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A

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



Sign up for My Account
dwrcymru.com/myaccount

Cyfeirnod Cwsmer /
Customer Reference

4690690701

Cyfnod y Gyfriflen/
Statement Period:

1 Apr 22 - 31 Mar 23

Ar gyfer gwasanaethau yn/
For services at

4 Fields Road, Newport

Hello

This bill details your water services charges from
1 Apr 22 to 31 Mar 23

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

Total Balance £778.09

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

28 Apr 22	£64.85	28 Oct 22	£64.84
30 May 22	£64.84	28 Nov 22	£64.84
28 Jun 22	£64.84	28 Dec 22	£64.84
28 Jul 22	£64.84	30 Jan 23	£64.84
30 Aug 22	£64.84	28 Feb 23	£64.84
28 Sep 22	£64.84	28 Mar 23	£64.84

Go paperless?

You can help us save paper by signing up to **My Account**. It's simple, easy and available 24/7.

So, what are you waiting for?

Visit dwrcymru.com/myaccount to get started. And next time, we'll send you a digital bill instead of a paper one.



Bill No 3006481818



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Good to know

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 22 - 31 Mar 23

£308.03



Your sewerage charges

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

1 Apr 22 - 31 Mar 23

£470.06

Total this bill

£778.09



Find out how your bill is calculated at
dwrcymru.com/unmeasuredbills



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.

We know this is a difficult time financially for many of our customers. If you're struggling to pay, then please get in touch so we can discuss how we may be able to help you.



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Ways to pay your bill



Direct Debit

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



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.



Internet banking

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.



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.

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



Sign up for My Account

Sign up for 'My Account' and you can pay your bill, switch to paperless billing and change your details online.

Visit dwrcymru.com/myaccount



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

Your data

Just to let you know, we will share your information with Credit Reference Agencies (CRAs) on all accounts regardless of their payment status (ie. accounts in arrears and accounts which are up to date). This helps to prevent fraud and if your bills are paid in full and on time, positive payment records with the CRAs will benefit your credit rating. We know how important it is to you that we look after your personal information. For more information on how we protect your information you can go online at dwrcymru.com/privacy to view our 'Privacy Notice – How we use your Personal Information'. This link also includes the Credit Reference Agency Information Notice (CRAIN), which you may also find useful.

Ffyrdd o dalu eich bil



Debyd Uniongyrchol

Talwch y swm cyfan, neu drwy randaliadau. Trefnwch eich Debyd Uniongyrchol ar-lein yn dwrcymru.com/debyduniongyrchol



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.



Bancio ar-lein

Cod Didoli: 52-21-07 | Rhif y Cyfrif: 01500007

BACS 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.



Banc neu Swyddfa Bost

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



PayPoint

Talwch eich bil mewn siopau, gorsafoddd 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.

Er diogelwch a hyfforddiant staff, gallwn recordio galwadau ffôn.



Cofrestru ar gyfer Fy Nghyfrif

Cofrestrwch ar gyfer 'Fy Nghyfrif' a gallwch dalu eich bil, newid i filiâu di-bapur a newid eich manylion ar-lein.

Ewch i dwrcymru.com/fyngghyfrif



Help i dalu eich bil

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

Eich data

Er gwybodaeth, byddwn yn rhannu eich gwybodaeth ag Asiantaethau Gwirio Credyd am bob cyfrif, ni woeth beth fo'u statws taliad (h.y. cyfrifon mewn ôl-ddyledion a chyfrifon sy'n gyfredol). Mae hyn yn helpu i atal twyll ac, os byddwch yn talu eich biliâu'n llawn ac mewn pryd, bydd cofnodion talu cadarnhaol gyda'r Asiantaethau Gwirio Credyd o fudd i'ch statws credyd. Rydym yn ymwybodol bod gofalu am eich gwybodaeth bersonol yn bwysig iawn i chi. I gael rhagor o wybodaeth am sut rydym yn diogelu eich gwybodaeth, gallwch fynd ar-lein yn dwrcymru.com/cyfreithiol i weld ein 'Hysbysiad Preifatrwydd' – Sut rydym yn defnyddio eich Gwybodaeth Bersonol! Yn ogystal, mae'r ddolen hon yn cynnwys Hysbysiad Gwybodaeth Asiantaethau Gwirio Credyd, a allai hefyd fod yn ddefnyddiol i chi.



