

## Summary of Household Charges 2017-18

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	126.43
RV based charge - per poundage of RV	0.8010
Uniform Service Charge	230.56
<b>Unmeasured Sewerage services</b>	<b>(£)</b>
Standing Charge	175.27
Standing Charge - Surface Water rebated	124.72
RV based charge - per poundage of RV	1.1459
Uniform Service Charge	324.23
Uniform Service Charge - Surface Water rebated	273.69
Surface Water only - includes highway drainage (for properties with a rateable value of £25 or less, no charge will be made)	121.03

## 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 charge 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	1.2954	1.6988
Sewerage volumetric rate - Surface water rebated per cubic metre		1.3398

  

Service Charge	Water (£)	Sewerage (£)
Up to 20mm	37.26	81.04
25mm	103.70	257.33
30mm	176.34	369.43
40mm	323.97	548.81

## 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 effected from the 1 April 2014 or the date of occupation if later.

### Assessed Measured Charges

A household customer 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, 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	
	Annual charge	Consumption m <sup>3</sup> /year	Annual charge	Consumption m <sup>3</sup> /year
No of occupants				
1	120.16	64	104.62	52
2	161.61	96	138.30	78
3 and above	209.54	133	175.86	107

Sewerage	Band A - Average use		Band B - Low use	
	Based on loading units/appliances in property		Based on loading units/appliances in property	
	Annual charge Full (£)	Annual charge SW rebated (£)	Annual charge Full (£)	Annual charge SW rebated (£)
No of occupants				
1	184.33	162.50	164.96	147.22
2	235.97	203.23	206.92	180.32
3 and above	295.69	250.32	253.72	217.23

## Assistance tariffs

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. To qualify for this tariff the water supply to the household must be for domestic use only and the total current household income must be less than the published threshold per annum. Further information on customer eligibility for [HelpU](#) can be found at [dwrcymru.com](http://dwrcymru.com)

HelpU	Water (£)	Sewerage (£)
Annual charge	81.00	109.00

### 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 aimed at metered customers only. The tariff is set around the vulnerable groups regulations made by DEFRA for English water companies in the absence of regulation from the Welsh Assembly.

Further information on [WaterSure Wales](#) can be found at [dwrcymru.com](http://dwrcymru.com)

WaterSure Wales (Measured customers only)	Water (£)	Sewerage (£)
Annual charge	126.00	182.00

WaterSure Wales AMC	Water (£)	Sewerage (£)
Annual charge	126.00	182.00

### Welsh Water Assist

All Customers previously on the Welsh Water Assist Tariff who remain eligible for that tariff will automatically be placed onto WaterSure Wales from 1st April 2017. Unmetered customers will be placed onto WaterSure Wales AMC.

Eligible customers who were paying only the sewerage service Welsh Water Assist transition charge will be charged at the Welsh Water Assist – transition for sewerage only annual charge. This tariff is not available for customers previously paying the combined water and sewerage Welsh Water Assist transition charge.

Welsh Water Assist - Transition	Sewerage (£)
Annual charge	160.00

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