



The Water Industry (Undertakers Wholly or Mainly in Wales) (Information about Non-owner Occupiers) Regulations 2014

- Register at www.landlordtap.com and then log in and provide tenants information 24/7
- Visit our website at www.dwrcymru.com
- Email us water.enquiries@dwrcymru.com
- Call us on 0303 313 0023
- Write to us at PO Box 690, Cardiff, CF3 5WL

Tell us who to send the bill to, as we really don't want to have to send it to you!

Our HelpU Tariff

- The tariff is available for measured and unmeasured **domestic** customers.
- Total household income must be **£15,000 or less**



What else is there?

- Customers that receive certain benefits from the DWP can arrange to have their water charges paid direct to us. Those that take the opportunity will receive a £25 discount each year.
- Customers in debt can apply for our Customer Assistance Fund. If they meet the criteria, by paying their ongoing charges for a year they can see their arrears disappear.

Our WaterSure Wales Tariff

WaterSure Wales is **only** available to **metered domestic** customers.

The customer must be in receipt of one of the following benefits/credits:

- Universal Credit
- Housing Benefit
- Income Support
- Income related Employment and Support Allowance
- Income based JSA
- Working Tax Credit
- Child Tax Credit
- Pension Credit



AND

be in receipt of Child Benefit for 3 or more children, under the age of 19 who all live at the premises and are in full time education

OR

be able to evidence to us that someone living at the property is diagnosed as suffering from a medical condition which causes them to use a significant additional amount of water.

Whatever the circumstances, it's talking to us that gives us the chance to help!