dwrcymru.com). Alternatively customers can ring **0800 052 0145** for an application form. Please have your customer account number to hand along with the names and date of birth of all occupants over the age of 16. As part of the application process applicants provide their consent for us to verify information provided in the application with third parties (such as the Department for Work and Pensions, HM Revenue and Customs, the relevant local authority, the relevant Registered Social Landlord, Credit Reference Agencies). Any false or misleading claims will be rejected and may be regarded as fraud.

HelpU annual charge by household income band	Water (£)	Sewerage (£)
Band 1 – up to £5,600	77.77	110.09
Band 2 – £5,601 to £6,700	107.06	151.50
Band 3 – £6,701 to £8,600	135.34	188.87
Band 4 – £8,601 to £15,000	159.58	225.23

### WaterSure Wales

This tariff helps large families and homes where a member of the household has a medical condition that requires them to use a significant additional amount of water. It is for metered customers only. The customer will be billed the lower of the charge calculated from actual metered usage or a bill set at the level of the company average metered bill.

The customer (or another person in occupation) must be in receipt of one of certain qualifying benefits or tax credits:

AND, either be in receipt of child benefit for three or more children under the age of 19, who all live at the premises and are in full time education,

OR, they or someone living at the property is diagnosed as suffering from specified medical conditions which causes them to use a significant additional amount of water

Details of the qualifying criteria and application forms can be requested online at [dwrcymru.com](http://dwrcymru.com) or by contacting **0800 052 0145**. Supporting documentation will be required and where applicable signed by professional medical practitioner. On receipt of the completed application and supporting documentation the Company may carry out validation checks with appropriate bodies. Any false or misleading claims will be rejected and may be regarded as fraud.

WaterSure Wales (Measured customers only)	Water (£)	Sewerage (£)
Annual charge	139.00	200.00

### Welsh Water Assist – Transition tariffs

The Welsh Water Assist tariff has been discontinued and is no longer available to new applicants. Existing customers will be moved onto the most appropriate alternative charge and one of two transition tariffs will be used to ease their return to standard charges. These customers will transition to standard tariffs at different rates reflecting their return to either measured or unmeasured tariffs. Measured customers whose eligibility does not change will transition to the WaterSure Wales tariff. Customers who prefer to remain unmeasured will move back onto unmeasured charges.

<b>Welsh Water Assist - Transition</b>	<b>Water (£)</b>	<b>Sewerage (£)</b>
Annual charge	152.50	152.50

Note: This is the transition tariff for customers moving to WaterSure Wales

<b>Welsh Water Assist - Unmeasured Transition</b>	<b>Water (£)</b>	<b>Sewerage (£)</b>
Annual charge	189.00	189.00

Note: This is the transition tariff for customers moving to standard (RV) charges