

給水停止に係る海外調査質問票

Q 1. 貴自治体において水道事業を実施していますか。

(実施していない場合 Q 1 - 2 へ)

(実施している場合 Q 2 へ)

ロンドン事務所より回答を行うため、該当なし。

Q 1 - 2. 水道事業を実施している主体は誰ですか

(主体が上位 (広域) 組織の場合は連絡先を確認し終了)

(主体が下位組織で、自治体の場合は連絡先を確認し終了)

(主体が下位組織で、事務組合等の場合はQ 1 - 3 へ)

(主体が民間企業等の場合、Q 1 - 3 へ)

英国内 4 ヶ国について以下のとおり。

<イングランド・ウェールズ>

イングランドとウェールズでは水道事業が 1989 年に民営化されており、地方自治体は関与していない。各国の主要な水道会社はイングランド : **Thames Water**、ウェールズ : **Welsh Water** である。イングランド及びウェールズ内にある水道会社は以下の 3 分野にわたる 4 つの機関により規制されている。

① Ofwat

適正な水道料金の確保など消費者利益保護にかかる監視を行う。

② Drinking Water Inspectorate (DWI)

飲料水の水質にかかる監視を行う。

③ Environment Agency (イングランド)、Natural Resources Wales (ウェールズ)

放流水質の管理及び放流水による環境への影響にかかる監視を行う。

(備考)

- ・ウェールズにある **Welsh Water** は株主を持たない非営利の水道会社であり、財政的余剰は主に顧客利益のため事業への再投資がされている。

<スコットランド>

政府出資会社による公営の **Scottish Water** が主に水道事業を行っている。なお、以下の 3

つの機関により規制されている。

①WICS

主に消費者利益保護について、そのほか廃水を処理する過程での環境保護にかかる監視を行う。

②DWQR -Drinking Water Quality Regulator for Scotland-

飲料水の水質規制を満たし、安全に飲めることを確認する。

③SEPA

環境保護にかかる観点から監視を行う。

<北アイルランド>

政府出資会社による公営の Northern Ireland Water が主に水道事業を行っている。また、Utility Regulator という公益事業規制当局により、消費者利益保護の観点より監視を行う。※Utility Regulator は水道のみならず、ガスや電気も含めたライフラインの規制当局となっている。

Q 1-3. 水道の利用者と供給側の関係や、水道料金、給水のルールについて、貴自治体、あるいは上位組織において何らかの規程がありますか。

(自治体で規程を持つ場合 Q 2)

(上位組織で規定を持つ場合 Q 2)

(自治体・上位組織に規程がない場合 Q 1-4)

ロンドン事務所より回答を行うため、該当なし。

Q 1-4. 貴自治体において、水道事業を実施している組織における、水道の利用者と供給側の関係や、水道料金、給水のルールについて内容を把握していますか。

(ルールを把握していない場合、給水に係るルールを把握している事業体の連絡先を確認し終了)

ロンドン事務所より回答を行うため、該当なし。

Q 2. 水道料金の支払いがない者に対して、給水を停止することが可能ですか。可能な場合には、根拠となる規程についても教えてください。

(可能な場合 Q 3 へ、給水停止できない場合は Q 5 へ)

イギリスは国連の「経済的、社会的及び文化的権利に関する国際規約 (ICESCR)」第 11 条第 1 項において、十分な生活水準を確保する権利の要素として、水を得る権利と衛生を

保つ権利を認めている。また、イングランド及びウェールズにおいては 1999 年水道事業法 (Water Industry Act 1999) においても料金を支払わないことを理由に住居の断水を行うことは違法となっている。スコットランドにおいても、2005 年水道サービス等(スコットランド)法 (Water Services etc. (Scotland) Act 2005) 及び WICS が発行した給水停止にかかるドキュメントに基づき、住宅に関して料金の不払いを理由に断水はできない。住宅以外については、水道料金の不払いを放置し水道会社への相談等をせず状況の改善を怠った場合、給水の切断および/または法的処置が発生する可能性がある。また、北アイルランドについては一般課税をもとに上下水道の供給がされているため、水道料金支払い単体での請求はない。※北アイルランドの情報については 2016 年時点のもの。(依頼時に添付のあった EurEau より最新の情報は入手できなかった。) 本件について Northern Ireland Water に問い合わせたが、回答はなし。

Q 3. 水道料金の請求から、実際に給水停止をするまでの期間及びフローについて教えてください。

住居の断水は行っていない。

Q 4. 水道料金の支払いがない者に対して、給水の停止はどの程度の頻度で実施していますか。(給水人口千人あたり月〇名)

住居の断水は行っていない。

Q 5. 水道料金の支払いがないが給水を停止しない特例について定めがありますか。(回答後 Q 6 へ)

該当なし。

Q 6. 給水停止を行わずに、どのような手段によって未納となった水道料金を回収していますか。

イングランド・ウェールズにおいて、水道会社に Watersure (料金の支払いが難しい顧客向けの制度。詳細は A 6 を参照) の制度利用を申請するなど何らかの措置を行わずに料金を滞納した場合、以下のような手続きが取られる。なお、スコットランドでは、スコットランドの水道事業者である Scottish Water が直接各顧客から水道料金を回収するわけではなく、32 のカウンシル (行政区) が代わりにカウンシルタックス (イギリスでの住民税のようなもの) と併せて水道料金を徴収している。その多くの過程では債権回収パートナー

や裁判所の保安官を通じて徴収されており、**Scottish Water** では直接的な関与はない。

(**Scottish Water** からの回答より) **Northern Ireland Water** にも問い合わせたが、回答はなかった。

<イングランド・ウェールズの場合>

- (1) 滞納者へ通知を送る。
- (2) (1)を無視した場合、再度最終通知が送られ7日間のうちに支払うよう指示される。
- (3) 支払いを求める電話がかかってくる場合がある。
- (4) 水道業者が考える手段の全てを尽くしたうえで滞納者への連絡が取れなかった場合、滞納者の債権は債権回収会社へと引き渡される。
- (5) 債権を支払うよう裁判所命令を受ける。
- (6) 債権回収会社とは異なり法的拘束力のある執行代理人が裁判所より送られる。

Q 7. 水道料金について、貧困世帯への対策・対応はどのようなものがありますか。

イングランド・ウェールズ・スコットランドにおいては、**Watersure** (**Scottish Water** サイト上の記載では **Water Charges Reduction Scheme**) という身体的理由や経済的理由等により水道料金の支払いが難しい顧客を支援する制度がある。制度を利用する資格要件や制度利用により提供される料金体制については地域差や各水道会社によって異なる場合があるものの、各地域(イングランド・ウェールズ・スコットランド)の代表的な水道会社 **Thames Water, Welsh Water, Scottish Water** では以下のように定められている。本件について **Northern Ireland Water** に問い合わせたものの回答はなし。

