

Who we are

At Welsh Water, we're different to other water companies. We don't have shareholders and we are owned and managed on behalf of you and the 3 million customers we serve.

Our unique operating model allows us to reinvest in communities, ensuring that our assets are fit for purpose and can accommodate future growth. This helps us to ensure that we can expand our network to support development and economic growth.

We are here to help you so that we can build a flourishing and sustainable economy. We always strive for excellence when it comes to helping new and existing customers to connect to our network as efficiently as possible.





An experienced team...

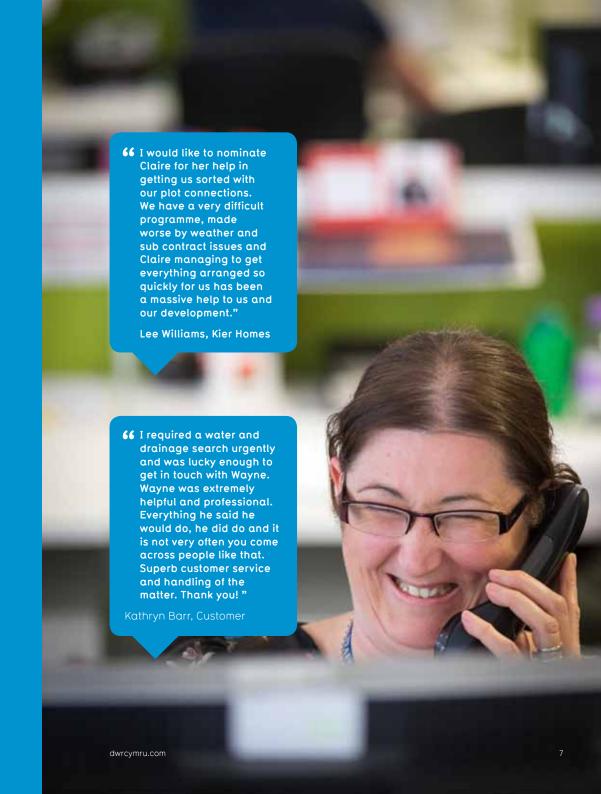
Over the past 12 months we have:

- Laid around 36,000m of new water pipe, diverting water mains and providing supplies for new development sites
- Served an average of 1,380 customers outside of normal working hours, through our website and Interactive Voice Response telephone facility
- Served more than 400 customers every day over the phone, including domestic and developer customers
- Responded to over 4,500 planning applications

Our Promise to you

Welsh Water is committed to:

- Providing a professional and quality service at all times
- Always being clear and transparent when dealing with you
- Being efficient, friendly and informative
- Providing a specialist, informed and knowledgeable service
- Providing a bespoke service, tailored to your needs





Get in touch

For more information about any of our services



wrcymru.com





0800 917 2652



Developer Services Dŵr Cymru Welsh Water P.O Box 3146 Linea, Fortran Road Cardiff CF30 0EH

Institute of Water

2013 Innovation Awards Winner