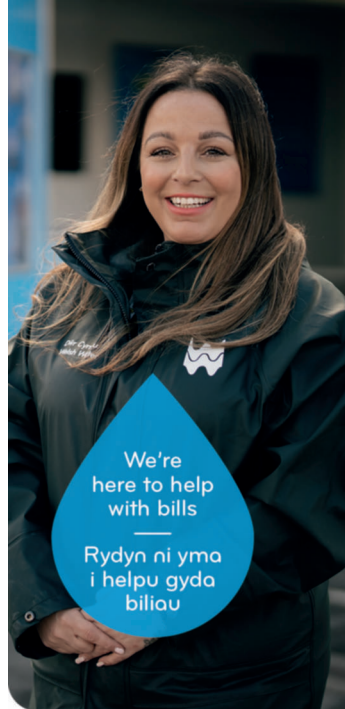


Miss Sian Steward



Talk to us online
dwrcymru.com

Cyfeirnod Cwsmer /
Customer Reference

Cyfeiriad y cyflenwad /
Supply address

**6 Ferrara Quay, Maritime
Quarter**

Anfonwyd y bil /
Bill sent

21 Jan 25

Hello

This bill covers your water services from 03 Aug 24
to 20 Jan 25

It's all in hand

You're signed up to Direct
Debit

You owe £77.92. Take a look at page 2 for details

As you've signed up to pay by Direct Debit, you don't need to do anything.

Your payments have been recalculated to take into account your balance and consumption.

We'll take your next monthly payment of

£41.00

from your bank account on 03 Feb 25.

Your future payments have been set at

£61.00

and will be taken on or just after your chosen payment date.
Please check your bill carefully.

Your account in summary

What happened last time

Your balance from your last bill	£17.48
Your payments (since your last bill)	£205.00
Subtotal (Credit)	£187.52

Your charges

Charges you owe this bill period	£265.44
03 Aug 24 - 20 Jan 25	

Total this bill
£77.92



Are you struggling to pay?

If you're having trouble affording to pay your bill, please don't ignore it. We have several ways we may be able to help you and make your bills more affordable.
Please visit dwrcymru.com/costofliving for more information



Find out how your bill is calculated at dwrcymru.com/charges

Your previous payments

02 Sep 24	£41.00	02 Dec 24	£41.00
01 Oct 24	£41.00	02 Jan 25	£41.00
01 Nov 24	£41.00		

What you'll be paying and when



We know there's nothing worse than an unexpected bill landing on your doormat, so we've spread your balance across monthly payments to make budgeting easier. And, as you pay by Direct Debit, we collect your payments automatically

03 Feb 25	£41.00	01 Sep 25	£61.00
03 Mar 25	£61.00	01 Oct 25	£61.00
01 Apr 25	£61.00	03 Nov 25	£61.00
01 May 25	£61.00	01 Dec 25	£61.00
02 Jun 25	£61.00	02 Jan 26	£61.00
01 Jul 25	£61.00	02 Feb 26	£61.00
01 Aug 25	£61.00	02 Mar 26	£61.00



Don't damage your credit rating

Just so you know, we share your payment history with credit reference agencies (CRAs). Your payment history is an important factor in how CRAs calculate your credit score, so making your payments on time can have a positive impact. If you're unable to make payments on time, please get in touch so we can discuss how we may be able to support you in protecting your credit score and help prevent negative impacts.

How we have worked out your bill



Your meter readings

Readings for meter serial number:
8369195 Size 015

0 0 4 5 9

you gave this reading on 02 Aug 24

0 0 5 1 9

you gave this reading on 20 Jan 25

The difference between these readings is:

6 0

cubic metres (m³)

Meter Location
6 FERRARA QUAY MARITIME
QUARTER



What you have used

Your water charges

This is the cost for the water you drink and use.

03 Aug 24 - 20 Jan 25 60m³ @ £1.3419 per m³ £80.51

Your sewerage charges

This is the cost for taking away and cleaning the water you've used.

03 Aug 24 - 20 Jan 25 57m³ @ £2.0027 per m³ £114.15

Sewerage volume is less than the water volume. This is standard for all premises as not all the water you use re-enters the public sewer.

Total usage charges £194.66



Service charges

This is a fixed daily contribution towards the costs of running reservoirs, treatment works, pipelines and meters.