(1) 資格要件等

<**Thames Water, Welsh Water**>

- ア 水道メーターを使用しているまたは取り付けの申請をしていること
- イ 特定の手当(住宅手当、障がい者生活手当等)を受けていること
- ウ 特定の疾病(クローン病、腹部ストーマ等)を持つこと
- エ 19歳未満の子ども3人以上に対して児童手当を受給していること

※ 上記ア、イは必須。ウ、エについては必ずどちらかを満たす必要がある。

WaterSure application form (p.3, Are you eligible? 参照)

[WaterSure Application Form \(thameswater.co.uk\)](https://www.thameswater.co.uk/watersure-application-form)

WATERSURE WALES 2023/24 (p.2, WATERSURE WALES 参照)

別添資料1を参照のこと。

<Scottish Water>

世帯ごとに徴収されるカウンスルトックスについて、100%の減税措置を受けていること。この減免措置は Council Tax Reduction and Water Charges Reduction Scheme（カウンスルトックス及び水道料金減免制度）といい、世帯主が各カウンスルに申請できるものである。Council Tax Reduction(CTR)を既に受けている場合は Water Charges Reduction Scheme(WCRS)によって水道料金の割引が適用される。また、各カウンスルは CTR を受けており、WCRS による支援を受けることができる可能性のある世帯を自動的に評価し、必要に応じて WCRS による減額を水道料金に適用している。

障がい者のために住宅を改築した場合は減額が可能。以下の要件に当てはまる場合は免除か減額が適用される可能性がある。大人1人が居住する物件についても割引を受けることができる。

- (1) トイレ、お風呂、キッチンなどのスペースを他の居住者と共有する賃貸物件に住み、住宅支援を受けている場合
- (2) 一人暮らし、または他の学生と賃貸をシェアしている学生
- (3) 学生寮に住んでいる場合
- (4) 重度の精神障がい者が居住している場合

その他、学生が学生以外の者とルームシェアをしている場合は、CTR の対象となることがある。

About Your Charges 2023-24

[Your Charges 2023 - 2024 - Scottish Water](#)

(2) 制度利用による料金体制

<Thames Water>

他の顧客が支払う金額の平均を上限とする。2023年度は、£456が年間請求額の上限。実際の請求額が上限額の£456を下回る場合は、実際の請求額を支払う。

<Welsh Water>

年間の請求額に上限を定めている。2023年度は£403.31。

<Scottish Water>

Water Charges Reduction Scheme によって免除または最大35%の減額を受けることが可能。なお、大人1人が居住する場合は25%の割引を受けることができる。

Q8. 水道料金の徴収率について教えてください。

(同年度内の収納件数/同年度内の水道料金の請求件数)

水道料金の徴収率にかかる直接的なデータは公開されていない。英国内各4ヶ国の水道事

業者（Thames Water, Walsh Water, Scottish Water, Northern Ireland Water）に問い合わせたが、Scottish Water 以外から回答はなかった。Scottish Water からの回答及びその他関連する情報については以下のとおり。

<Scottish Water からの回答>

住宅の水道料金は、32 のカウンシルが Scottish Water の代理で請求及び回収を行っている。住宅にかかる水道料金の回収率は年間約 95%であり、ここ 2～3年で約 97%まで上昇している。一方、住宅以外については許可を受けた小売業者がサービスを行っているため、Scottish Water ではそれぞれの小売業者の水道料金回収率を把握していない。

<Ofwat>

2017 年時点では、水道料金不払による不良債権について、支払い可能な顧客より年間 £ 21 追加請求することが想定されている。（想定であり、実際の数値は不明。）

PN 13/17: Water companies must do more to address customer bad debt

[PN 13/17: Water companies must do more to address customer bad debt - Ofwat](#)

<Thames Water>

新型コロナウイルスの影響により、2021 年 9 月 30 日までの 6 ヶ月間で不良債権費用全体は 100 万ポンド上昇し、3,500 万ポンドとなった（2020 年 9 月 30 日時点：3,400 万ポンド）。

Thames Water Utilities Limited Investor Report 30 September 2021, p.6

[Thames Water Utilities Limited Investor Report September 2021](#)

<Department for Environment Food & Rural Affairs (Defra) ※>

イギリスの環境保護、食品安全、農業、農村地域開発に関する政府組織である Defra は、2002 年から 2012 年の 10 年間、顧客からの支払いがなされないことによる不良債権が増加していることを踏まえ、水道会社は支払可能な世帯から年間 £ 15 ずつ回収を行っている」と指摘している。

Tackling Bad Debt in the Water Industry January 2012, p.4

assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/82399/bad-debt-consult-condoc-120123.pdf

Q 9. 水道料金の算出方法について教えてください。

<Thames Water（イングランド）の水道料金算出方法>

(1) Metered charges（水道メーターによる水道料金算出方法）

上水道が 177.60p/m³、下水道が 100.17p/m³で3ヶ月ごとの請求。合計の水道料金は、パイプの維持等重要なランニングコストをカバーする定額料金が追加される。定額料金は上水道が £23.56/年、下水道が £71.05/年となっており、年度により金額は異なる。

(2) Unmetered charges（水道メーターによらない水道料金算出方法）

4月1日から3月31日までの年度単位で年に1回、物件の評価額に基づいて上下水道料金が算出される。(1)と同様定額料金が追加される。

- ア (A) 物件の評価額 × (B) 浄水料
イ (A) 物件の評価額 × (C) 廃水料
ウ (D) 水道定額料金 + (E) 排水定額料金

※ ア～ウの合計が水道料金となる。D、Eは年度によって金額が異なる。

例) (A) …£100, (B) …129.81p, (C) …80.80pであった場合

- ア (A) 物件の評価額 × (B) 浄水料 = £100 × 1.2981 = £129.81
イ (A) 物件の評価額 × (C) 廃水料 = £100 × 0.8080 = £80.80
ウ (D) 水道定額料金 + (E) 排水定額料金 = £44.50 + £70.23 = £114.73

計: £325.34

(補足1) surface water drainage rebate（地表水排水リベート）について

地表水排水にかかる料金（Metered chargesの場合：£38.59/年、Unmetered chargesの場合：£37.77/年）はほとんどの世帯が廃水サービスの一部として請求されている。

