

A plan for our future communities in Wales:

We think water is wonderful and we know how important it is in all our lives. That's why we've spent 18 months listening to what our customers, stakeholders and independent experts have told us is most important. And developed a plan that delivers for customers today and in the future.

We're keeping our bills the lowest in Wales



Increased investment will result in a small bill increase equivalent to an average of less than over five years*

0.5%



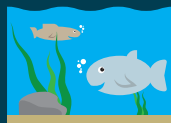
Doubling the number of customers we help to pay their bills

Improving the services we offer



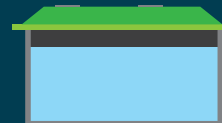
reducing water supply interruptions by

27%



reducing pollution incidents by a further

18%



Increasing investment by 4% per customer including investing **£19 million** to improve dams and treated water reservoirs

We're doing more to improve the environment

Over £1m investment in biodiversity including to enhance the visitor experience at Lake Vyrnwy and to restore 450ha of upland peat bog



£2.5m investment in improving 22km of river water quality

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*For the combined water and wastewater bill. Increase of 2.2% (not including inflation) by 2024/25