



DŴR CYMRU WELSH WATER'S MYBILL TERMS AND CONDITIONS

BY SIGNING UP TO DŴR CYMRU WELSH WATER'S MYBILL SERVICE YOU AGREE TO ACCEPT THE FOLLOWING TERMS AND CONDITIONS:

1. The MyBill Service is provided by Dŵr Cymru Cyfyngedig, trading as Dŵr Cymru Welsh Water, whose registered office is Linea, Fortran Road, St Mellons, Cardiff, CF3 0LT (Company Number 2366777), with support from Opus Trust Marketing Limited, trading as Opus Trust Communications, whose registered office is 133-137 Scudamore Rd, Leicester, LE3 1UQ a trusted partner of Dŵr Cymru Welsh Water.
2. When signing up to the MyBill Service, which is hosted by Opus Trust Communications, you will be providing personal information to Dŵr Cymru Welsh Water, and to Opus Trust Communications who will be collecting your personal information and contacting you, on our behalf in order for the MyBill service to be provided to you.
3. Opus Trust Communications collect a variety of data to enable the registration process to the MyBill service. This includes your customer reference number, postcode of the billed property and phone number. We also verify data that you provide against data that you have provided to Dŵr Cymru Welsh Water (including your name, email address and date of birth (for household customers) or company name and job title (for non-household customers). For ongoing site usage Opus Trust Communications also collect your password, language preference and notification preferences, your IP address, session ID and an event log.
4. Opus Trust Communications store this data in databases and retain it for no longer than necessary: for transitory information (session ID) these are retained for 48 hours; all other data is retained for as long as the bills are on your account; and the event log is retained to verify which users have accessed which documents.
5. We may use the personal information you provide to us or to Opus Trust Communications to contact you, which includes Opus Trust contacting you on our behalf, in relation to your account and the services we provide to you.
6. For more information on how we handle your personal information please see our Privacy Policy which is available on our website at the following link: <https://www.dwrcymru.com/en/Company-Information/Data-Protection.aspx>
7. By applying for the MyBill Service, you accept that you will no longer receive a paper bill.
8. Once you have applied for the MyBill Service, an email (and text message if you have chosen to receive text notifications) will be sent to you for this account when your bill is ready.
9. Only one email address can be used to register one customer account.
10. You must have a valid email account to use the MyBill Service. The accuracy of that email address is entirely your responsibility. If your email account becomes invalid or you want us to email you at a different email address it is your responsibility to change your email address via your MyBill account. You shall remain fully liable for any bills of which notification has been sent to your previous email address.
11. It is your responsibility to keep the password for your MyBill account secure and notify us immediately if you think it might have been compromised. You are also responsible for the security of your computer and any bill images you choose to download to it.
12. The accuracy of your telephone number is entirely your responsibility. If your telephone number becomes invalid or you want us to send text notifications relating to your bill to a different telephone number, it is your responsibility to change your telephone number via your MyBill account. You shall remain fully liable for any bills of which notification has been sent to your previous telephone number.
13. Dŵr Cymru Welsh Water reserves the right to refuse use of the MyBill Service to anyone for any reason at its discretion.
14. Dŵr Cymru Welsh Water reserves the right to modify or discontinue (permanently or temporarily) the MyBill Service to you or all recipients at its discretion.
15. Any instructions that you give to Dŵr Cymru Welsh Water or Opus Trust Communications in relation to changes to your details (such as amending your account details) are subject to acceptance by us and shall not be deemed to have been accepted unless and until confirmed to you by email.
16. All bills of which notification is sent to you by email or text (if you have chosen to receive notification by text) are payable to Dŵr Cymru Welsh Water on the "payable by date" of each bill. You shall remain fully liable to pay any bills of which notification has been sent to the email address or mobile phone number you have specified regardless of whether or not you access that email account and read the relevant email, are disconnected from your email account or mobile phone number for any reason or fail to read the relevant notification.

17. If you do not pay your bills on time Dŵr Cymru Welsh Water may issue reminders and legal proceedings may be pursued. All reminders and other correspondence will be sent by post to the address that is linked to your account.
18. Bills may be paid to Dŵr Cymru Welsh Water by any of the following methods:- online debit or credit card payments or via our automated payment line on 0800 028 5209, Direct Debit, payment card, internet banking or direct payment via our Water Direct scheme.
19. If you wish to cancel the MyBill service, you must notify us immediately via your MyBill account or via the "I've got a question section". Alternatively, you can call us on 0800 052 0145. We will cancel your MyBill service within 10 working days of such notification and after that date no further notification of any bills will be sent to you by email. However, you shall remain fully responsible for payment in full, to Dŵr Cymru Welsh Water, of any bills of which notification has been sent to you on or before the date on which your MyBill account has been cancelled.
20. Dŵr Cymru Welsh Water and Opus Trust Communications cannot guarantee uninterrupted and/or reliable access to the MyBill service and makes no guarantee whatsoever as to its operation, availability, functionality, that it will be free of error or disruption.
21. You agree to use the MyBill service responsibly and lawfully. In particular, you shall ensure that all information provided to us is accurate and will let us know if it needs to be updated at any time.
22. All materials (including, without limitation, all designs, text, graphics and their selection and arrangement) relating to the MyBill Service are the copyright of Dŵr Cymru Welsh Water. No such material may be copied or reproduced in any form whatsoever, whether physical, electronic or otherwise, without our express, prior, written consent.
23. Dŵr Cymru Welsh Water reserves the right to alter these terms and conditions from time to time. We will make the latest version of our terms available for you to read at all times via your MyBill account. Your use of the MyBill Service and your access to electronic bills will be deemed an acceptance of these terms as amended.
24. Dŵr Cymru Welsh Water shall not be liable for any charges that become payable by you in the event that the payment of your bill to Dŵr Cymru Welsh Water causes your bank account to become overdrawn.
25. If any provision of these terms and conditions shall be unlawful, void or unenforceable for any reason then that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions.
26. These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales, as applied in Wales and shall be subject to the exclusive jurisdiction of the Courts of England and Wales.
27. None of the provisions in these terms and conditions shall affect your statutory rights as a consumer.
28. The MyBill Service is provided free of charge.