（上記のア～ウの合計に追加して請求される。）通常、家屋等に降った雨はその屋根や敷地内の私道から公共下水道に流れ込むためである。しかしながら、家屋等に降った雨水が全て川や敷地内のソーカウェイ（※）に流れ込むなど公共下水道に接続していないと証明出来る場合には、このリベートを払い戻すよう請求することが可能である。

※ソーカウェイ（soakaway）…粗い石や瓦礫等で満たされた池のようなもの。一般家庭の庭に設置される排水システムのひとつ。瓦礫等を設置することによって水がろ過され、ゆっくりと地中に排出される。

(補足2) 物件の評価額 (A) が算出されなかった場合

同じ数の寝室を持つ顧客が使用する一般的な水量に基づき算出。

料金表 (p.34) : [charges-scheme-2023-24.pdf \(thameswater.co.uk\)](https://www.thameswater.co.uk/charges-scheme-2023-24.pdf)

料金表より算出後、同様に定額料金である(2)の (D) 及び (E) が追加される。

< Wales Water (ウェールズ) の水道料金算出方法 >

(1) Measured bills (水道メーターによる水道料金算出方法)

世帯測定料金とサービス料の2種類が6ヶ月ごとに請求される。

世帯測定料金について、上水道が £ 1.4526/m³、下水道が £ 1.9534/m³。Thames Waterと同様、**surface water drainage rebate** (地表水排水リベート) の請求あり。リベートの料金は、£ 1.9534/m³。

また、サービス料については以下のページ中ほどにある **Service Charge** の表を参照すること。世帯ごとのメーターサイズにより料金は異なる。

Measured bills explained

[Measured bills | Dŵr Cymru Welsh Water \(dwrcymru.com\)](https://www.dwrcymru.com/Measured-bills)

2023 年度 Measured bills による料金表は以下のとおり。詳細は別添資料2を参照のこと。(該当 HP を PDF 化したもの。)

Meter size*	Service charge		
	Water	Sewerage (Full)	Sewerage (foul only)
Below 30mm	£40.51	£110.82	£76.22
30mm	£40.51	£110.82	£76.22
40mm	£40.51	£110.82	£76.22

(2) Unmeasured bills (水道メーターによらない水道料金算出方法)

物件の大きさ、部屋数、立地、物件のある地域の住み心地の良さ等から請求額が算出され、年度単位で請求される。Unmeasured bills の中でも、物件の建設時期により対象となる算出方法が2つに分けられる。**Rateable value (RV) charge** は固定料金と物件評価額に £ 1 あたりの料金を乗じた金額の総計額が、**Uniform Service Charge** では物件の平均課税価格に基づいた金額が請求される。料金表は以下のページのとおりだが、家庭用と非家庭用で料金表は異なる。**surface water drainage rebate** (地表水排水リベート) は £ 49.88/年。

Unmeasured bills explained

[Unmeasured bills explained | Dŵr Cymru Welsh Water \(dwrcymru.com\)](https://www.dwrcymru.com)

2023 年度 Unmeasured bills による料金表は以下のとおり。詳細は別添資料 3 を参照のこと。(該当 HP を PDF 化したもの。)

<上水道料金表>

Unmeasured Water Services	£
Standing charge	138.23
RV based charge - per poundage of RV	1.0877
Uniform Service Charge	279.63

<下水道料金表>

Unmeasured Sewerage Charges	£
Standing charge	215.36
Standing charge -Foul only	163.56
RV based charge - per poundage of RV	1.6992
Uniform Service Charge	436.26
Uniform Service Charge -Foul only	384.46
Surface Water only - includes highway drainage	52.59

<Scottish Water (スコットランド) の水道料金算出方法>

(1) Metered Household Charges (水道メーターによる水道料金算出方法)

水道料金は、年間固定料金・メーター計測による料金・不動産排水料金の総計額とな

る。年間固定料金及びメーター計測による料金は、その水道メーターのサイズにより適用される料金が異なる。メーター計測による料金は、上下水道どちらも最初の 25 m³までの料金とそれ以降の使用で 1 m³あたりの料金が変わる。(25 m³以降の使用は割安となる。) 不動産排水料金は、カウンスルタックスの積算に利用されるカウンスルタックスバンドの分類により請求額が定められる。料金表については以下のとおり。

YOUR CHARGES EXPLAINED 2023/24 (pp.7-8)

[Microsoft Word - Part 3 Retail Charges Scheme 2023-24 - Non TC](#)
(scottishwater.co.uk)

(2) **Unmetered Household Charges** (水道メーターによらない水道料金算出方法)
カウンスルタックスバンドの分類により請求額が定められている。料金表は以下のとおり。

YOUR CHARGES EXPLAINED 2023/24 (p.5)

[Microsoft Word - Part 3 Retail Charges Scheme 2023-24 - Non TC](#)
(scottishwater.co.uk)

上記のとおり水道料金算出方法は、水道メーターを利用する算出方法であるかそうでないかで大まかに分類することが出来る。具体的な算出方法については、水道会社によって異なる。

なお、イングランドとウェールズの各水道会社においては、各水道会社が請求できる上限額を規制する Ofwat による法定価格見直し (価格レビュー) の対象となっている。水道会社は 5 年ごとに顧客からの収入額と様々なサービスにかかる支出額について記載した事業計画書を Ofwat に提出している。併せて、Ofwat では水道を利用する顧客からどのようなニーズがあるのかを理解し、それらが水道会社の事業計画に反映されるよう働きかけている。なお、スコットランドでは WICS、北アイルランドでは Utility Regulator といった規制当局でも Ofwat と同様に水道料金にかかる消費者利益の保護を義務として掲げている。

<参考サイト>

A1-2.

○ Water Companies in England and Wales

[Constituency information: Water companies \(parliament.uk\)](#)

○ Welsh Water

[Your not-for-profit water company | Dŵr Cymru Welsh Water \(dwrcymru.com\)](#)

○ Scottish Water

[Home - Scottish Water](#)

○ Scottish Water- 2022/23 ANNUAL REPORT AND ACCOUNTS PERFORMANCE AND PROSPECTS

[SWAnnualReport2023.pdf \(scottishwater.co.uk\)](#)

○DWQR- Drinking Water Quality Regulator for Scotland-

[Drinking Water Quality Regulator for Scotland \(dwqr.scot\)](#)

○SEPA

[Home | Scottish Environment Protection Agency \(SEPA\)](#)

○ northern Ireland water

[About - Northern Ireland Water \(niwater.com\)](#)

○『水道公論』(2021/1月号)「上下水道事業運営手法の多様性～仏・英・独の比較からの考察～」

[186a3372f82b960cdb2148c00d9286fc.pdf \(u-tokyo.ac.jp\)](#)

○Ofwat- Contact details for your water company

[Contact details for your water company - Ofwat](#)

○Selectra- Who Is Ofwat? The UK Water Regulator Explained

[Who Is Ofwat? The UK Water Regulator Explained \(selectra.co.uk\)](#)

○AD レポート「民営化から 30 年以上！ロンドンの水道事情にクローズアップ」

[民営化から 30 年以上！ロンドンの水道事情にクローズアップ | Japan Local](#)

[Government Centre \(JLGC\) : London](#)

○WICS (Economic regulation for Scotland's water)

[Water Industry Commission for Scotland | WICS](#)

○Utility Regulator

[Water | Utility Regulator \(uregni.gov.uk\)](#)

○Scottish Government- Water industry governance

[Water industry governance - Water - gov.scot \(www.gov.scot\)](#)

A2.

