



**FOR WALES.**  
NOT FOR PROFIT.



# Who are we.....

Gareth Williams

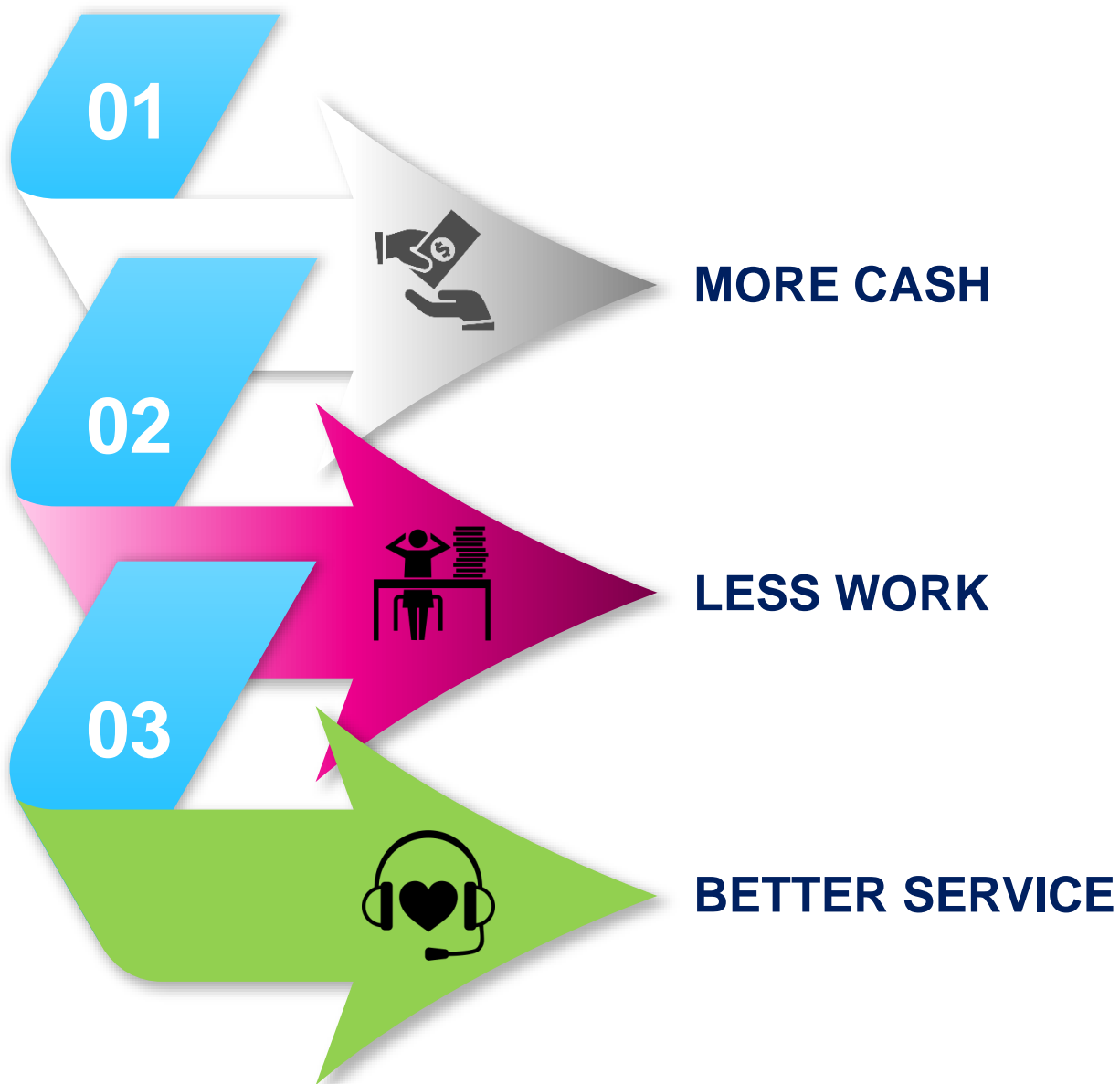
Lora Glavin

# The Regulations explained.....

The Water Industry (Undertakers Wholly or Mainly in Wales)  
(Information about Non-owner Occupiers) Regulations 2014



# Desired Outcomes.....



# The cost to paying customers.....



# How to pass information to us.....

- Register at [www.landlordtap.com](http://www.landlordtap.com) and then log in and provide information 24/7
- Visit our website at [www.dwrcymru.com](http://www.dwrcymru.com)
- Email us [water.enquiries@dwrcymru.com](mailto:water.enquiries@dwrcymru.com)
- Call us on 0303 313 0023
- Write to us at PO Box 690, Cardiff, CF3 5WL





Tenant Address Portal for Water Billing in England & Wales

## Welcome to the Landlord and Tenant Address Portal – Landlord TAP.

Landlord TAP is an easy to use website that allows Landlords and Managing Agents, of properties in England & Wales, to provide water companies with details of those responsible for the payment of water and/or sewerage charges for their tenanted properties.