Your water service charges

03 Aug 24 - 20 Jan 25 171 days £17.54

Your sewerage service charges

03 Aug 24 - 20 Jan 25 171 days £53.24

Total service charges £70.78



Total charges

Total usage charges £194.66

Total service charges £70.78

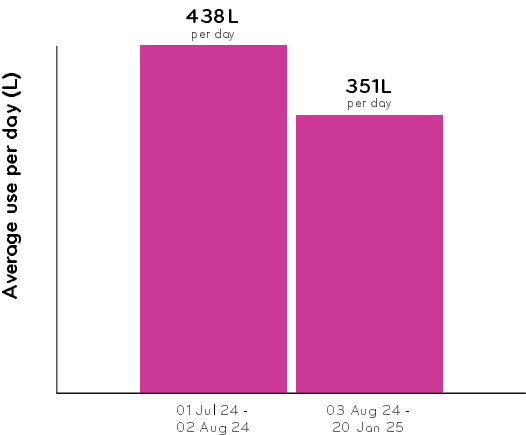
Total charges you owe this bill period £265.44



Your average daily use

The graph below shows your daily water use in litres (L). There are 1,000L in 1 cubic meter, which is equivalent to 12 baths.

You may use more at different times of the year. E.g. in summer when you may water your garden.



Easiest ways to pay your bill



Direct Debit

Pay the whole amount or by instalments. Set up your Direct Debit online at dwrcymru.com/directdebit.



Online

Pay online at dwrcymru.com/pay using a credit/debit card, ApplePay or GooglePay.



Automated payment line

0800 028 5209 (24 hour)

Please have your credit/debit card and customer reference number to hand.



Internet banking

Sort Code: 52-21-07 / Account Number: 015000007
From abroad: IBAN number: GB51 NWBK 5221 0701 5000 07
BIC number: NWBK GB 2L. Please include your customer reference when making your payment.



Bank or Post Office

Pay at your bank, Post Office or any branch of NatWest. Please take your bill when making payment and complete the Giro payment slip.



PayPoint

Pay in shops, petrol stations etc; wherever the PayPoint sign is displayed.



Welsh Water payment card

Visit dwrcymru.com/paymentcard to set up your payment plan or call us on **0800 052 0140**.



Support with bills

Ways we may be able to help you and make your bills more affordable:

- Support if you're in receipt of certain benefits
- Support for working households in financial difficulty
- Pay directly from your benefits
- Help to clear your debt and get on top of your payments

To find out more visit dwrcymru.com/supportwithbills or call us on

0800 052 0145.

Your data

Just to let you know, we will share your information with Credit Reference Agencies (CRAs) on all accounts regardless of their payment status (ie. accounts in arrears and accounts which are up to date). This helps to prevent fraud and if your bills are paid in full and on time, positive payment records with the CRAs will benefit your credit rating. We know how important it is to you that we look after your personal information. For more information on how we protect your information you can go online at dwrcymru.com/privacy to view our 'Privacy Notice - How we use your Personal Information'. This link also includes the Credit Reference Agency Information Notice (CRAIN), which you may also find useful.



Debyd Uniongyrchol

Talwch y swm cyfan, neu drwy randalladau. Trefnwch eich Debyd Uniongyrchol ar-lein yn dwrcymru.com/debyduniongyrchol



Ar-lein

Talu ar-lein ar dwrcymru.com/talu gan ddefnyddio cerdyn credyd/debyd, ApplePay neu GooglePay.



Linell dalu awtomataidd

0800 028 5209 (24 awr)

Gwnewch yn siŵr fod eich cerdyn credyd/debyd a'ch rhif cyfeirnod cwsmer wrth law.



Bancio ar-lein

Cod Didoli: 52-21-07 / Rhif y Cyfrif: 015000007
O dramor: Rhif IBAN: GB51 NWBK 5221 0701 5000 07
Rhif BIC: NWBK GB 2L. Cofiwch gynnwys eich rhif cyfeirnod cwsmer wrth wneud eich taliad.



Banc neu Swyddfa Bost

Talwch yn eich banc, Swyddfa Bost neu unrhyw gangen o NatWest. Ewch a'ch bil pan fyddwch yn gwneud taliad a chwblhewch y slip talu Giro.



PayPoint

Talwch eich bil mewn siopau, garsafoedd petrol ac atille bynnag y gwelwch arwydd 'PayPoint'.



Cerdyn talu Dŵr Cymru

Ewch i dwrcymru.com/cerdyntalu i drefnu eich cynllun talu neu ffoniwch ni ar **0800 052 6058**.