○The human right to water and sanitation

[The human right to water and sanitation - GOV.UK \(www.gov.uk\)](#)

[UK Position on human right to water \(publishing.service.gov.uk\)](#) (PDF)

○国際連合広報センター 水を得る権利

[水を得る権利 | 国連広報センター \(unic.or.jp\)](#)

○国際法学会 水と人権

[水と人権 – 国際法学会 "JSIL" Japanese Society of International Law](#)

○ Managing insufficiency of private water supplies

[Managing insufficiency of private water supplies - Drinking Water Inspectorate \(dwi.gov.uk\)](#)

(イングランド・ウェールズの消費者利益保護にかかる規制当局 Ofwat について)

○UNITED NATIONS HUMAN RIGHT OFFICE OF THE HIGH COMMISSIONER -
About water and sanitation

[About water and sanitation | OHCHR](#)

○UNITED NATIONS HUMAN RIGHT OFFICE OF THE HIGH COMMISSIONER -
International Covenant on Economic, Social and Cultural Rights

[International Covenant on Economic, Social and Cultural Rights | OHCHR](#)

○ECOLEX- The gateway to environment law-

[Water Industry Act 1999 \(Chapter 9\). \(ecolex.org\)](#)

○Water Services etc. (Scotland) Act 2005

[Water Services etc. \(Scotland\) Act 2005 \(legislation.gov.uk\)](#)

○Disconnections document by WICS

[Disconnections document | WICS](#)

A4&6.

○moneynerd- What Happens if You Don't Pay Your Water Bill?

[What Happens if You Don't Pay Your Water Bill? \(moneynerd.co.uk\)](#)

○citizens advice If you don't pay your water bill

[If you don't pay your water bill - Citizens Advice](#)

○Step Change- Water arrears

[Need Help With Water Arrears? Debt Advice. StepChange](#)

A6.

○Ofwat- Paying Fair Guidelines to support customers in debt

[Paying Fair Guidelines to support customers in debt - Ofwat](#)

○A guide for water suppliers

[A guide for water suppliers - GOV.UK \(www.gov.uk\)](#)

○Step Change- County Court judgment (CCJ)

[County Court Judgment. CCJ. Free Debt Advice. StepChange](#)

○Step Change- Bailiff and enforcement agents advice

[Bailiff Advice. Free Debt Help And Support. StepChange](#)

○Step Change- What to do if your debt has been passed to a debt collection agency (DCA)

[Debt Collection Agency Contact. Free Advice. StepChange](#)

A7.

○WaterSure scheme – help with paying water bills

[WaterSure scheme – help with paying water bills - Citizens Advice](#)

○Thames Water- WaterHelp and WaterSure

[WaterHelp and WaterSure | Account and billing | Help | Thames Water](#)

○Thames Water- WaterSure Application form

[WaterSure Application Form \(thameswater.co.uk\)](#)

○Welsh Water- Bill Cap - WaterSure Wales tariff

[Bill Cap - WaterSure Wales tariff | Dŵr Cymru Welsh Water \(dwrcymru.com\)](#)

○Welsh Water- Bill Cap – WATERSURE WALES 2023/24

[WaterSure Wales 2023-2024.pdf](#)

○Selectra- WaterSure Scheme: What Is It and How Can I Apply?

[WaterSure Scheme: What Is It and How Can I Apply? \(selectra.co.uk\)](#)

A9.

○Ofwat- Price reviews

[Price reviews - Ofwat](#)

○Thames Water- How you are billed

[How you are billed | Help | Thames Water](#)

○Thames Water- Reduce your wastewater bill

[Reduce your wastewater bill | Account and billing | Help | Thames Water](#)

○Thames Water- Assessed household charge

[Assessed household charges | Account and billing | Help | Thames Water](#)

○Thames Water- Household Charges Scheme 2023-24

[charges-scheme-2023-24.pdf \(thameswater.co.uk\)](#)

○Walsh Water- Help and Advice

[Help and Advice | Dŵr Cymru Welsh Water \(dwrcymru.com\)](#)

○Scottish Water

[Your Charges 2023 - 2024 - Scottish Water](#)

○Ofwat- Reducing your surface water drainage charges

[Reducing your surface water drainage charges - Ofwat](#)

○Homebuilding & Renovating - Do you have a soakaway? How to claim a surface water drainage rebate on your water bill

[Do you have a soakaway? How to claim a surface water drainage rebate on your water bill | Homebuilding](#)

○Water for LIFE from Southern Water

[Surface water rebate form \(southernwater.co.uk\)](#)

○URBANWATER Soakaway Design Ultimate Guide (2023)

[Soakaway Design Ultimate Guide \(2023\) | Urban Water \(urban-water.co.uk\)](#)

○UKDN WATERFLOW(LG) Ltd- What is a Soakaway?

[What is a Soakaway? – UKDN Waterflow](#)

○Homebuilding & Renovating - What is a soakaway? An in-depth guide to what you need to know

[What is a soakaway? What you need to know | Homebuilding](#)



WATERSURE WALES

2023/24

WATERSURE WALES

You may be eligible to receive support from our WaterSure Wales tariff if you have a water meter or agree to having a water meter installed and receive a qualifying benefit/tax credit (as per Section 1 of WaterSure Wales Application Form).

AND

You or a member of your household has a medical condition that requires SIGNIFICANT use of extra water.

OR

You have 3 or more children under the age of 19, living at your home who you claim Child Benefit for.

Please note:

You don't qualify for WaterSure Wales if:

- you don't have a water meter fitted at your property or don't agree to have one fitted.
- you water your garden with a non-handheld appliance, such as a sprinkler or domestic irrigation system.
- you have a swimming pool or pond with a capacity of over 10,000 litres.
- this isn't your main home.
- your property is used for commercial/business purposes.
- you share payment of your bill with your neighbour(s).
- the property is used for assisted/supported living.
- you are renovating your property.

