



Dŵr Cymru
Welsh Water



There's nothing more important than water.

It keeps us healthy, keeps our rivers flowing and our businesses growing. But getting it to your tap, and taking it away is a complicated business.



So we've put together our plan for the five years up to 2025.

Our plan is based on six promises to our customers, and because we're a not-for-profit company, you can be sure that every penny you pay goes towards giving you safe, reliable water and improving your environment.



Clean, safe water for all



We'll continue to invest in our network so you can always trust that our water is clean and safe to drink.



We'll replace old pipes in areas prone to regular bursts that affect the water supply, and we'll use technology across our patch to find and fix damaged pipes more effectively.



Old lead water pipes can be bad for your health. We don't own the lead pipes that connect into houses but will do our bit by replacing them for 7000 homes.



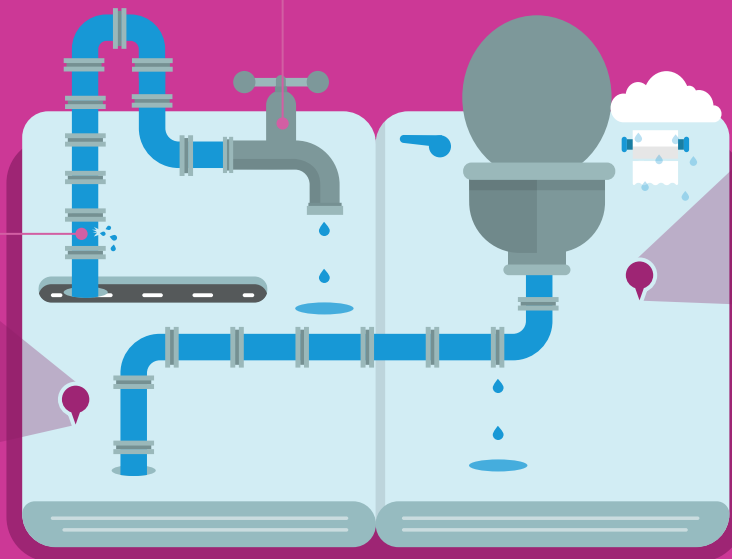
We'll put things right if they go wrong

We've already halved leakage on our network over the past 20 years and we'll continue to reduce it by a further 15%.



We'll reduce the number of customers who suffer repeated 'hard to fix' problems such as low water pressure or sewer flooding by a further 250.

We'll provide a free service to customers to fix leaking toilets and taps in their homes. That will save customers money, and help the environment.



We'll invest more to make sure our pipes and treatment works can withstand severe weather and keep things flowing, now and in the future.

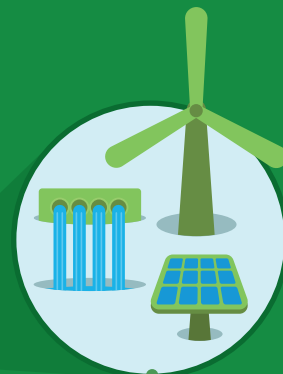
PROMISE

3

Safeguard the environment for future generations

We look after 800 wastewater treatment works and more than 36,000km of sewers. Sometimes things can go wrong, such as wet wipes being flushed down loos and causing blockages and pollution. We will invest more in maintenance and technology to help us reduce the number of pollution incidents from 110 to 90 a year.

We'll work with others to lessen our impact on the environment and improve the water quality of 400km of rivers.



By 2025 we'll be producing a third of the green energy we use from the sewage we treat, solar, hydro and wind power.





Personal approach that's right for you

You'll always be able to speak to one of our team here in Wales over the phone, but we'll expand our digital services so you can contact us however you choose, including on social media.



We'll also make sure our customers know we are happy to provide services in Welsh.



Some customers need extra help. Someone with a medical condition might need urgent bottled water delivered if their water supply is affected. So we'll increase the amount of people on our priority service register from 26,000 to 100,000. This will make sure we get the right help to the right customers when they need it most.



A more sustainable and prosperous future for communities

We'll expand our education programme to teach even more children about their water and environment, at schools and our education centres.



We want to make our part of the world more prosperous and sustainable. So we'll RainScape more communities - reducing flooding in built up areas through clean, green solutions.



We'll invest more in new and existing visitor centres across our area, so more people can enjoy our beautiful reservoirs, and we'll support more community projects.



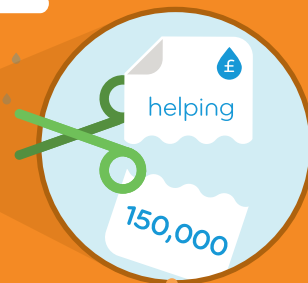
Fair bills for everyone



Our unique not-for-profit model will help us reinvest extra money back into your service. But we'll also need to reduce our cost by 10% by using innovation and technology to find better ways of doing things.



Finally, we want to make sure we've got the right balance between investing in your service and keeping bills affordable. Our plan will increase the amount we invest in your water and environment to a record £2.3bn. But the average household bill will be 5% lower on average than it is today (before inflation).



We'll also offer our reduced tariff to more of those customers who are genuinely struggling to pay their bill. And we'll keep offering free water meters and advice to any customers who we think could benefit.



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For you, not for profit

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