Cymorth gyda biliau

Ffyrdd y gallwn eich helpu a gwneud eich biliau'n fwy fforddiadwy:

- Cymorth os ydych yn cael budd-daliadau penodol
- Cymorth ar gyfer celiwyddad sy'n gweithio sy'n cael trafferthion ariannol
- Talu'n uniongyrchol o'ch budd-daliadau
- Help i glirio eich dyled a chael trefn ar eich taliadau

I ddysgu mwy, ewch i dwrcymru.com/cymorthgydabiliâu neu ffoniwch ni ar **0800 052 6058**.

Eich data

Er gwybodaeth, byddwn yn rhannu eich gwybodaeth ag Asiantaethau Gwirio Credyd am bob cyfrif, ni waeth beth fo'u statws taliad (h.y. cyfrifon mewn ôl-ddyledion a chyfrifon sy'n gyfredol). Mae hyn yn helpu i atal twyll ac, os byddwch yn talu eich biliau'n llawn ac mewn pryd, bydd cofnodion talu cadarnhool gyda'r Asiantaethau Gwirio Credyd o fudd i'ch statws credyd. Rydym yn ymwybodol bod gafalu am eich gwybodaeth personol yn bwysig iawn i chi. I gael rhagor o wybodaeth am sut rydym yn diogelu eich gwybodaeth, gallwch fynd ar-lein yn dwrcymru.com/cyfreithiol i weld ein 'Hysbysiad Preifatrwydd' - Sut rydym yn defnyddio eich Gwybodaeth Personol.' Yn ogystal, mae'r ddolen hon yn cynnwys Hysbysiad Gwybodaeth Asiantaethau Gwirio Credyd, a allai hefyd fod yn ddefnyddiol i chi.

Good to know

Handy contact details

Visit us or chat online: dwrcymru.com/contactus
Monday-Friday: 8:00am-6:00pm, Saturday: 9:00am-10:00pm

Our 24 hour emergency number: 0800 052 0130

Our customer helpline: 0800 052 0140

Monday-Friday: 8:00am-6:00pm, Saturday: 9:00am-10:00pm

Our post address: Customer Services, PO Box 690, Cardiff, CF3 5WL

Priority Services Register

Register yourself, friends and/or family for alternative ways of getting information (braille, audio, large print), reassurance against bogus callers, or bottled water delivered to the door if your supply is interrupted by calling **0800 052 0140** or registering on

dwrcymru.com/priorityservices

If you use a text phone you can access our Text Relay Service (via the Next Generation Text Service) on **18001 0800 052 0145**. This is a free service that allows you to speak or type and it's converted into text.

Codes of practice

Our Codes of practice explain how we work and what you can expect from us. View them all at dwrcymru.com/cop

- The collection of unpaid charges from household customers
- Leakage code of practice
- How we handle your complaints and compliments

Moving house

If you have recently moved, or are about to move house, let us know at dwrcymru.com/housemove

Da i wybod

Manylion cyswilt defnyddiol

Ewch i'n gwefan neu sgyrsiwch â ni ar-lein: dwrcymru.com/cysylltu
Lun-Gwener: 8:00am-6:00pm, Sadwrn 9:00am-10:00pm

Ein rhif ffôn argyfwng 24 awr: 0800 052 0130

Ein llinell gymorth i gwsmeriaid: 0800 052 6058

Lun-Gwener: 8:00am-6:00pm, Sadwrn 9:00am-10:00pm

Ein cyfeiriad post: Gwasanaethau Cwsmeriaid, Blwch SP 690, Coerdydd, CF3 5WL

Cofrestr Gwasanaethau â Blaenoriaeth

Cofrestrwch eich hun, eich ffrindiau a/neu eich teulu ar gyfer ffyrdd amgen o gael gwybodaeth (braill, sain, print bras), sicrwydd rhag galwyr ffug, neu ddŵr potel wedi'i gludo i'ch drws os bydd unrhyw doriad yn eich cyflenwad dŵr drwy ffonio **0800 052 6058**, neu gallwch gofrestru yn dwrcymru.com/gwasanaethaublaenoriaeth.

Os ydych chi'n defnyddio ffôn testun gallwch fanteisio ar ein Gwasanaeth Cyfnewid Testun (trwy wasanaeth Next Generation Text) ar **18001 0800 052 0145**. Mae hwn yn wasanaeth am ddim sy'n caniatáu i chi siarad neu deipio ac yna caiff ei droi'n destun.