The WaterSure Wales charge from 1 April 2023 to 31 March 2024 is £403.31 (£166.32 for water, £236.99 for sewerage).

Our aim is to ensure all our customers are on the most affordable tariff for them. If you use less water than the WaterSure Wales charge, we'll bill you on what you've used.

If you **haven't** already got a meter, please complete the Meter Application Form on page 5.

Please note: The meter application form enclosed, is **only** to be used if you're applying for WaterSure Wales. If you don't qualify for the tariff, or you no longer wish to apply, but you still want to have a meter fitted, you can do this online at **dwrcymru.com** or by calling us on **0800 052 0140**.

HOW TO APPLY FOR WATERSURE WALES

1. Read the useful guidance notes in each section to help you fully complete your application.
2. Complete the application form for WaterSure Wales and the Water Meter application form (if appropriate) and return it along with the information we've asked for to: Freepost Dŵr Cymru Welsh Water. Please provide photocopies for the supporting evidence where possible. Any original documentation you send us will be returned to you.
3. We accept award notices or bank statements (showing your name and full address) as proof of your benefits or tax credits, except for Employment and Support Allowance (ESA) and Jobseeker's Allowance (JSA). This is because we only accept income based ESA and JSA, your bank statement won't show us which type you receive.
4. We accept GP letter, medical professional stamp or repeat prescriptions as proof of your medical condition as listed in Section 3. However, for 'other medical condition' we will only allow a medical professional stamp as proof of your medical condition.
5. We'll give you a decision within 14 days:
 - if your application is successful, the reduced charge will be applied to your account from the day after your last meter reading or the date you moved in, whichever is the latest.
 - if we've installed a meter at your property for you to qualify for WaterSure Wales, we'll apply the tariff from the day the meter was fitted.
 - if we're unable to install a meter at your property, the charge will be applied from the date we confirm this.
 - if your application is unsuccessful, we'll tell you why.

If you qualify under Section 5, when your eldest child turns 19, we'll review your account to remove the tariff.

ANNUAL REVIEW/AUDIT

We'll review your eligibility for WaterSure Wales from time to time which means you will need to, for example, provide proof of your benefits/tax credits in the future. If your circumstances change at any time, you should let us know.

CONTACT US

For more information or help with this form,
you can contact us on:

0800 052 0145

(Monday – Friday 8am – 6pm, Saturday 9am – 1pm)

We have a Text Relay service for our customers
with hearing and speech difficulties:

Textphone: 18001 and the number you want to call.

This booklet is available in other formats,
including CD and large print.

METER APPLICATION FORM

If you don't already have a meter, it's important to remember we won't be able to continue with your application for WaterSure Wales unless you complete this form to have a meter fitted at your property.

ABOUT YOU

Customer reference number:

Bill payer(s) name(s):

Address:

.....

.....

How many people live in your home?

Do you use any of the following appliances?

Please tick the box(es) for the one(s) you use.

Automatic washing machine Dishwasher Garden hose

Garden sprinkler Power shower

ABOUT YOUR PROPERTY

Please tell us if you are a: Homeowner Tenant

If you're a tenant and your tenancy agreement is for less than 6 months, you'll need to send us a letter from your Landlord confirming they're happy for us to fit a meter.

My tenancy agreement is: 6 months or more Less than 6 months

WHAT HAPPENS NEXT

We'll need to contact you to arrange a visit to your home so we can make sure a meter can be fitted easily.

Phone number: Best time to call:

We'll let you know we've received your application within 14 days of receiving your application and aim to fit your meter within 3 months, which is free of charge.

Your current charges remain payable until the WaterSure Wales tariff has been applied to your account.

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 and 'Your Water Meter').
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 customers who have 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. 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, P.O. 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.

WATERSURE WALES APPLICATION FORM

(Household customers only)

Please read the guidance notes carefully before completing and returning this form.

Do you, or anyone in your household, receive any of the benefits/tax credits listed below?

YES

Please complete Sections 1 and 2

NO

If you've ticked **no**, please don't proceed with the application form, unfortunately, you're not eligible for this tariff.

We have other tariffs and schemes available which may help you. Please visit dwrcymru.com/money or contact us on **0800 052 0145** to discuss your options further.

Guidance notes for Sections 1 & 2:

1. Tick one or more of the boxes in Section 1.
2. Complete all your details in Section 2.
3. Include a photocopy of your 'Award Notice'/ Bank Statement document.
(A photocopy of your award notice/bank statement will be kept on file, please ensure any bank details are blanked out before they're sent to us.)

Ensure your 'Award Notice' for each benefit/tax credit:

- Is dated within the last 12 months.
- Shows your current address.
- Includes **all** pages.

SECTION 1

Tell us about the benefit(s)/tax credit(s) you or someone in your household receives (please tick **all** that apply):

- | | |
|--|---|
| <input type="checkbox"/> Income Support | <input type="checkbox"/> Attendance Allowance (AA) |
| <input type="checkbox"/> Income related Employment and Support Allowance | <input type="checkbox"/> Housing Benefit |
| <input type="checkbox"/> Income-based Jobseeker's Allowance | <input type="checkbox"/> Working Tax Credit |
| <input type="checkbox"/> Pension Credit | <input type="checkbox"/> Child Tax Credit (except families in receipt of the family element only) |
| <input type="checkbox"/> Disability Living Allowance (DLA) | <input type="checkbox"/> Universal Credit |
| <input type="checkbox"/> Personal Independence Payment (PIP) | |

The name of the person receiving benefit(s)/tax credit(s) is:

Their date of birth:

SECTION 2

The person named on the bill must complete this section.

Customer reference number:

Full name of the bill payer(s) (including title):

Bill payer(s) date of birth:

Address:

..... Postcode:

Daytime telephone number: Mobile number:

Email address:

When did you move into your home? How many people live in your home?

Please continue to section 3

SECTION 3

Do you, or anyone in your household, have any medical conditions for which you need to use more water?

YES

Please complete Sections 3 and 4

NO

Please continue to Section 5

Guidance notes for Sections 3 & 4:

1. Tick one or more of the medical conditions in Section 3.

2. Tell us why you need to use more water because of your condition.

Provide photocopy of GP letter, medical professional stamp or repeat prescriptions as proof of your medical condition as listed in Section 3. For 'other medical condition' your Doctor, Nurse or suitably qualified medical person must complete Section 4 as proof of your medical condition.

