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Changes in our charges¹

2025-26 Household Scheme of Charges

We expect that our average household water bill (as paid by the majority of our customers) will increase by 14.2%, which is around £2.75 per month. Around 1 in 5 of our household customers receive a wastewater service from Hafren Dyfrdwy and on average these customers will see a combined bill increase on 32.1% or £12 per month. We recognise that this increase will have an impact on most households - you can read more about [why bills are changing](#) and what we have done to [manage price rises](#) further on in this document.

Table 1 – Average water, wastewater and combined bill for 2025-26 with change since last year

Average bill	2024-25	2025-26	% Change	£ /month
Water	£235	£269	14.2%	+£2.75
Wastewater	£212	£322	51.9%	+£9.25
Combined	£447	£590	32.1%	+£12.00

Illustrative bills – household customers

Bills for [typical](#) customers who stay on the same tariff from one year to the next (that is, customers who don't switch to a meter or apply for assistance) will see bill changes that are different from the "average" household. Illustrative bill changes for a range of customers are set out below.

Table 2 - Bills for typical household customers in Powys and Monmouthshire

	2024-25			2025-26				£ per month
	Water	Waste	Total	Water	Waste	Total	Increase	
Unmeasured								
Low	£214	£200	£414	£269	£332	£601	45.3%	+£15.50
Average	£261	£248	£509	£328	£412	£739	45.4%	+£19.25
High	£316	£303	£619	£396	£505	£900	45.5%	+£23.50
Metered								
Low	£158	£149	£307	£172	£221	£393	27.8%	+£7.25
Average	£247	£244	£491	£275	£362	£637	29.8%	+£12.25
High	£360	£358	£718	£408	£534	£942	31.1%	+£18.50
Assessed chrg								
Single person	£134	£131	£265	£147	£210	£356	34.3%	+£7.50
Flat/Terrace	£235	£204	£440	£265	£336	£600	36.5%	+£13.50
Semi-detach'd	£267	£258	£525	£300	£408	£708	35.0%	+£15.25
Detached	£319	£327	£646	£359	£506	£865	34.0%	+£18.25
Social Tariffs								
WaterSure+	£229	£204	£433	£269	£322	£590	36.4%	+£13.00
Here2Help 30*	£160	£143	£303	£188	£225	£413	36.4%	+£9.25
Here2Help 70*	£64	£57	£121	£75	£90	£165	36.4%	+£3.75

*Here2Help customers can receive discounts of between 10% and 90% - two bandings have been presented for illustration.

¹ Statement of Significant Changes

Most of our water customers are in the Wrexham area. We don't provide sewerage services there, so the wastewater charges for these customers will usually be set by Dŵr Cymru Welsh Water (DCWW). We've estimated overall bills in Wrexham including DCWW wastewater bills.

Table 3 – Bills for typical household customers in the Wrexham area

	2024-25			2025-26				£ per month
	Water	Waste	Total	Water	Waste	Total	Increase	
Unmeasured								
Low	£272	£389	£660	£305	£443	£748	13.3%	+£7.25
Average	£324	£445	£770	£366	£508	£874	13.5%	+£8.75
High	£359	£483	£841	£405	£551	£956	13.6%	+£9.50
Metered								
Low	£151	£234	£385	£178	£262	£440	14.4%	+£4.75
Average	£192	£284	£476	£232	£320	£552	16.0%	+£6.25
High	£315	£434	£750	£393	£494	£887	18.4%	+£11.50
Assessed chrg								
Single person	£128	£237	£365	£159	£266	£425	16.4%	+£5.00
Multi-Occupier	£239	£350	£588	£325	£396	£721	22.5%	+£11.00
Social Tariffs								
WaterSure+	£229	£237	£466	£269	£266	£535	14.8%	+£5.75
Here2Help 30*	£160	£166	£326	£188	£187	£375	14.8%	+£4.00
Here2Help 60*	£64	£66	£131	£75	£75	£150	14.8%	+£1.50

1. Multi-occupier charge combined with DCWW rate for 3 or more persons. DCWW also has a charge for 2 occupants.
2. Here2Help customers can receive discounts of between 10% and 90% - two bandings have been presented for illustration. Rate combined with DCWW HelpU charge.

We've worked with Dŵr Cymru to understand their likely sewerage bills for 2025-26 but the figures above are estimates because we didn't have their final charges at the time of publication. We've used the figures they provided and adjusted for any differences we know about such as the actual level of inflation as published in December.

Why bills are changing

Each year the revenue controls set by our regulator, [Ofwat](#), allow us to recover a fixed amount of revenue from our customers. For most of our charges this is modified by inflation, adjustments for performance and any over or under-recovery in previous years.

The level of charges is also influenced by volume. When we set our charges, we divide our allowed revenue over the properties we serve and the volume we expect them to use. When the volume increases, this lowers our average charges and if it falls then we need to increase charges to raise the same level of revenue. If non-household customers in our area use less water, this can also lead to higher charges.

For the **majority of our customers**, the factors affecting average household **water bills** are:

- **Inflation** added **+3.1%** to customer bills.
- Ofwat **revenue controls** allowed for an effective real increase of **+18.2%**.
- **Volume** and non-household changes reduced household water bills by **-7.1%**.

