

Summary of Charges 2020-21

A householder's guide to how we calculate your bill

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About this document

This guide gives you a summary of how we calculate the charges for the water services we provide. Keep it handy for reference and if you need any more information you can call our customer care team on 0330 678 0679.

Our service to you

Have you ever thought about how easy it is to turn on the tap or flush the toilet? Water falls from the sky and is stored in lakes, rivers and in the ground. Every day we collect that water, clean it and pump it through over 2,600km of pipes to our customers' homes. We also take away waste water and treat it carefully before returning it to the environment.

How we charge you

There are three ways we charge for the water services we provide:

- Unmetered (also referred to as *unmeasured*)
- Metered (also referred to as *measured*)
- Assessed volume.

Whichever of these applies to you, the charges cover four elements:

Fresh Water (Water supply)

This covers the costs of supplying water to your property.

Waste Water (Used water)

This covers the cost of removing, treating and/or disposing of the used water from your property.

Surface water drainage

This covers the cost of draining rainwater from your property. If no rainwater from your property drains to the public sewer then you will not have to pay this charge.

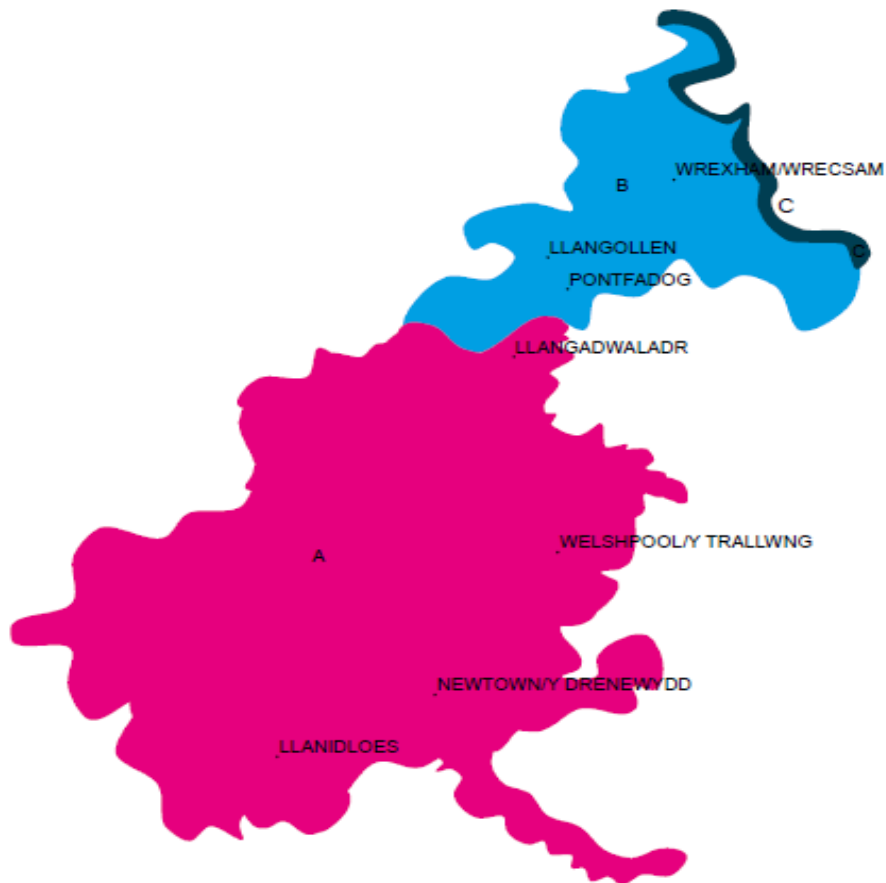
Highway drainage

This covers the cost of draining rainwater from streets, roads and public common areas to our sewers. The charge is paid if your premises is connected to the public sewer.

Our charging zones

There are four geographical zones in our region. This map provides a guide to the area covered by each zone. Please note that **Zone D** is not shown on the map below as it is a very small area in Monmouthshire.

We do not usually provide sewerage services for customers in **Zones B and C** as Dwr Cymru (Welsh Water) and United Utilities provide sewerage services in these areas.



If you are not on a water meter

When the water we supply isn't metered, your charges have to be worked out based on the 1989/90 rateable value of your property. We use different charging zones to reflect different rateable values of similar properties in various areas. The map overleaf gives you a guide to the zone your property is in.