If you receive dialysis at hospital, and don't have any other qualifying medical condition, you're **not** eligible for WaterSure Wales unless you qualify under Section 5.

Name of the person using more water because of a medical condition:

.....

Tell us about their medical condition below by ticking **all** conditions that apply:

Desquamation (flaky skin disease)

If you've ticked 'Other', please tell us the name of the condition below, along with the reason(s) why more water is used:

Weeping skin (eczema, psoriasis, varicose ulceration)

.....

Incontinence

.....

Abdominal stoma

.....

Crohn's disease

.....

Renal failure requiring home dialysis (except where the health authority contributes to the cost of the dialysis)

.....

.....

Other medical condition: another medical condition which requires the use of a significant amount of extra water

.....

.....

SECTION 4

Your Consultant/Doctor/Nurse or Health Visitor **must** complete this section to confirm the 'other' medical condition.

They **must** provide the **stamped** surgery/clinic or hospital address in the box (shown opposite) and sign and date the application form to confirm the 'other' medical condition(s).

Signature of Medical Professional:

.....

Date:

Please continue to section 5

SECTION 5

Does anyone living at your address receive Child Benefit for three or more children under the age of 19 who live at your home?

YES

Please complete Section 5

NO

Please continue to Section 6

Guidance notes for Section 5:

1. Tell us the full name and date of birth of each child aged under 19.
2. Include a copy of the 'Child Benefit Award Notice'.

Please ensure the 'Child Benefit Award Notice':

- Is the most recent.
- Shows your current address.
- Includes **all** pages.

If you need a copy of your Child Benefit Award Notice, please speak to the Child Benefit office who can arrange to send you a copy.

If you're applying because you receive Child Benefit for 3 or more children under 19 living in your home, you must complete this section.

Please tell us the full name and date of birth of each child under 19:

Name: Date of birth:

Name: Date of birth:

Name: Date of birth:

Name: Date of birth:

Name: Date of birth:

Name: Date of birth:

Guidance notes

If you have answered No to Section 3 and Section 5, please don't proceed with the application form, unfortunately, you're not eligible for this tariff.

We have other tariffs and schemes available which may help you. Please visit dwrwymru.com/money or contact us on **0800 052 0145** to discuss your options further.

Priority Services Register

Our Priority Services Register helps us support customers who may need extra help, either on a temporary or permanent basis. The service is completely free of charge and those eligible can access:

Priority contact for supply interruptions, if you need water because of a medical condition, such as home dialysis. Bottled water. Any vulnerable customer whose health could be put at risk, or those with mobility problems who are unable to reach water bowsers or access alternative supplies will receive bottled water if their water supply is off for more than four hours.

Accessible bills and leaflets, in formats including large print, braille, and coloured background for dyslexia. We can also send a member of our team to discuss the bill and payments with you, if you are housebound.

Accessible contact with Welsh Water, such as access to our Text Relay Service (via the Next Generation Text Service). This is a free service that allows you to speak or type and it's converted into text.

Nomination of a relative, friend or carer to talk to us or receive correspondence on your behalf, if you have difficulties communicating or if you find it hard to understand your bill or other information.

Our **password scheme** to help keep you protected from bogus callers who claim to be working for us. We will contact you from time to time to check that your details are still up to date but please let us know if any of your personal details or circumstances change.

Dŵr Cymru Welsh Water hold and may share customers' priority services information on a 'substantial public interest' basis (where we think that we need to, or where you tell us that

you need assistance) so we, and other organisations in your area, can prioritise the safeguarding of our customers with additional requirements.

We will use your data to assess eligibility for the Priority Services Register. We hold and may share your priority services information on a 'substantial public interest' basis (where we think that we need to, or where you tell us that you need assistance) so we, and other organisations in your area, can prioritise the safeguarding of our customers with additional requirements.

Please tick this box if you do not wish for us to share your details with organisations in your area such as utilities, emergency services, local authorities and health services who may be able to help you during an emergency.

Please continue to section 6

SECTION 6 – PAYMENT PLAN

If you already have a payment plan please go to Section 7

If you currently have a payment plan on your account, your payments will be reviewed when your application is accepted and we'll notify you in writing of any changes. If you have arrears on your account, your current payment plan **may not** be amended.

If you don't select a payment method we will send you a payment card.

If you'd like to set up a payment plan, please specify your preferred option below by completing either the Direct Debit mandate; payment card request or paying through your benefits via our Water Direct Scheme.

Direct Debit



Dŵr Cymru
Welsh Water

Instruction to your bank or building
society to pay by Direct Debit



Payment frequency: Weekly Monthly

Day/date of payment:

Name and address of your bank or building society:

Name(s) of account holder(s):

Bank or building society account number:

Branch Sort Code:

Service User Number:

9 9 7 5 4 2

Customer reference number:

(The number in the top right hand corner of your water bill)

Instruction to your bank or building society

Please pay Dŵr Cymru Welsh Water Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Dŵr Cymru Cyfyngedig and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s):

Date:

The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit Dŵr Cymru Welsh Water will notify you 5 working days in advance of your account being debited

or as otherwise agreed. If you request Dŵr Cymru Welsh Water to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Dŵr Cymru Welsh Water or your bank or building society you are entitled to a full and immediate refund of the amount paid

from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Dwr Cymru Cyfyngedig asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Water Direct

If you receive one of the following benefits and have arrears on your account, you may be eligible to have your water charges paid directly from your benefits/tax credits:

- Income Support
- Income related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Pension Credit
- Universal Credit

If your application is successful, you'll pay your current year's charges and a fixed amount towards your arrears. If you'd like to pay this way, please tick the box below and provide us with your name and National Insurance number.

I agree to have my water charges paid through my benefits.

Name:

National Insurance number:

.....

Payment Card

Weekly

Day:

Fortnightly

Day:

Monthly

Date:

SECTION 7

YOU MUST COMPLETE THIS SECTION OR WE'LL BE UNABLE TO ACCEPT YOUR APPLICATION.

It's important you check all the information you've given us is correct.

- I confirm the information I've provided in my WaterSure Wales and Meter Application form (if applicable) is correct to the best of my knowledge and I understand Welsh Water may decline my application if the information is incorrect.
- I'll let Welsh Water know if the circumstances of my household change in a way that may affect the information I've provided e.g. if my benefits change or if I move address.
- I'm happy for Welsh Water to check with third parties the information I've given is correct.
- I don't water my garden with non-handheld appliances, or have a swimming pool or pond of over 10,000 litres capacity.
- I don't receive any contributions towards the cost of water from the health authority.
- I understand that Welsh Water may add me to the Priority Services Register.
- I have read and agree to the Terms and Conditions.

