

Are you on the right tariff?



We may be able to help reduce your bills with one of the following options:

Water Direct

Our Water Direct scheme takes away the hassle of paying your bills. It allows those customers who receive certain benefits and are currently in arrears to pay directly through their benefits. It's the lowest available payment plan that we can offer. If you sign up we will reduce your bill by £25.00!

Switching to a meter

If your fixed annual charge is high, or you are a low user of water or live on your own, you could save money by having a meter installed. Installation is free and many of our customers have already made the switch and found it works in their favour. If you apply for a meter you have the option to switch back to your fixed annual charge at any time up to 2 years from the date the meter was installed.

WaterSure Wales

Our WaterSure Wales scheme is available to our customers who already have a water meter or opts in to have a water meter fitted. WaterSure Wales helps low income households who receive a qualifying benefit or tax credit where you either have a large family, or a member of your household has a certain medical condition that requires the use of extra water. Your annual charge will be capped for the year.

Customer Assistance Fund

If you have arrears with us that you're unable to pay, the Customer Assistance Fund could help. If you pay your current charges for 6 months we will pay off half of your arrears! If you then pay for a further 6 months we will pay off the remaining balance of your arrears!

HelpU

If you're a low income household and in receipt of a means-tested benefit, you may be eligible to receive support from our HelpU tariff to reduce your future charges.

Please don't ignore any problems paying your bills. Let us know straight away. We may be able to arrange an alternative payment plan which is more affordable, making things easier for you.



Call

0800 052 0145

(Mon – Fri: 8am – 8pm, Sat: 8:30am – 13:30pm)

Online

dwrcymru.com/money

Help & advice on paying your bills:



Step Change

0800 138 1111

www.stepchange.org



Warm Homes Nest Scheme

0808 808 2244

www.nestwales.org.uk



Citizens Advice

03444 77 20 20

www.citizensadvice.org.uk/wales