



BUSINESS IMPROVEMENT DISTRICT

Message from Dwr Cymru - The impact of Covid-19 on our business customers

We know the extremely difficult conditions facing our business customers as a result of COVID19, in particular the impact that the outbreak is having on their ability to trade and generate income.

To help businesses during this time, we have put in place temporary changes (since 23rd March) as a result of the Government announcement that certain businesses must close:

- We are stopping disconnection for non-payment
- We are offering payment holidays and revised payment plans, meaning we won't be imposing late payment charges for any non-payment of bills issued from 1st March
- Whilst a business is temporarily closed and no water is being used we will not charge a service charge (as we would normally). We will still send bills for water and sewerage services used up to 23rd March.

We want to work with all business customers to ensure our bills are as accurate as possible, which is why we're asking you to contact us as soon as you can to confirm if your business has closed because of COVID19, as well as when it re-opens. We'll be asking you to provide supporting evidence where necessary.

If your business hasn't been affected by COVID19 and you are able to pay your bill on time, then you should do so.

If you have any questions about your bill or account with us, please contact us on 0303 313 0021 (9am - 5pm Monday to Friday) or

complete this [online form](#) and a member of our Commercial Collections team will be able to help you.

My business closed on 23rd March and I've received a bill which I don't understand. Can you explain it?

You'll only see adjustments to your charges if commercial payment relief has been applied to your account, in which case your bill will include the following message: "We understand that your business may be temporarily closed due to COVID-19". The adjustments to charges are likely to be small as we are still billing for usage up to the 23rd March when businesses were ordered to close. If it hasn't been applied, the message will not appear, and your bill will cover standing charges and consumption up to the date of the bill. You can apply for commercial payment relief by completing [this form](#).

My business is closed due to COVID-19 and I've received my bill but I can't see any adjustments to my charges. What should I do?

If your business is closed due to COVID-19 and your bill doesn't include the following message: "We understand that your business may be temporarily closed due to COVID-19", then commercial payment relief hasn't yet been applied to your account. You can apply for this by completing [this form](#).

My business has multiple sites, some of which are closed but some which are still open. What should I do?

For organisations with several sites (some closed and some open), you'll need to email our specialist commercial collections team on RCC@dwrcymru.com. Include your name, contact number, email address and a list of all your sites, account numbers and whether they are open or not, and one of our advisors will be in touch to discuss this with you. For the sites which are closed, you can apply for commercial payment relief by completing [this form](#).