

The Household Assessed Measured Charge

Introduction

This information will help you to decide if you wish to accept the Household Assessed Measured Charge.

What is the Household Assessed Measured Charge?

A customer may only choose the household assessed measured charge when a meter cannot be fitted under the meter option scheme.

The household assessed measured charge is based on the information you gave us about your water usage when you enquired about a meter. The charge will be applied from the date the meter would have been fitted.

Can I switch back to an unmeasured charge?

Customers switching to an assessed measured charge can switch back to how they were charged previously (i.e. an unmeasured charge). However there are certain criteria that apply, these are:

1. The request must be up to one month after the company has issued bills for 12 months, from the date the assessed measured charge was applied; and
2. The request must be made in writing; and
3. You must not have had a meter fitted previously, or been charged the assessed measured charge; and
4. Your supply must not be subject to compulsory metering; and
5. The customer who made the original request for a meter can apply or the person who has become our customer (providing any person who occupied the premises at the time the meter was fitted is still in occupation).

Requests can be made in writing to:

Customer Services Department Manager
Dŵr Cymru Welsh Water
PO Box 690
Cardiff
CF3 5WL

Change of occupier

On change of occupier the premises will revert to an unmeasured basis of charging. The new occupant will have the right to apply for an option meter at which point the feasibility of the premises for metering will be reassessed.

Change of circumstances

It is your responsibility to inform us of any changes i.e. the number of occupiers or appliances in the property. Your charges may change as a result.

There is more information about our charges in our publication 'Scheme of Charges' which you can download online at www.dwrcymru.com.
You can also contact us on **0800 052 0140**.