

Our commitment to you



Dŵr Cymru  
Welsh Water



[www.dwrcymru.com](http://www.dwrcymru.com)

PAB 0008



Did you know that you can pay your bill online?  
Just go to [www.dwrcymru.com](http://www.dwrcymru.com) and use your debit/credit card.

Also, there is lots of useful information online including 'a guide to understanding your bill' and 'show me how to...' videos that you may find useful.

#### Other publications that you might find of interest:



**Publications and bills are available in alternative formats, including audio cassette/CD, Braille and large print – contact us if this is of interest to you.**

Since 2001, Welsh Water has been owned by Glas Cymru – a ‘not for profit’ company. Glas Cymru runs Welsh Water solely for the benefit of customers and unlike other UK water companies, Welsh Water has no shareholders. So instead of paying shareholder dividends we reinvest any financial surpluses in the business to improve service levels for the benefit of our customers. Our top priority is to provide a high quality and reliable service at an affordable price.

We are a customer focussed organisation and we try our best to get things right first time, every time. Sometimes things go wrong and when they do we think you are entitled to compensation. Every water company must meet certain standards, but we see these as a bare minimum, and we have improved and added to these standards so that we offer you the best possible customer service. This leaflet explains the standards of service you should receive from us, and the compensation you could receive if we fail to deliver these service standards. You may also find helpful information on our website [www.dwrcymru.com](http://www.dwrcymru.com).

Some payments we will make automatically and others you will have to apply for. We explain the differences overleaf, so please check to see which apply to you.

Also, there are certain terms and conditions that apply. This means that we won’t make a payment in certain circumstances, e.g. 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.

The payments overleaf will be AUTOMATICALLY paid to you - you DON’T have to claim for them. However, if you owe us over six weeks charges on your water/sewerage bill, we will credit your account instead.

**When we visit you** – If we need to offer you an appointment, it will be either in the morning (8am – 12 noon) or afternoon (12 noon – 6pm) (Monday – Friday), or on Saturday (8am – 12 noon). If you ask us, we can offer a two hour appointment slot. If we miss an appointment, or don't give 24 hours notice for a cancellation or change of appointment, we will give you £20. We will make this payment within 10 working days.

**If you write with a complaint about our service or with a query about your bill** – We will respond to you by telephone, by a visit or in writing within 10 working days of receiving your contact. If we don't do this we will give you £20. We will make this payment within 10 working days.

**If you write with a request to change your payment arrangement, or frequency** – If 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. We will make this payment within 10 working days.

We understand that if your property is flooded this is a very distressing time. If your property is flooded with sewage, either internally or externally, contact our sewage help line on [0800 085 3968](tel:08000853968) and we will do all we can to help you.

**Internal sewage flooding\*** – If sewage enters your home or premises, and it is our fault we will give you a payment equivalent to your annual sewerage bill. This is a minimum of £150 and maximum of £1,000 per incident. We will make these payments within 20 working days.

**External flooding\*** – If sewage enters your land or property causing you to be materially affected by the flooding, and it is our fault, we will give you a payment equivalent to 50% of your annual sewerage bill. This is a minimum of £75 and maximum of £500 per incident. We will make these payments within 20 working days.

**Pollution** – If you become aware of sewage entering a stream or river tell us by calling [0800 085 3968](tel:08000853968). We will respond to the incident and inform the Environment Agency. If you would like to be contacted about the outcome of the incident, let us know.

**Planned interruptions to your water supply\*\*** – If we have to carry out planned work which involves interrupting your water supply for more than four hours we will let you know by giving you notice at least 48 hours in advance. If we don't do this we will give you £20 if you are a domestic customer and £50 if you are a business customer. If we don't restore the water supply by the time stated on the written notice we will give you £20 if you are a domestic customer, and £50 if you are a business customer. For every further 24 hours the water supply remains interrupted we will give you £10 if you are a domestic customer and £25 if you are a business customer. We will make these payments within 20 working days.

**Unplanned interruptions to your water supply\*\*** – Unfortunately we cannot notify you beforehand in the case of an unplanned interruption, like a burst, but we will compensate you if we don't restore your supply within 12 hours of us knowing about the problem. Repairs to a strategic main – a major water main supplying the area - may take longer, so in these cases we aim to restore your water supply within 48 hours. We will give you £20 if you are a domestic customer and £50 if you are a business customer if we fail to meet these guarantees. You will also receive an additional £10 for domestic customers and £25 for business customers for each additional 24 hours that you remain without water. We will make these payments within 20 working days.

**Water pressure** – Very occasionally you may have a fall in your water pressure. Where we are aware that your water pressure has dropped below seven metres static head, twice within four weeks, each time for one hour or longer (unless this is because of essential work or drought), we will give you £25. Only one payment will be made in the same financial year. We will make these payments within 20 working days. If we were not aware that you were affected by low pressure then you will need to make a claim by telephone or in writing within three months of the second occasion.

**Drought order** (*does not include hosepipe restrictions*) – If your supply is interrupted due to drought we will give you £10 per day or part day (up to the limit of last year's average household bill) if you are a domestic customer, or £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) if you are a business customer.

**Fitting meters** – If we do not fit your meter within three months of receiving your signed application we will give you £20 per month or part thereof. We will make these payments within 10 working days of the meter installation.

*\* If we were not aware that you were affected at the time of the flooding you will need to make a claim by telephone or in writing within three months of the incident. For external flooding the claim must be made in writing. The definition of 'internal and external flooding' can be found in our 'Floodcare' booklet which is available online at [www.dwrcymru.com](http://www.dwrcymru.com) or by calling 0800 052 0138.*

*\*\* If we were not aware that your supply had been interrupted you will need to make a claim by telephone or in writing within three months of the event.*



**Penalty payments** – If we fail to make any of these payments within the stated time then we will automatically pay you a penalty payment. For domestic customers this is £20, and for business customers this is £50.

The payments below must be CLAIMED WITHIN THREE MONTHS OF THE INCIDENT, they will not be paid automatically. To do this simply 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 instead.

**Water quality** – If you telephone us with a problem about an abnormal taste or smell of water, or if you think someone is ill as a result of drinking the water, we will contact you within four hours, unless we are already dealing with the problem in your area. If we don't you can claim £20.

**Water quality report** – 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 you can claim £20.

**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, withdraw the fees and costs and you can claim £100.

#### **How can you contact us?**

**Online** – The easiest way is to go online at: [www.dwrcymru.com](http://www.dwrcymru.com) where we will answer most of your questions and you can download our publications.

**Telephone** – You can call us on:

[0800 052 0145](tel:08000520145) for billing/account enquires

[0800 052 0130](tel:08000520130) for water enquiries

[0800 085 3968](tel:08000853968) for waste water enquiries

**Unhappy with our service?** – Please let us know by either going online, or contacting us on one of the numbers above. Our publication 'How we handle your complaints and compliments' gives further details on how to make a complaint. If you remain dissatisfied, it also provides details of the Consumer Council for Water who represents customers and investigates complaints.

This publication is available online at [www.dwrcymru.com](http://www.dwrcymru.com) or by calling [0800 052 0138](tel:08000520138).