

We're upgrading the water pipes...

To provide you with
clean, fresh water for
years to come





What we're doing

Although rain falls freely from the sky, we put a lot of work, energy and love into getting every drop of water to you.

We clean 800 million litres of water every day at one of our 65 treatment works. Then we pump it to you through 27,000km of water pipes.

And the time has come for us to do some work on the network to make sure that your water stays clean, safe and tastes great for years to come.

Some of our water pipes are over 100 years old. Over time, natural deposits can build up inside and slow the flow of the water. While these deposits are not harmful, every now and then we need to clear the pipes to keep the water running freely.

You'll probably notice our teams out working in your community. We'll use a variety of techniques to clean the pipes, but at times we will need to replace some which we know can be a bit more disruptive.



Discover what we're up to
dwrcymru.com



What it means for you?

1. We won't need access to your property but we may need to turn off your water supply for a short period. We'll contact you in advance to let you know the date and time of when the water will be temporarily off.

If you're worried about being without your water for this short period of time, get in touch.

2. You may have lower water pressure while we're doing the work. This should only be temporary while we do the work.
3. Your water may appear darker than normal or even cloudy for a short time. While this doesn't look very nice it is perfectly normal and should clear quickly. To help it along, just run your taps to help flush the water through.

If you're on a water meter though don't worry, we'll give you a flushing allowance towards the cost of your next bill.

Top Tip

Don't do any laundry as the dark coloured water may stain the washing. It isn't permanent though so if this happens, wait until the water is clear and then wash your clothes again as normal.





What you can expect

Ahead of the work starting, we'll write to you with our expected start date. Of course, if this date changes we will let you know.

We will use the latest technology to minimise disruption – and we'll put in the hours to keep things moving along quickly.

You'll see our teams setting up signs and safety barriers before they begin their work – if you have any questions about what they're doing, feel free to ask.

Once work starts, we'll get the job done as quickly and efficiently as we can.

We'll do our best to keep the traffic flowing too, managing the roads to make sure everyone stays safe. This may mean traffic lights and some delays – but we hope you'll agree that it will be worth it to make sure you continue to receive a first class supply.

And please be assured that if we do need to dig up the road, we'll put everything neatly back as we found it when we are finished.





We're not-for-profit

We're different from other water companies.
We don't have shareholders.

This means that every penny goes back into
keeping your bill down and looking after your
water and beautiful environment—now,
and for generations to come.

We think it's a better way of doing things.

And remember you can always get in touch
if you've got any questions. It's really useful
to know what we can improve. And we love to
know when you think we've done a good job!



Discover where your
money goes
dwrcymru.com/different