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Mr Marcelo Neri Martins & Mr Alex Ford  
12 Ovington Terrace  
Cardiff  
CF5 1GF

Siaradwch a ni ar-lein  
Talk to us online

**dwrcymru.com**

Cyfeirnod Cwsmer /  
Customer Reference

**5309963401**

Cyfeiriad y cyflenwad /  
Supply address

**12 Ovington Terrace,  
Cardiff**

Anfonwyd y bil / Bill sent

**08 Apr 25**



# Hello

Please check your details. If any of the details are incorrect contact us at **dwrcymru.com** or call 0800 052 0140.

If the details are correct you don't need to do anything and your Direct Debit will be processed as below.

## We wanted to confirm your Direct Debit payment plan

**Account name:** DAVID GONZALEZ CAMPELO

**Account number:** \*\*\*\*5561

**Sort code:** 608371

## What you'll pay and when

Please ensure there will be sufficient funds in your bank account to make the payment on the due date.

We will continue to send you a bill for information so you can keep a check on your account. When it becomes necessary to amend the amount you are paying, there will be no need to contact us as we will notify you in advance of the new payment amount.

You have the right to cancel your Direct Debit at any time. A copy of the Direct Debit guarantee is on the next page.

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.

Your next Direct Debit instalment will be taken on  
23 Apr 25

# £282.56

The collections will be made using this reference:  
Service User Number (SUN): 997542. Reference: 812345678910

## Ways to pay your bill



### Direct Debit

Pay the whole amount, or by monthly or weekly instalments. Set up your Direct Debit online at [dwrcymru.com/directdebit](http://dwrcymru.com/directdebit).



### 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.



### Online

Pay online at [dwrcymru.com/pay](http://dwrcymru.com/pay) using a credit/debit card, Apple Pay, Google Pay or Payit.



### Automated payment line

**0800 028 5209** (24 hour)  
Please have your credit/debit card and customer reference number to hand.



### 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](http://dwrcymru.com/paymentcard) to set up your payment plan or call us on **0800 052 0140**.



### 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](http://dwrcymru.com/myaccount)

For security and for staff training we may record telephone calls.

## Ffyrdd o dalu eich bil



### Debyd Uniongyrchol

Gallwch dalu'r swm cyfan, neu drwy randaliadau misol neu wythnosol. Trefnwch eich Debyd Uniongyrchol ar-lein yn [dwrcymru.com/debyduniongyrchol](http://dwrcymru.com/debyduniongyrchol)



### Bancio ar-lein

Cod Didoli: 52-21-07  
Rhif y Cyfrif: 01500007  
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.



### Ar-lein

Talu ar-lein ar [dwrcymru.com/talu](http://dwrcymru.com/talu) gan ddefnyddio cerdyn credyd/debyd, Apple Pay, Google Pay neu Payit.



### Llinell dalu awtomataidd

**0800 028 5209** (24 awr)  
Gwnewch yn siŵr fod eich cerdyn credyd/debyd a'ch rhif cyfeirnod cwsmer wrth law.



### 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, gorsafoedd petrol ac ati, lle bynnag y gwelwch arwydd 'PayPoint'.



### Cerdyn talu Dŵr Cymru

Ewch i [dwrcymru.com/cerdyntalu](http://dwrcymru.com/cerdyntalu) i drefnu eich cynllun talu neu ffoniwch ni ar **0800 052 6058**.



### 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/fyngghyfrif](http://dwrcymru.com/fyngghyfrif)

Er diogelwch a hyfforddiant staff, gallwn recordio galwadau ffôn.

## The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit Dŵr Cymru Welsh Water will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Dŵr Cymru Welsh Water to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Dŵr Cymru Welsh Water or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

