

Frequently asked questions about the leakage rebate

Through our internal review of our leakage and per capita consumption (i.e. the amount of water used per customer) reporting, we have found that elements of its calculations for these key measures for the years 2020-2022 did not comply with regulatory requirements. Below are some Questions and Answers which we hope will answer any questions you may have.

Why am I receiving a payment?

Every current Welsh Water customer – household and business customer – who had a live account with Welsh Water on 31st March 2023 will receive £10.60 rebate which will be credited to their account. This follows our internal review of our leakage and per capita consumption (i.e. the amount of water used per customer) reporting concluded that elements of our calculations for these key measures for the years 2020-2022 did not comply with regulatory requirements.

Will any customers receive more than £10.60?

No. Every Welsh Water customer – household and business customer - will all receive £10.60.

Can I challenge the decision and claim more than £10.60? No. Every Welsh Water customer – household and business customer - will all receive £10.60.

How will the payment be made?

The £10.60 payment will be automatically credited to each registered household/business account. This will be done automatically by Welsh Water. Customers do not need to do anything and do not need to contact us.

Can I arrange to have the £10.60 sent through to me?

No this is not possible. All payments will automatically be credited to the registered household/business account and will be deducted from any outstanding balance or against your next bill

Do customers need to do anything?

No. This payment will be automatically credited to your account if you had a registered account with Welsh Water on 31st March 2023.

When will I be receiving my payment?

Organising such a payment for all households and businesses is a significant challenge. This will be phased and while we cannot confirm exactly when each account will be credited, we plan to ensure that all accounts are credited within the next six months. This credit will be deducted from any outstanding balance or your next bill, if there is no outstanding balance on your account.

How will I know you've given me the payment?

You'll see the £10.60 credit on the next bill you receive from us. If you have a water meter, this will show within the next 6 months. If you don't have a water meter it will show on the bill you receive in February / March 2024.

Will the credit show on my online My Account when its credited?

Yes, your balance will be reduced by £10.60 and the leakage rebate will show on your next bill.

My account is in arrears. Will I still be given the £10.60 payment?

Yes. Every Welsh Water customer – household and business customer - will all receive £10.60. When we send you your next bill, you will see the outstanding balance, new charges and this credit.

I recently moved houses in the last 12 months. Do I need to do anything?

No. This payment will be automatically credited to your current Welsh Water account if you still live in Welsh Water's operating area and have an account.

Will you be sending a letter to confirm that you have credited my account with £10.60?

No. We will not be sending a letter, but this payment will be highlighted in the next bill.

I only receive wastewater services from Welsh Water. Will I receive a £10.60 payment?

No. This payment is only being made to customers who receive water services as it relates to how we manage leaks on our drinking water network.

Can't you just donate my £10.60 payment to a charitable organisation?

No. Our billing system, which will apply the credit to your account, does not allow us to do this.

Why £10.60? How was this amount calculated?

The value of the leakage under reporting was £15 million. This has been divided equally across our water customers and equates to £10.60 per customer.

How do you plan to improve your leakage performance?

This payment is an acknowledgement that leakage has been running at a much higher level than was previously recognised. The company has allocated an additional £54m to tackling leakage over the next two years to bring the level down as quickly as possible. In total Welsh Water will be spending £284m on this between 2020 and 2025.