Name: Signature: Date:

FINAL CHECKLIST

Please tick the boxes as appropriate:

- | | |
|--|--|
| <input type="checkbox"/> I've completed the Meter Application form as I don't currently have a water meter. (If you don't have a meter and you haven't completed this part, we'll be unable to accept your application.) | <input type="checkbox"/> If I qualify under Section 3, this has been completed along with a photocopy of GP letter, medical professional stamp or repeat prescription as proof of the medical condition as listed in Section 3. Section 4 has been completed by a Consultant/Doctor/Nurse or Health Visitor or any other medical professional should it be for an 'other' medical condition. |
| <input type="checkbox"/> I've completed Sections 1 and 2 and all additional section(s) that apply to me. | <input type="checkbox"/> If I've completed Section 5, I've enclosed a copy of the most recent 'Child Benefit Award Notice' for each child. |
| <input type="checkbox"/> I've enclosed a copy of the most recent Award Notice/Bank Statement for the benefit(s)/tax credit(s) declared in Section 1, and removed any reference to any bank details. | <input type="checkbox"/> I've signed and dated Section 7. |



Please return your application form along with the necessary documentation to:
Freepost Dŵr Cymru Welsh Water

There's no need to put a stamp or any further address details when responding.

WATERSURE WALES TERMS AND CONDITIONS

These Terms and Conditions are an agreement between you (the Customer) and Dŵr Cymru Cyfyngedig (Dŵr Cymru Welsh Water). Please read these terms carefully. By submitting the WaterSure Wales application form, you're agreeing to these Terms and Conditions. If you disagree with any of these Terms and Conditions, you must not submit the WaterSure Wales application form.

1. About you

By inputting your full name, you confirm you're the account holder, or you're a named person on the account and therefore have the authority:

- To make amendments to your account
- To provide the information required to apply for WaterSure Wales

2. Your personal information

The following personal information you provide may be used to update the details we currently hold for you:

- First name
- Middle name
- Surname
- Contact telephone number
- Email address
- Date of birth

3. How we'll process your application

Acceptance onto the WaterSure Wales tariff is at our discretion. On receipt of your application, we'll verify your data and provide you with a written response within 14 days. We'll advise you if your application has been accepted, rejected or if we need additional information.

4. How we'll verify your data

Please note, by submitting the WaterSure Wales application form, you give Dŵr Cymru Welsh Water consent to share with, and validate, the information you've supplied, with government departments, Local Authorities, Registered Social Landlords, and Fraud Prevention Agencies as appropriate. This may involve checking associated people's data. Please refer to the 'How we use your data' section of Dŵr Cymru Welsh Water's 'Welsh Water for you' booklet for further details.

4.1 We'll confirm in writing if your application has been successful. Your charges will be reduced in line with Dŵr Cymru Welsh Water's Scheme of Charges and for metered customers will apply from the day after your last reading or the date you moved into your property. If we can fit the meter, the charge will be applied from the date your meter is installed. If we can't fit the meter, the charge will be applied from the date we confirm this. You'll be advised of the amount you need to pay Dŵr Cymru Welsh Water by your preferred payment method, if applicable.

5. Additional information needed

It may be necessary for Dŵr Cymru Welsh Water to ask for additional information from you to support your claim before a decision is made. If this is the case, we would contact you either by phone, email or letter. If the additional information isn't provided upon request your application will be rejected.

6. Rejected applications

If we've received information that indicates you don't qualify for WaterSure Wales, we'll contact you to advise you your application has been declined. Based on the information you've provided us, we may offer you advice on Dŵr Cymru Welsh Water's other affordability schemes that may be of benefit to you. We'll also reject your application if we discover you've provided inaccurate information.

7. Appeals process

If your application has been rejected and you want to appeal against Dŵr Cymru Welsh Water's decision, you must provide us with the additional information requested in the rejection notice. If this happens, we may direct you to an independent money advisor and you would be required to undergo a full income and expenditure assessment, produce all your supporting documents and receive professional advice on how to maximise your income and manage your household bills.

8. How we will store your data

Dŵr Cymru Welsh Water will use your information to assess your application for the WaterSure Wales tariff but may also use the data collected for administering other financial and non-financial support schemes. For further information please see the 'How we use your data' section of Dŵr Cymru Welsh Water's 'Welsh Water for you' booklet.

8.1 Priority Services Register

Our Priority Services Register helps us support customers who may need extra help, either on a temporary or permanent basis, for example due to a medical or health condition or may need access to specific communication requirements. This service is free of charge and has a number of benefits as outlined below, but customers must register to receive this service from us. Dŵr Cymru Welsh Water may also add you to the Priority Services Register where we believe that you would benefit from being provided with the additional support that this will offer. We will contact you from time to time to check that your details are still up to date but please let us know if any of your personal details or circumstances change. Dŵr Cymru Welsh Water hold and may share customers' priority services information on a 'substantial public interest' basis (where we think that we need to, or where you tell us that you need assistance) so we, and other organisations in your area, can prioritise the safeguarding of our customers with additional requirements.

For more information on Priority Services, please see our 'Priority Services Register' form. For more information on how we use your data, please see our 'How we use your data' booklet. If you don't want us to add you to our Priority Services Register please tell us. However, if you do decline, we will consider your circumstances in more detail to determine the most appropriate course of action. You can let us know now, or you can contact us at any time.

You may be a parent with a baby, have an illness that requires water, have sight or hearing difficulties or are elderly or disabled. The Priority Services Register means you can have access to:

- Bottled water if your supply is interrupted
- Alternative ways of getting information
- Reassurance against bogus callers

Please note that bottled water supply may be prioritised to those who are most vulnerable at times of need so please let us know if you have conditions or circumstances which require urgent attention.

9. If your circumstances change

You agree to immediately inform Dŵr Cymru Welsh Water of any changes in your circumstances that may affect your eligibility for WaterSure Wales. This could include change in benefits or moving home. You must also inform us once you no longer receive child benefit for 3 children.

10. Reviews/Audit

10.1 Dŵr Cymru Welsh Water may review your personal circumstances to determine if you're still eligible for a reduction in your water and/or sewerage charges, as determined by the WaterSure Wales tariff.

10.2 The audit will take place randomly during your time on the tariff.

10.3 Dŵr Cymru Welsh Water reserves the right to:

- Verify your current financial circumstances with government bodies, Local Authorities, Registered Social Landlords or Fraud Prevention Agencies, as appropriate.
- Request supporting documents (such as Award Notices, medical professional stamp).

