

Information guide – Help for water customers struggling to pay and priority services

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At this time of year some people find themselves struggling to manage their finances. We want to share with you details of the affordability assistance available to water customers in Wales

Every year we write to you to update you on affordability and other assistance available to water and sewerage customers in Wales. This year's updated [CCWater](#) information guide will hopefully help you raise awareness of assistance schemes in

Wales through your work. Please have a read and share with your colleagues and customer facing teams. The guide explains different offerings available to low income and vulnerable customers - from social tariffs capping bills on income based criteria to additional service registers for people who need that extra bit of help with services at difficult times, and links for understanding what wider support is available.

A key change this year is a new Wales-only company, that serves customers in Wrexham and mid Wales, known as [Hafren Dyfrdwy](#). Previously these customers were serviced by Dee Valley Water and Severn Trent Water. Not much has changed in their assistance offerings in Wales, but the company has now extended assistance through its social tariff to up to 90% reduction on the bill depending on eligibility and the income related information provided by the applicant (previously 30%). There are also some changes to the payment options available to their customers. Customers of the company are no longer able to pay by direct debit on a weekly and quarterly basis. Customers choosing to pay by a payment booklet are also no longer able to pay on a quarterly basis.

We hope this information guide will be particularly useful to you, whether it is through supporting your constituents, briefing and supporting your staff in their advisory roles, or simply informing you about assistance offerings for water customers in Wales. It provides easy access to contact details for companies, additional detailed information that is easily accessible online, and online application forms for assistance.

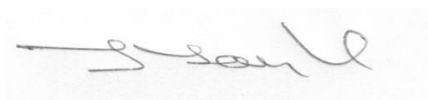
Information Guide – Help for water customers struggling to pay

Information Guide – Priority services for water customers

If you would like to discuss this in more detail, or find out how the [Consumer Council for Water](#) can work with you, please get in touch to speak to us or to arrange a meeting.

Please contact me by emailing tom.taylor@ccwater.org.uk or our Policy Manager, Lia Moutselou, at lia.moutselou@ccwater.org.uk. Alternatively, you can phone [02920 379856](tel:02920379856).

The Consumer Council for Water is the statutory water consumer representative in Wales and England. We respond to queries and address complaints from water consumers in Wales. We have five Local Consumer Advocates and a policy team that support our advocacy and policy work in Wales.



Tom Taylor
Chair of the Wales Committee
Consumer Council for Water



Yn y flwyddyn mae rhai pobl yn cael trafferth i reoli eu harian. Gyda chi fanylion y cymorth fforddiadwyedd sydd ar gael i gwsmeriaid dwr yng Nghymru

Bob blwyddyn, rydym yn ysgrifennu atoch i roi'r wybodaeth ddiweddaraf i chi am y cymorth fforddiadwyedd a'r cymorth arall sydd ar gael i gwsmeriaid dŵr a charthffosiaeth yng Nghymru. Gobeithio y bydd canllaw gwybodaeth [Y Cyngor Defnyddwyr Dŵr](#) sydd wedi cael ei ddiweddarau eleni yn eich helpu i godi ymwybyddiaeth o gynlluniau cymorth yng Nghymru trwy eich gwaith. Darllenwch drosto a'i rannu â'ch cydweithwyr a thimau sy'n dod i gysylltiad â chwsmeriaid.

Mae'r canllaw'n esbonio'r gwahanol gynigion sydd ar gael i gwsmeriaid ar incwm isel neu sy'n agored i niwed – o dariffau cymdeithasol sy'n capio biliau ar sail meini prawf incwm i gofrestrau gwasanaethau ychwanegol ar gyfer pobl y mae angen rhywfaint o help ychwanegol arnynt gyda'u gwasanaethau ar adegau anodd; hefyd, mae'n cynnwys dolenni ar gyfer deall pa gymorth ehangach

Un newid allweddol eleni yw cwmni newydd ar gyfer Cymru yn unig, sy'n gwasanaethu cwsmeriaid yn Wrecsam a chanolbarth Cymru, sef [Hafren Dyfrdwy](#). Yn flaenorol, roedd y cwsmeriaid hyn yn cael eu gwasanaethau gan Ddŵr Dyffryn Dyfrdwy a chwmni Severn Trent Water. Nid oes llawer wedi newid o ran eu cynigion cymorth yng Nghymru, ond mae'r cwmni bellach wedi ymestyn ei gymorth trwy ei dariff cymdeithasol trwy roi gostyngiad o hyd at 90% oddi ar y bil, gan ddibynnu ar gymhwysedd a gwybodaeth am incwm a ddarperir gan yr ymgeisydd (30% oedd y gostyngiad yn flaenorol). Hefyd, mae'r dewisiadau talu sydd ar gael i'w cwsmeriaid wedi newid rhywfaint. Bellach, nid oes modd i gwsmeriaid y cwmni dalu trwy ddebyd uniongyrchol yn wythnosol ac yn chwarterol. Hefyd, nid oes modd i gwsmeriaid sy'n dewis talu trwy lyfryn talu wneud hynny'n chwarterol mwyach.

Canllaw gwybodaeth – Help i gwsmeriaid dŵr sy'n cael trafferth talu

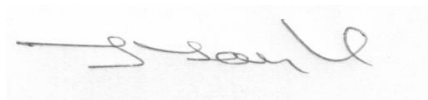
Canllaw gwybodaeth – Gwasanaethau blaenoriaethol i gwsmeriaid dŵr

Os hoffech drafod hyn yn fanylach, neu ddarganfod sut gall y [Cyngor Defnyddwyr Dŵr](#) weithio gyda chi, cysylltwch â ni i gael sgwrs neu drefnu cyfarfod.

Cysylltwch â mi trwy anfon neges e-bost at tom.taylor@ccwater.org.uk, neu ein Rheolwr Polisi, Lia Moutselou, ar lia.moutselou@ccwater.org.uk. Fel arall, ffoniwch

02920379856.

Y Cyngor Defnyddwyr Dŵr yw'r cynrychiolydd statudol ar gyfer defnyddwyr dŵr yng Nghymru a Lloegr. Rydym ni'n ymateb i ymholiadau ac yn mynd i'r afael â chwynion gan ddefnyddwyr dŵr yng Nghymru. Mae gennym ni bum Eiriolydd Defnyddwyr Lleol, a thîm polisi sy'n cynorthwyo ein gwaith eiriolaeth a pholisi yng Nghymru.



Tom Taylor
Cadeirydd Pwyllgor Cymru
Cyngor Defnyddwyr Dŵr



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