Instead of needing to pick up the phone, or write to your water company, once you are registered, you may use the forms on this web site to provide the required information. This information is then passed to the relevant water company automatically, and you will receive a unique transaction receipt reference for your records.

This web site allows you to:

- Add new properties to your portfolio;
- Tell us about changes to tenant details, including changes of tenancy;
- Let us know when a property becomes empty; and
- Inform us if you sell or stop managing the property.

To start using Landlord TAP please register by clicking on the button below. If you have already registered please login to access your portfolio.

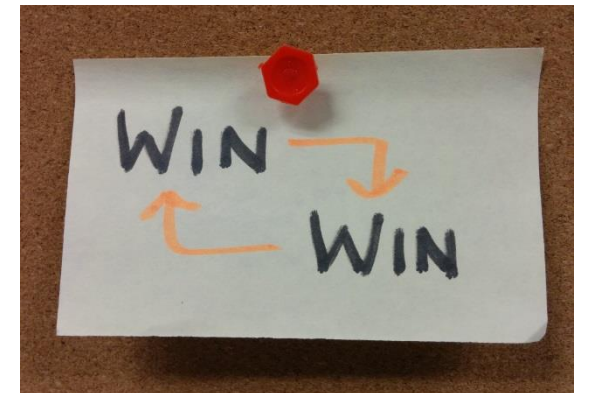
# What about Data Protection?

**Tell tenants you must, and therefore  
will, tell us about them!**



**REGISTER  
HERE  
TODAY!**

- ✓ We will take your details.....
- ✓ We'll agree to contact you for tenants details as necessary
- ✓ Register tonight and we'll agree not to back bill your tenants and.....
- ✓ We'll agree not to bill you, even though you may have failed to pass us your tenants details





Retail Services  
Gwasanaethau Manwerthu

## Making Water Charges Affordable



# How we charge



There are 4 methods:

- Unmeasured based on Rateable Value of the property
  - ❖ Before 1 April 2000
- Unmeasured based on Uniform Service Charge
  - ❖ 1 April 1990 – 31 March 2000
- Metered based on actual consumption recorded by a water meter
  - ❖ Since 1 April 2000
- Metered based on an Assessed Measured Charge (£304 - £505)
  - ❖ Number of Occupants
  - ❖ Number of Appliances that use water

# Our HelpU Tariff

## For customers with a low household income



The total household income will determine which band the customer will be billed on.

- The tariff is available for measured and unmeasured **domestic** customers.
- Total household income must be **£15,000 or less**

Our definition of total household income means all income of everyone over the age of 16 living in the household and should include, but is not limited to, the following:

- All take home pay
- All pensions received (e.g. state pensions, private, widows/spousal, occupational pensions, non-occupational)
- All unemployment benefits received
- All maintenance payments/child support payments etc.
- Child Tax Credits
- Child Benefit
- Working Tax Credits
- Pension Credits
- Student grants (not loans)
- Interest from savings and investments

**Annual  
Charge  
capped at  
£190**

**NB** DLA, PIP and Housing Benefit are **NOT** to be included as income.

# Our WaterSure Wales Tariff

## For customers that



WaterSure Wales is **only** available to **metered** customers.

The customer must be in receipt of one of the following benefits/credits:

- Universal Credit
- Housing Benefit
- Income Support
- Income related Employment and Support Allowance
- Income based JSA
- Working Tax Credit
- Child Tax Credit
- Pension Credit

### AND

be in receipt of Child Benefit for 3 or more children, under the age of 19 who all live at the premises and are in full time education

### OR

be able to evidence to us that someone living at the property is diagnosed as suffering from a medical condition which causes them to use a significant additional amount of water.

**Annual  
Charge  
capped at  
£308**

# What else is there?



- Customers that receive certain benefits from the DWP can arrange to have their water charges paid direct to us. Those that take the opportunity will receive a £25 discount each year.
- Customers in debt can apply for our Customer Assistance Fund. If they meet the criteria, by paying their ongoing charges for a year they can see their arrears disappear.

**Whatever the circumstances, talking to us gives us the opportunity to help!**

# The cost to paying customers.....





# Questions.....