Our charges for 2020/2021 in each zone can be calculated from Table 1 below.

Table 1. Unmetered water supply and sewerage

Charging Zone	Annual standing charge £	Rate per pound of rateable value (p/£RV)				£ per year
		Water supply	Used and surface water	Used water only	Surface water only	Highway Drainage
A	5.00	110.83*	121.46	87.98	34.89	5.00
B	104.45	78.92	N/A	N/A	N/A	N/A
C	64.19	74.69	N/A	N/A	N/A	N/A
D	5.00	101.91*	106.32	77.42	29.65	5.00

* Subject to a minimum charge of £106.84, except for lock-up garages or car spaces with rateable values between £1 and £30.

The charges for each of these services is calculated by multiplying the rateable value of your property by the rates for the services that you receive and then adding any applicable standing charges.

The sewerage charge depends on whether the property is connected to the sewer for used water, property surface water, or both.

- The full charge applies where both used and property surface water drains to the public sewer.
- The used water charge applies where there is no connection to the sewer for property surface water.
- Likewise, the property surface water charge applies where there is no connection for used water.
- The Highway drainage charge applies to all properties that have a connection to the sewer.

If you are on a water meter

You pay for your water based on the meter reading, which is also used in part to work out your sewerage charge.

Meters are fitted free, but there's an annual standing charge to cover metering, reading and billing costs.

- Don't forget, if you use a sprinkler, other automatic garden watering systems (including a perforated hose), or have a swimming pool using mains water, you need to have a meter fitted
- All new properties will have one. Existing customers can also apply for a meter.

When you have a metered supply, these are the charges you will pay:

Water Supply

Table 2. Metered water supply charges

	Zones A and D	Zone B	Zone C
Standing charge (£ per year)	39.33	40.83	40.83
Volumetric charge (£ per m ³)	1.4174	1.1735	1.0887

Sewerage

First, there's a measured sewerage charge to cover removing and disposing of used water from your property based on the meter reading.

Table 3. Metered used water charges for Zones A and D

Volumetric charge	Charge £ per m ³
Volume discharged directly or indirectly to a public sewer	0.9803
Volume discharged directly to our treatment works	0.8387

Table 4. Metered standing charge for used water - Zones A and D

Used Water £ per year
19.96

Second, there's a charge for where property surface water drains into our sewers. This is based on the 1989/90 rateable value of your property.

Table 5. Metered household surface water and highway drainage charges - Zones A and D

(a) Rateable Value charges

Charging Zone	Rate per pound of rateable value (£/£RV)
A	0.3489
D	0.2965

For new properties with no 1989/90 rateable value and household customers who choose to have a meter, there's a fixed charge based on the type of property.

(b) Property type surface water drainage charges

Type of premises	Charge £ per year
Detached house (including link-detached):	77.06
Semi-detached house	55.55
Other household premises	33.80

If you're currently paying for property surface water based on rateable value, you can choose to switch to this fixed charge.

Naturally, if your property's not connected to the public sewer for property surface water, then neither of these charges apply.

Thirdly, if used water and/or surface water drains from your property to the sewer you will pay the following charge for Highway drainage.

(c) Highway drainage charge for metered households

Charge for Highway Drainage - £ per annum
£5.00

Assessed volume charges

Household properties that have been substantially altered, making the rateable value invalid, will be charged on an assessed volume charge banded according to the type of property. This charge also applies where customers wish to be metered but owing to the practicality or unreasonably high cost, Hafren Dyfrdwy will not fit a meter.

Table 6. Property type and assessed volume charges

(a) Zones A and D

	Water Supply £ per year	Used Water £ per year	Highway Drainage £ per year
Detached house (including link-detached):	218.10	154.72*	5.00
Semi-detached house	193.30	139.20*	5.00
Other household premises	173.94	132.41*	5.00
Single Occupancy	96.79	75.98*	5.00
*Plus the appropriate charge for surface water drainage - see table 5b			

(b) Zones B and C

	Zone B Water Supply £ per year	Zone C Water Supply £ per year
Assessed Charge - Single Occupancy	87.57	82.87
Assessed Charge - Multi Occupancy	136.31	128.25