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A

MR FERNANDO
MENDOZA-CONTRERAZ
4 FIELDS ROAD
NEWPORT
GWENT
NP20 4PL



Siaradwch â ni ar-lein
Talk to us online

dwrcymru.com

Cyfeirnod Cwsmer /
Customer Reference

4690690701

Cyfnod y Gyfriflen/
Statement Period:

1 Apr 19 - 31 Mar 20

Ar gyfer gwasanaethau yn/
For services at

4 Fields Road, Newport

Hello

This bill details your water services charges from
1 Apr 19 to 31 Mar 20

It's all in hand
You're signed up to Direct
Debit

Total Balance £704.11

Take a look at page 2 for details

As you've signed up to pay by Direct Debit, you don't need to do anything. Your new monthly payments are shown below.

What you'll be paying and when

29 Apr 19	£58.63	28 Oct 19	£58.68
28 May 19	£58.68	28 Nov 19	£58.68
28 Jun 19	£58.68	30 Dec 19	£58.68
29 Jul 19	£58.68	28 Jan 20	£58.68
28 Aug 19	£58.68	28 Feb 20	£58.68
30 Sep 19	£58.68	30 Mar 20	£58.68



How we've worked out your bill

Your charges are based on the Rateable Value of the property



Your water charges

This is the cost for the water you drink and use.

1 Apr 19 - 31 Mar 20

£297.52



Your sewerage charges

This is the cost for taking away and cleaning the water you've used.

1 Apr 19 - 31 Mar 20

£406.59

Total this bill

£704.11



Don't damage your credit rating

Just so you know, we share information with credit reference agencies. Paying on time can improve your credit rating.



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Ways to pay



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Good to know

Ways to pay your bill



Online

Visit dwrcymru.com/pay, have your credit/debit card to hand.



Automated payment line

0800 028 5209 (24 hour)

Please have your credit/debit card and customer reference number to hand.



Direct Debit

Pay the whole amount, or by monthly or weekly instalments. Set up your Direct Debit online at dwrcymru.com/directdebit.



Bank or Post Office

Pay at your bank, Post Office or any branch of NatWest. Please take your bill when making payment and complete the Giro payment slip.



PayPoint

Pay in shops, petrol stations etc, wherever the PayPoint sign is displayed.



Welsh Water payment card

Visit dwrcymru.com/paymentcard to set up your payment plan or call us on **0800 052 0145**.



Post

Send a cheque or postal order to: **Customer Services, PO Box 690, Cardiff, CF3 5WL**. Complete and detach the Giro payment slip and send it with your payment. Make your cheque or postal order payable to Dŵr Cymru Cyf and on the back of your cheque write your customer reference number (the number found at the top of your bill). Please note we do not accept post dated cheques. Any cheques received will be banked on the day of receipt.

Please do not send cash through the post and always keep your receipt as proof of payment.



BACS payment

Sort Code 52-21-07 / Account Number 01500007
From abroad: IBAN number GB51 NWBK 5221 0701 5000 07
BIC number NWBK GB 2L. Please include your customer reference when making your payment.



Sign up for My Bill

Sign up for 'My Bill' and you can pay your bill, switch to paperless billing and change your details online. Visit dwrcymru.com/mybill

For security and for staff training we may record telephone calls.

Ffyrdd o dalu eich bil



Ar-lein

Ewch i dwrcymru.com/talu, a gwnewch yn siŵr fod eich cerdyn credyd/debyd wrth law.



Llinell dalu awtomataidd

0800 028 5209 (24 awr)

Gwnewch yn siŵr fod eich cerdyn credyd/debyd a'ch rhif cyfeirnod cwsmer wrth law.



Debyd Uniongyrchol

Gallwch dalu'r swm cyfan, neu drwy randaliadau misol neu wythnosol. Trefnwch eich Debyd Uniongyrchol ar-lein yn dwrcymru.com/debyduniongyrchol



Banc neu Swyddfa Bost

Talwch yn eich banc, Swyddfa Bost neu unrhyw gangen o NatWest. Ewch â'ch bil pan fyddwch yn gwneud taliad a chwblhewch y slip talu Giro.