10.4 Dŵr Cymru Welsh Water may advise you in writing of the outcome of each audit undertaken and if there are any changes to your water and sewerage charges. If proof of your circumstances isn't provided upon request, you'll be removed from the tariff.

11. Fraudulent claims

If Dŵr Cymru Welsh Water suspects any fraudulent activity on the basis of any information provided as part of the WaterSure Wales application, it may report any such fraudulent activity.

12. Feedback

We may contact you to seek feedback on services provided by us or for market or other research purposes.

[Help & Advice](#)

Measured bills explained

If your property has a water meter, you'll get a measured bill for the water you have used over the billing period. Here, we break down the bill so you know what you're being charged for, and what you need to do.

Have a water meter? How we calculate your bill



Have a water meter? Here's how we calculate your bill

If you have a water meter, your bill will be made up of two parts - Household measured charges, and a service charge.

Household measured charge

Using the readings you give us from your water meter we will work out how much water you have used and charge per cubic meter*.

Water - £1.4526 per cubic meter

Sewerage - £1.9534 per cubic meter

or £1.9534 per cubic meter with [surface water rebate](#).

*A cubic meter is 1000 litres or 220 gallons - the equivalent of 12 washing machine cycles, 12 baths, or 28 showers.

Service charge

The service covers the cost of reading and maintaining your water meter, and replacing it when it becomes necessary.

Meter size*	Service charge		
	Water	Sewerage (Full)	Sewerage (foul only)
Below 30mm	£40.51	£110.82	£76.22
30mm	£40.51	£110.82	£76.22
40mm	£40.51	£110.82	£76.22

The meter size will be shown on your bill*

All charges are from 1st April 2023 to 31st March 2024. Our charges are set by [Ofwat](#), the water industry regulator. For more information on our current usage charges, please refer to our summary of household charges:

If you receive your sewerage services from Hafren Dyfrdwy, [please see your charges here](#).

If you receive your sewerage services from Severn Trent, [please see your charges here](#).



Assessed Measured Charges

If you have applied for a water meter but have been unable to have one fitted, you may be entitled to go on an assessed measured charge.

[Learn more](#)

[Download](#)

Our Charges

View and download our latest scheme of charges.

What happens when I get my bill?

You will receive a bill every six months when we read the meters in your area. We'll aim to bill on an actual reading but if we are unable to read the meter, we'll send an estimated bill.

Your bill has to be paid in 14 days of receipt unless you have a Direct Debit or payment plan in place. Direct Debit is the easiest way to pay as you can spread the cost over a year, and we'll take the payments automatically. For more information, take a look at our Direct Debit page.

If you have a payment plan in place but fail to keep to the arrangement, the full outstanding balance will be payable.

What if I receive an estimated bill?

- Option 1 - You may take an actual reading (if it's safe to do so). Send us your reading using our [submit a meter reading form](#). We will then send you an amended bill, or
- Option 2 - Our estimating program is very accurate. You can just pay your estimated bill as normal. We'll aim to read the meter in the next six months.

Did you know...

- If we need to change the meter for any reason, you will receive a bill between your six monthly bills.

When you move into a metered property:

- You may not receive a bill for up to six months, if we read the meter just before you moved in, **or**
- Your first bill could be for less than six months, if we read the meter shortly after you move in. **So your first bill could be lower than your next six monthly bill.**
- When you move in, we'll send you a welcome pack so you know which months your bills are sent.

Get in touch

We can point you to the right place.



In your area

Incidents or planned works near you.



Together we can end domestic abuse

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[Help & Advice](#)

Unmeasured bills explained

If you do not have a water meter, you will be charged a fixed cost each year based on your property. Here, we break down the bill so you know what you're being charged for, and what you need to do.

Don't have a meter? How we calculate your bill...



Don't have a meter? How we calculate your bill



Your Annual Bill 2023

Here's all you need to know

If you don't have a water meter, you'll receive your annual bill from us sometime in February or March.

[Find out more](#)

How is my bill calculated?

The amount we charge is different for all properties. We bill from 1st April to 31st March, or from your move in date to 31st March if you have recently moved in. A fixed rate for the year is based on:

- Property size
- Number of rooms
- Local amenities
- Property location
- General condition

We do not bill for the amount of water you use, or the number of people at your property. If you would prefer to be billed for the amount of water you use, you can use our calculator to estimate your usage and charges then [apply for a meter online](#).

Household Unmeasured Charges

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

Rateable value (RV) 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.

Our charges for 2023-2024 are:

Unmeasured Water Services	£
Standing charge	138.23
RV based charge - per poundage of RV	1.0877
Uniform Service Charge	279.63

Unmeasured Sewerage Charges	£
Standing charge	215.36
Standing charge -Foul only	163.56
RV based charge - per poundage of RV	1.6992
Uniform Service Charge	436.26
Uniform Service Charge -Foul only	384.46
Surface Water only - includes highway drainage	52.59

Our charges for 2022-2023 are:

Unmeasured Water Services	£
Standing charge	141.12
RV based charge - per poundage of RV	0.9022

Unmeasured Water Services	£
Uniform Service Charge	258.40
Unmeasured Sewerage Charges	£
Standing charge	213.67
Standing charge -Foul only	161.87
RV based charge - per poundage of RV	1.3859
Uniform Service Charge	393.83
Uniform Service Charge -Foul only	342.03
Surface Water only - includes highway drainage	49.88

All charges are from 1st April 2022 to 31st March 2023. Our charges are set by Ofwat, the water industry regulator. For more information on our current usage charges, please refer to our [summary of household charges](#):

If you receive your sewerage services from Hafren Dyfrdwy, [please see your charges here](#).

If you receive your sewerage services from Severn Trent, [please see your charges here](#).

Download

Our Charges

View and download our latest scheme of charges.

Get help paying your bill | Dŵr Cymru Welsh Water



Need help paying your water bill?

What happens when I get my bill?

We will send your unmeasured bill once a year between February and March for charges from 1st April to the following 31st March (like your council tax bill).

Your bill has to be paid in 14 days of receipt unless you have a Direct Debit or payment plan in place. If you pay your bill by 1st April, you will get a 1.5% discount off your charge.

Direct Debit is the easiest way to pay as you can spread the cost over a year, and we'll take the payments automatically. For more information, take a look at our [Direct Debit page](#).

If you have a payment plan in place but fail to keep to the arrangement, **the full outstanding balance will be payable.**

[If you're moving house](#)

If you move out of an unmeasured property before 31st March and your bill was paid in full, any over payment will be refunded **or** transferred to your new address, so you will not lose out.

Get in touch

We can point you to the right place.



In your area

Incidents or planned works near you.



Together we can end domestic abuse

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