Codau ymarfer

Mae ein codau ymarfer yn egluro sut rydym yn gweithio a'r hyn y gallwch ei ddisgwyl gennym. Gallwch weld pob un ohonynt yn dwrcymru.com/codauymarfer

- Cosglu taliadau heb eu gwneud gan gwsmeriaid preswyl
- Cod ymarfer gollyngiadau
- Sut rydym yn delio â'ch cwynion a'ch canmoliaeth

Symud tŷ

Os ydych wedi symud yn ddiweddar, neu ar fin symud tŷ, rhwch wybod i ni yn dwrcymru.com/symudth

What if something goes wrong?

If we have made a mistake or have done something wrong, please contact us so we can put things right for you as quickly as possible.

Step 1 – Just call a member of our team on **0800 052 0140**, or use one of our other contact methods listed under 'Handy Contact Details' and we'll aim to get you a resolution within 5 working days, although sometimes it can take longer.

Step 2 – If you are not happy with the resolution or need further help then contact us using the details in step 1.

Step 3 – If you are not happy with the final resolution, your issue is over 8 weeks old or you just want some free, trusted, independent advice you can call the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales by calling 0300 034 3333 or use its online form at cwater.org.uk/contact-us

The Water Services Regulation Authority (Ofwat)

Ofwat is the economic regulator for the water sector in England and Wales. It has powers to consider certain types of complaint when a customer has not been able to resolve the matter with their water company or CCW. You can contact them by calling 0121 644 7500 or by email, mailbox@ofwat.gov.uk

Ofwat will need copies of any correspondence you have had with Welsh Water and CCW, so please contact us first if you have a query or complaint about any of our services.

Correction

Please note that the figure for the Household Sewerage Service Charge on page 6 of the 'We are Welsh Water' insert (provided with this or your previous bill), should be £113.64 not the £78.14 displayed.

Beth os aiff rhywbeth o'i le?

Os ydym wedi gwneud camgymeriad neu wedi gwneud rhywbeth o'i le, cysylltwch â ni er mwyn i ni unioni pethau i chi cyn gynted â phosibl.

Cam 1 – Ffoniwch aelod o'n tîm ar **0800 052 6058**, neu defnyddiwch o'n dulliau cysylltu eraill a restrir o dan 'Manylion Cyswilt Defnyddiol' ac fe geisïwn gael datrysiaid i chi o fewn 5 diwrnod gwaith, er y gall gymryd mwy o amser weithiau.

Cam 2 – Os nad ydych yn hapus gyda'r datrysiaid neu os bydd angen cymorth pellach amoch yna cysylltwch â ni gan ddefnyddio'r manylion yng ngham 1.

Cam 3 – Os nad ydych yn hapus gyda'r datrysiaid terfynol, neu fod eich problem wedi para mwy nag 8 wythnos neu rydych eisiou cyngor anibynnol, am ddim, y gallwch ymddiried ynddo, yna gallwch ffonio'r Cyngor Defnyddwyr Dŵr (CCW) y llais anibynnol ar gyfer defnyddwyr dŵr yng Nghymru a Lloegr drwy ffonio 0300 034 3333 neu ddefnyddio'r ffurflen ar-lein ar cwater.org.uk/cymraeg

The Water Services Regulation Authority (Ofwat)

Ofwat yw rheoleiddwr economaidd y sector dŵr yng Nghymru a Lloegr. Mae ganddo bwerau i ystyried mathau penodol o gwynion pan nad yw cwsmer wedi gallu datrys y mater gyda'u cwmni dŵr na'r Cyngor Defnyddwyr Dŵr. Gallwch gysylltu â nhw drwy ffonio 0121 644 7500 neu drwy e-bost mailbox@ofwat.gov.uk.

Bydd Ofwat angen copïau o unrhyw ohebiaeth yr ydych wedi'i chael gyda Dŵr Cymru a Cyngor Defnyddwyr Dŵr, felly cysylltwch â ni yn gyntaf os oes gennych ymholiad neu gŵyn am unrhyw un o'n gwasanaethau.

Cywiriad

Noder y dylai'r ffigur ar gyfer Tâl Gwasanaeth Carthfosiolaeth Preswyl ar dudalen 6 o fewnosodiad 'Ni yw Dŵr Cymru' (a ddarparwyd gyda'r bil hwn neu'ch bil blaenorol), fod yn £113.64 yn hytrach na'r £78.14 a nodwyd.