PayPoint

Talwch eich bil mewn siopau, gorsafoedd petrol ac ati, lle bynnag y gwelwch arwydd 'PayPoint'.



Cerdyn talu Dŵr Cymru

Ewch i dwrcymru.com/cerdyntalu i drefnu eich cynllun talu neu ffoniwch ni ar **0800 052 6058**.



Post

Anfonwch siec neu archeb bost i: **Gwasonaethau Cwsmeriaid, Blwch SP 690, Caerdydd, CF3 5WL**. Cwblhewch y slip talu Giro a'i ddatgysylltu a'i anfon gyda'ch taliad. Gwnewch eich siec neu'ch archeb bost yn daladwy i Dŵr Cymru Cyf ac ar gefn eich siec ysgrifennwch eich rhif cyfeirnod cwsmer (gellir gweld y rhif ar frig eich bil). Nodwch nad ydym yn derbyn sieciau wedi'u hól-ddyddio. Caiff unrhyw sieciau a gawn eu bancio ar y diwrnod y byddwn yn eu derbyn.

Peidiwch ag anfon arian parod atom drwy'r post a chadwch eich derbynneb fel prawf talu bob amser.



Taliad BACS

Cod Didoli 52-21-07 / Rhif y Cyfrif 01500007
O dramor: Rhif IBAN GB51 NWBK 5221 0701 5000 07
Rhif BIC NWBK GB 2L. Cofiwch gynnwys eich rhif cyfeirnod cwsmer wrth wneud eich taliad.



Cofrestrwch ar gyfer Fy Mil

Cofrestrwch ar gyfer 'Fy Mil' a gallwch dalu eich bil, newid i filiau di-bapur a newid eich manylion ar-lein. Ewch i dwrcymru.com/fymil

Er diogelwch a hyfforddiant staff, gallwn recordio galwadau ffôn.



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Good to know

Good to know



Handy contact details

Visit us or chat online: dwrcymru.com/contactus

Our 24 hour emergency number: 0800 052 0130

Our customer helpline: 0800 052 0145

Monday-Friday: 8.00am-8.00pm, Saturday: 8.30am-1.30pm

Our post address: Customer Services, PO Box 690, Cardiff CF3 5WL



Priority Services

Braille, audio and large print

dwrcymru.com/billoptions | 0800 052 0145

Hearing and speech difficulties: text relay

Phone or textphone us on 18001 followed by the relevant number



Could you save money on your bill?

If you're only using a small amount of water, you might find you're better off with a water meter as you'll only pay for the water you use. Try our online calculator today at dwrcymru.com/calculator to see how much you could save or call 0800 052 0145 to find out more.



Help paying your bill

There's lots we can do to help. Find out if you can reduce your bill at dwrcymru.com/money or call us on 0800 052 0145



Codes of practice

Our Codes of practice explain how we work and what you can expect from us. View them all at dwrcymru.com/cop.

- The collection of unpaid charges from household customers
- How we use your data
- Leakage code of practice
- How we handle your complaints and compliments



Moving house

If you have recently moved, or are about to move house, let us know at dwrcymru.com/housemove



What if something goes wrong?

If we have made a mistake or have done something wrong, please call us straightaway so we can put things right for you as quickly as possible 0800 052 0145

Consumer Council for Water (CCWater)

If you have followed our complaints process but are still unhappy, CCWater offers free independent advice and support for customers who have been unable to resolve their complaint with their water company. Visit ccwater.org.uk, call 0300 034 3333 or write to Consumer Council for Water, Victoria Square, Birmingham B2 4AJ

The Water Services Regulation Authority (Ofwat)

Ofwat is the economic regulator for the water sector in England and Wales. It has powers to consider certain types of complaint when a customer has not been able to resolve the matter with their water company or CCWater. Write to Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA | 0121 644 7500 | mailbox@ofwat.gsi.gov.uk

Any correspondence with Ofwat should enclose copies of correspondence with Welsh Water and CCWater.



