

Summary of Charges

2019-20

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.

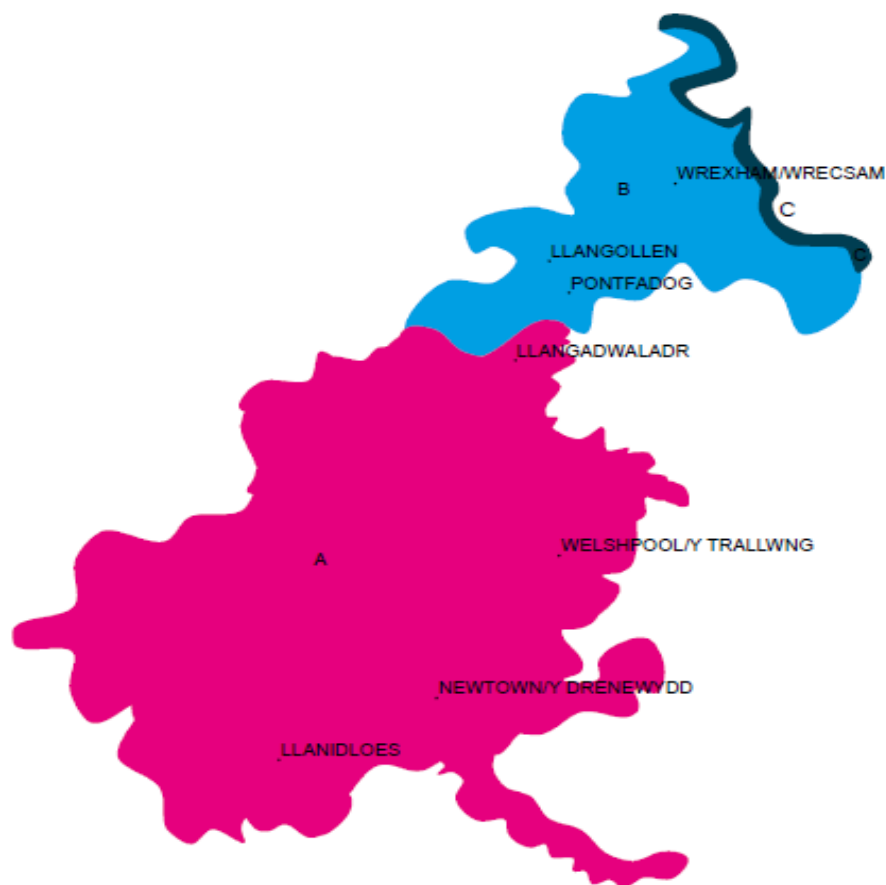
Our service to you

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.

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 2018/2019 in each zone can be calculated from this chart.

Unmetered water supply and sewerage

Charging Zone	Rate per pound of rateable value (p/£RV)				
	Annual standing charge £	Water supply	Used and surface water	Used water only	Surface water only
A	N/A	109.12*	123.25	87.21	37.66
B	105.06	71.92	N/A	N/A	N/A
C	64.80	67.64	N/A	N/A	N/A
D	N/A	99.49*	105.81	74.54	32.13

* Subject to a minimum charge of £101.84, except for lock-up garages or car spaces with rateable values between £1 and £30.

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.

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

Metered water supply charges

Standing Charge Zone	Zones A and D	Zone B	Zone C
Size of meter up to:	£ per year	£ per year	£ per year
15mm	33.55	34.78	34.78
22mm	33.55	34.78	34.78
28mm	33.55	77.58	77.58
35mm	33.55	103.77	103.77
42mm	33.55	152.15	152.15
54mm	33.55	209.50	209.50
Water Supply	£ per m ³	£ per m ³	£ per m ³
Volumetric charge	1.3854	1.1482	1.0598

Sewerage

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

Metered used water charges for Zones A and D

Discharged to a public sewer

Volume discharged directly or indirectly to a public sewer	Charge £ per m ³
Volumetric charge	0.9183

Metered standing charge for used water - Zones A and D

Used Water £ per year
21.61

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.

Metered household surface water drainage charges - Zones A and D

(a) Rateable Value charges

Charging Zone	Rate per pound of rateable value (p/£RV)
A	37.66
D	32.13

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):	80.50
Semi-detached house	57.84
Other household premises	34.95

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.

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.

Property type and assessed volume charges

(a) Zones A and D

	Water Supply £ per year	Used Water £ per year
Detached house (including link-detached):	208.07	144.42*
Semi-detached house	185.11	129.74*
Other household premises	170.74	119.69*
Single person household	99.29	66.38*

*Plus the appropriate charge for surface water drainage (see the Property type surface water drainage charges above)

(b) Zones B and C

	Zone B Water Supply £ per year	Zone C Water Supply £ per year
Assessed charge – Single occupancy	86.17	81.26
Assessed charge – Multi occupancy	133.90	125.50