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



Sign up for My Account
dwrcymru.com/myaccount

Cyfeirnod Cwsmer /
Customer Reference

4690690701

Cyfnod y Gyfriflen/
Statement Period:

1 Apr 23 - 31 Mar 24

Ar gyfer gwasanaethau yn/
For services at

4 Fields Road, Newport

Hello

This bill details your water services charges from
1 Apr 23 to 31 Mar 24

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

Total Balance £869.16

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 23	£72.43	30 Oct 23	£72.43
30 May 23	£72.43	28 Nov 23	£72.43
28 Jun 23	£72.43	28 Dec 23	£72.43
28 Jul 23	£72.43	29 Jan 24	£72.43
29 Aug 23	£72.43	28 Feb 24	£72.43
28 Sep 23	£72.43	28 Mar 24	£72.43

Simple, quick and easy to use

Sign up to **My account** and manage your account online, its easy and available 24/7.

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 4031782420



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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 23 - 31 Mar 24

£339.45



Your sewerage charges

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

1 Apr 23 - 31 Mar 24

£529.71

Total this bill

£869.16



Are you struggling to pay?
Visit dwrcymru.com/helpwithbills



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.

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.

Please note that we no longer accept payment by cheque.

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/helpwithbills 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.



Linell 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 â'ch bil pan fyddwch yn gwneud taliad a chwblhewch y slip talu Giro.



PayPoint

Talwch eich bil mewn siopau, gorsafodd 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.

Nodwch nad ydym bellach yn derbyn taliad gyda siec.

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/fyngchyfrif



Help i dalu eich bil

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

Eich data

Er gwybodaeth, byddwn yn rhannu eich gwybodaeth ag Asiantaethau Gwirio Credyd am bob cyfrif, ni waeth 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 biliau'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 personol 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 Personol'. 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: dwrcymru.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 dwrcymru.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 dwrcymru.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 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 contact us so we can put things right for you as quickly as possible.

Step 1 – Just call a member of our team on **0800 052 0145**, or use one of our other contact methods listed under 'Handy Contact Details' and we'll aim to get you a resolution within 5 working days, although sometimes it can take longer.

Step 2 – If you are not happy with the resolution or need further help then contact us using the details in step 1.

Step 3 – If you are not happy with the final resolution, your issue is over 8 weeks old or you just want some free, trusted, independent advice you can call the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales by calling 0300 034 3333 or use its online form at ccwater.org.uk/contact-us

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 dwrcymru.com/different

Da i wybod



Manylion cyswllt defnyddiol

Ewch i'n gwefan neu sgysruiwch 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-6:00pm, Dydd Sadwrn 9:00am-1:00pm

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



Cofrestr Gwasanaethau a Blaenoriaeth

Cofrestrwch eich hun, eich ffrindiau a/neu eich teulu ar gyfer ffyrdd amgen o gael 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 ffônio **0800 052 6058**, neu gallwch gofrestru yn dwrcymru.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 yna caiff ei droi'n destun.



A alllech 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 dwrcymru.com/cyfrifiannellddwr er mwyn gweld faint y gallech ei arbed neu ffônio **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 dwrcymru.com/codauymarfer

- 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 canmoliaeth



Symud tŷ

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



Beth os aiff rhywbeth o'i le?

Os ydym wedi gwneud camgymeriad neu wedi gwneud rhywbeth o'i le, cysylltwch â ni er mwyn i ni unioni pethau i chi cyn gynted â phosibl.

Cam 1 – Ffônioch aelod o'n tîm ar **0800 052 6058**, neu defnyddiwch un o'n dulliau cysylltu eraill a restrir o dan 'Manylion Cyswllt Defnyddiol' ac fe geisiwn gael datrasiad i chi o fewn 5 diwrnod gwaith, er y gall gymryd mwy o amser weithiau.

Cam 2 – Os nad ydych yn hapus gyda'r datrasiad neu os bydd angen cymorth pellach arnoch yna cysylltwch â ni gan ddefnyddio'r manylion yng nghan 1.

Cam 3 – Os nad ydych yn hapus gyda'r datrasiad terfynol, neu fod eich problem wedi para mwy nag 8 wythnos neu rydych eisau cyngor annibynnol, am ddim, y gallwch ymddiried ynddo, yna gallwch ffônio'r Cyngor Defnyddwyr Dŵr (CCW) y llais annibynnol ar gyfer defnyddwyr dŵr yng Nghymru a Lloegr drwy ffônio 0300 034 3333 neu ddefnyddio'r ffurflen ar-lein ar ccwater.org.uk/cymraeg

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 copïau 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 gŵyn 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 dwrcymru.com/gwahanol