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Good to know

Good to know



Handy contact details

Visit us or chat online: dwrwymru.com/contactus

Our 24 hour emergency number: 0800 052 0130

Our customer helpline: 0800 052 0145

Monday-Friday: 8:00am-6:00pm, Saturday: 9:00am-1:00pm

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



Priority Services Register

Register yourself, friends and/or family for alternative ways of getting information (braille, audio, large print), reassurance against bogus callers, or bottled water delivered to the door if your supply is interrupted by calling **0800 052 0145** or registering on dwrwymru.com/priorityservices

If you use a text phone you can access our Text Relay Service (via the Next Generation Text Service) on **18001 0800 052 0145**. This is a free service that allows you to speak or type and it's converted into text.



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 dwrwymru.com/calculator to see how much you could save or call **0800 052 0145** to find out more.



Codes of practice

Our Codes of practice explain how we work and what you can expect from us. View them all at dwrwymru.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 dwrwymru.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, 23 Stephenson Street, Birmingham B2 4BH

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

You will need to send Ofwat copies of any correspondence you have had with Welsh Water and CCWater, so please contact us first if you have a query or complaint about any of our services.



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 dwrwymru.com/different

Da i wybod



Manylion cyswllt defnyddiol

Ewch i'n gwefan neu sgysriwch â ni ar-lein: dwrwymru.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-6:00pm, Dydd Sadwrn 9:00am-1:00pm

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



Cofrestr Gwasanaethau â Blaenoriaeth

Cofrestrwch eich hun, eich ffrindiau a/neu eich teulu ar gyfer ffyrdd amgen o gaol gwybodaeth (braille, sain, print bras), sicrwydd rhag galwyr ffug, neu ddŵr potel wedi'i gludo i'ch drws os bydd unrhyw doriad yn eich cyflenwad dŵr drwy ffonio **0800 052 6058**, neu gallwch gofrestru yn dwrwymru.com/gwasanaethaublaenoriaeth.

Os ydych chi'n defnyddio ffôn testun gallwch fanteisio ar ein Gwasanaeth Cyfnewid Testun (trwy wasanaeth Next Generation Text) ar **18001 0800 052 0145**. Mae hwn yn wasanaeth am ddim sy'n caniatáu i chi siarad neu deipio ac yn acaiff ei droi'n destun.



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. Rhowch gynnig ar ein cyfrifiannell ar-lein heddiw yn dwrwymru.com/calculator er mwyn gweld faint y gallech ei arbed neu ffoniwch **0800 052 6058** am ragor o wybodaeth.



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 dwrwymru.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 canmolïaeth



Symud tŷ

Os ydych wedi symud yn ddiweddar, neu ar fin symud tŷ, rhowch wybod i ni yn dwrwymru.com/symudty



Beth os bydd rhywbeth yn mynd o'i le?

Os ydym wedi gwneud camgymeriad neu wedi gwneud rhywbeth o'i le, ffoniwch 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 wedi 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, ffoniwch 0300 034 3333 neu ysgrifennwch at Consumer Council for Water, 23 Stephenson Street, Birmingham B2 4BH

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

Bydd angen i chi anfon copiâu Ofwat o unrhyw ohebiaeth a gawsoch gyda Dŵr Cymru a'r Cyngor Defnyddwyr Dŵr, felly cysylltwch â ni yn gyntaf os oes gennych ymholiad neu gwyn am unrhyw un o'n gwasanaethau.



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 dwrwymru.com/gwahanol