Around one fifth of our household customers receive wastewater services from Hafren Dyfrdwy. The factors affecting a **combined water and wastewater** for an average household customer are:

- **Inflation** added **+3.1%** to the combined bill.
- Ofwat **revenue controls** allowed for an effective real increase of **+24.2%**.

- **Volume** and non-household changes increased the combined household bill by **+1.3%**.

The largest impact arises from Ofwat revenue controls, which are driven by the need for increased investment in our service over the next five years (2025-2030). Much of this relates to the wastewater service, which is why wastewater bills are rising more significantly. You can read more about what this is delivering for customers and the environment [here](#).

It is also important to note that this is the increase in the **average** household bill. During the course of the year, we expect some customers will reduce their bills by switching to metered charges, [WaterSure](#) or [Here2Help](#) and these reductions affect the average. Customers that remain on the same type of charge will see a different level of increase, as set out in the tables above.

Customer views

As part of our “customer tracker”, we survey a group of customers to understand the level of increase that might have a significant impact on their household finances. Around 60% of customers thought that an increase of £5 per month would have some impact on their household finances and that this would have a big effect on around 20% of households. We know that bill increases this year are above that level and this is necessary in order to deliver on customer priorities for improvement to service and the environment. When we explained what our plan would deliver, customers generally thought that our [plan was acceptable](#).

We know that inflation affects our customers – it also affects our costs, and this is why our charges are linked to the rate of CPIH. Our underlying revenue controls also allowed for some increases to fund the continuing investment that we need to provide the service customers expect.

As we don’t provide sewerage services in the Wrexham area, we’ve estimated the overall bill impact with indicative figures for Dŵr Cymru Welsh Water bills. Our assessment of the impact on bills is [here](#).

We showed a draft view of our charges to the Consumer Council for Water ([CCW](#)), who represent the views of water customers. We’ve taken account of their views and have increased the support options for customers who struggle to pay – there are details about the help we can offer in the next section.

Our final charges are different to the early view which we showed to CCW in September. This is mainly due to the difference between Ofwat’s draft and final determinations for future prices; there is also a small difference due to the level of inflation. CCW have been fully involved in Ofwat’s periodic review and were aware that final charges were likely to be different from the early view.

Managing changes in customer bills

In the future, we will need to make significant investment in our services, as we’ve set out in our [plans for the next five years](#). Engaging with [CCW](#), we use the levers available to us to smooth out price rises so that customers do not see sudden increases in charges. This has helped to reduce the change in water charges this year but for wastewater there is a very large increase in the rate of investment that we need to make in order to improve the state of rivers and the environment more generally.

Although the average increase is high, we think Hafren Dyfrdwy will still have one of the lowest combined bills in the country. All companies are expecting bills to rise by more than the rate of inflation over the next five years to pay for improvements in service.

Fixed charges for unmetered customers

Some customer bills are still linked to the [Rateable Value](#) (RV) of their home and these bills will increase by more than metered customers. This is because – in general – unmetered customers use more water. We are gradually reducing the proportion of unmetered bills that is linked to RV and replacing this with a fixed charge. We introduced a fixed charge for unmetered water customers in Powys in 2020-21 and did the same for wastewater in 2021-22. We're making very gradual changes to these charges, taking account of the other pressures on customers next year through higher inflation.

In Wrexham we are holding the fixed charge broadly flat, which will help keep bills down for the smallest customers. However, it does mean that the element of the charge based on [Rateable Value](#) will increase. Customers in this position can often reduce their charges by switching to a meter. If you are not already on a meter, you have the option of switching free of charge. If you don't save money by switching, you have two years to change your mind. You can apply via our [website](#).

Support for customers who struggle to pay their bills

For customers who may struggle to pay their bills, we offer three schemes: WaterSure, WaterSure Plus and the Here2Help Scheme. This year we're planning to increase the number of people we help through these schemes and in the next 5 years we'll be providing support to around a quarter of our customers. WaterSure or WaterSure Plus is for people that need to use a lot of water – if they qualify their bill can be capped at the company average. Here2Help is for people that struggle to pay because of low incomes – customers that qualify can receive a discount of up to 70% on the average bill. There is more information on how you might qualify for [WaterSure](#) or [Here2Help](#) on our website.

Bills for sewerage only customers

We have a small number of sewerage customers on the borders of our area that are billed on our behalf by Dŵr Cymru Welsh Water (DCWW). Water bills for these customers will be different from ours, but we would not expect a significant increase in their bills relative to the customers we bill directly.

Glossary

The differences between typical and average bills

An average bill is simply the total amount billed to households divided by the number of household customers. It generally rises at a lower rate than typical bills because some customers will switch to lower tariffs during the course of a year. For example, some customers will opt to have a meter installed if they think that they will save money by doing so; customers that stay on the same tariff will not get this one-off saving. A typical bill is the amount that they will pay if nothing else changes (for example, if a customer is already metered and carries on using the same amount of water from one year to the next).

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Rateable Value

A property's rateable value was originally assessed by the District Valuer on behalf of the Inland Revenue. The value was based on the size of the property, the number of rooms, the amenities available and the overall location. No new rateable values have been set since March 1990 following the introduction of the Community Charge (since replaced by Council Tax). Water companies are still legally entitled to use rateable value as the basis for charges, but we are not able to use Council Tax banding. New properties built since 1990 do not have a rateable value and are metered. If you have a property with rateable values you can apply for a water meter, which could save you money.

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