Not for profit

This means that every single penny goes back into looking after your water and our beautiful environment. Discover where your money is invested at dwrcymru.com/different

Da i wybod



Manylion cyswllt defnyddiol

Ewch i'n gwefan neu sgysrwyd â ni ar-lein: dwrcymru.com/cysylltu

Ein rhif ffôn argyfwng 24 awr: 0800 052 0130

Ein llinell gymorth i gwsmeriaid: 0800 052 6058

Dydd Llun-Dydd Gwener: 8.00am-8.00pm, Dydd Sadwrn 8.30am-1.30pm

Ein cyfeiriad post: Gwasanaethau Cwsmeriaid, Blwch SP 690, Caerdydd, CF53 5WL



Gwasanaethau Blaenoriaethol

Braille, sain a phrint bras

dwrcymru.com/opsiwnbil | 0800 052 0145

Anawsterau clywed a lleferydd: trosglwyddo i destun

Ffoniwch neu gysylltwch â ni trwy ffôn testun. Deialwch 18001 wedi'i ddilyn gan y rhif perthnasol



A allech chi arbed arian ar eich bil?

Os ydych yn defnyddio ychydig iawn o ddŵr, efallai y byddai mesurydd dŵr yn well ar eich cyfer gan y byddwch yn talu am y dŵr rydych yn ei ddefnyddio yn unig. Rhwch gynnig ar ein cyfrifiannell ar-lein heddiw yn dwrcymru.com/calculator er mwyn gweld faint y gallech ei arbed neu ffonwch 0800 052 6058 am ragor o wybodaeth.



Help i dalu eich bil

Mae sawl ffordd y gallwn helpu. Gallech weld a allech leihau eich bil yn dwrcymru.com/arian neu ffonwch ni ar 0800 052 6058



Codau ymarfer

Mae ein codau ymarfer yn egluro sut rydym yn gweithio a'r hyn y gallwch ei ddisgwyl gennym. Gallwch weld pob un ohonynt yn dwrcymru.com/cop

- Casglu taliadau heb eu gwneud gan gwsmeriaid preswyl
- Sut rydym yn defnyddio eich data
- Cod ymarfer gollyngiadau
- Sut rydym yn delio â'ch cwynion a'ch canmolioeth



Symud tŷ

Os ydych dilyn symud yn ddiweddar, neu ar fin symud tŷ, rhwch wybod i ni yn dwrcymru.com/symudtŷ



Beth os bydd rhywbeth yn mynd o'i le?

Os ydym wedi gwneud camgymeriad neu wedi gwneud rhywbeth o'i le, ffonwch ni yn syth er mwyn i ni allu unioni pethau i chi cyn gynted â phosibl 0800 052 6058

Y Cyngor Defnyddwyr Dŵr

Os ydych dilyn ein proses gwyno, ond rydych yn dal i fod yn anfodlon, mae'r Cyngor Defnyddwyr Dŵr yn cynnig cyngor a chymorth annibynnol am ddim i gwsmeriaid nad ydynt wedi gallu datrys eu cwyn gyda'u cwmni dŵr. Ewch i ccwater.org.uk/cymraeg, ffonwch 0300 034 3333 neu ysgrifennwch at Consumer Council for Water, Victoria Square, Birmingham B2 4AJ

The Water Services Regulation Authority (Ofwat)

Ofwat yw rheoleiddwr economaidd y sector dŵr yng Nghymru a Lloegr. Mae ganddo bwerau i ystyried mathau penodol o gwynion pan nad yw cwsmer wedi gallu datrys y mater gyda'u cwmni dŵr na'r Cyngor Defnyddwyr Dŵr. Ysgrifennwch at Centre City Tower, 7 Hill Street, Birmingham, B5 4UA | 0121 644 7500 | mailbox@ofwat.gsi.gov.uk

Dylai unrhyw ohebiaeth ag Ofwat gynnwys copiâu o ohebiaeth â Dŵr Cymru a'r Cyngor Defnyddwyr Dŵr.



Nid er elw

Mae hyn yn golygu ein bod yn gwario pob ceiniog ar ofalu am eich dŵr a'n hamgylchedd hardd. Ble y caiff eich arian ei fuddsoddi — cewch wybod yn dwrcymru.com/gwahanol

