



WELCOME TO:
YOUR WATER, YOUR SAY

WHO WE ARE

HAFREN
DYFRDWY

RHAGOROL O'R TAP

Your
water
your
say

From Wrexham in the north... to Powys in the south.

We provide water services to around **108,500 homes and businesses** across Powys and in and around Wrexham

Every day we supply **61 million litres** of drinking water

We take **15 million litres** of wastewater every day from homes and businesses, from roads and public spaces in Powys and treat it

We offer the **lowest combined average bill** in the land at around £1 a day



From Wrexham in the North ...



... to Powys in the South

WHAT'S IN OUR BUSINESS PLAN?



Every five years we develop detailed business plans for the following five-year period, in this case 2025-30, ready for Ofwat (our regulator) to review

We ask customers where you'd like to see improvements

Over **6,000 customers** told us about what they'd like us to do, including at our last 'Your water, your say' session

We target investments in those areas and make sure we can meet current and new standards for water quality and the environment

Our plan includes a record **£250m** of investment that will deliver a range of improvements including a **72%** reduction in supply interruptions, **10%** reduction in leakage and enhance over **500 hectares** of peatlands

We work out the impact on customers' bills in each of the five years

To deliver this record investment, average bills will increase to around **£1.48 a day** by 2030

We give details of the support we'll provide to customers who may be struggling with their bills

We know times are challenging – we're **doubling** the number of customers we can support with their bills

Our plan in summary

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What you can expect from us

2025-2030

GUARANTEE FUTURE WATER SUPPLIES



LEAKAGE cut by another further 10% and on track for halving it by 2050.

10%

SUPPLY INTERRUPTIONS a more resilient network to cut interruptions by 72% from last year's level.

72%

ENSURE WATER IS USED MORE WISELY



CUSTOMER USE reducing average daily use levels to 131 litres per person per day.

131 Ltrs

SMART METERS upgrading 24% properties to the latest smart meters to reduce leaks and save customers money.

24%

DELIVER A HIGH QUALITY, AFFORDABLE SERVICE



CUSTOMER EXPERIENCE keep raising our performance and climbing the sector ranking.



SUPPORT more than doubling the number of customers supported from our social tariff pot.

+2x

LOWER RISK OF FLOODING AND POLLUTION



FLOODING reducing the number of external sewer floods by 8%.

8%

POLLUTIONS keep extending our record of over ten-years with zero serious pollutions.

0

PROTECT AND ENHANCE OUR ENVIRONMENT



PEATLAND savings of 838 tonnes of carbon a year by restoring peatland.

838t

NET ZERO cutting emissions from our water assets by 15% from the 2021/22 baseline.

15%

A POSITIVE SOCIAL DIFFERENCE



LEAD PIPES protecting at least 554 more properties from lead pipes and getting to 2,000 if we find more affected.

554

COMMUNITY a continued active role with our £60,000-a-year Community Fund for local charities and community projects.

£60k

A SAFE, INCLUSIVE AND FAIR WORKPLACE



TALENT expanding our apprentices' pipeline to around 10% of our workforce by 2030.

10%

WELSH LANGUAGE We will continue to support and honour our commitments to the Welsh language.



YOU SAID, WE DID



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In the first *Your water, your say* session customers and stakeholders said ...

And our plan responds with

Smart metering

Some unmetered customers are worried about the impact on bills, others see the benefits for managing bills and detecting leaks.

Replacing existing meters with smart meters to help customers track water usage and reduce leakage.

Water efficiency

What are we doing and how will non-household customers benefit?

Reducing average daily water usage and piloting smart meters with non households.

Lead pipes

You're worried about lead pipes and it's a high priority area for investment.

Continuing to protect properties from lead, up to 2,000 if identified.

Customer service

What are you doing to improve?

Hyper local community focused experience.

Affordability

We are worried about the cost of living and bill increases being unaffordable.

More than doubling the number of customers who receive a bill discount.

Protect and enhance the environment

Reducing overflow spills, the risk of flooding and protecting and improving this environment is important.

Delivering our national environment programme, restoring peatland, cutting emissions.

WHERE CAN I FIND OUT MORE?

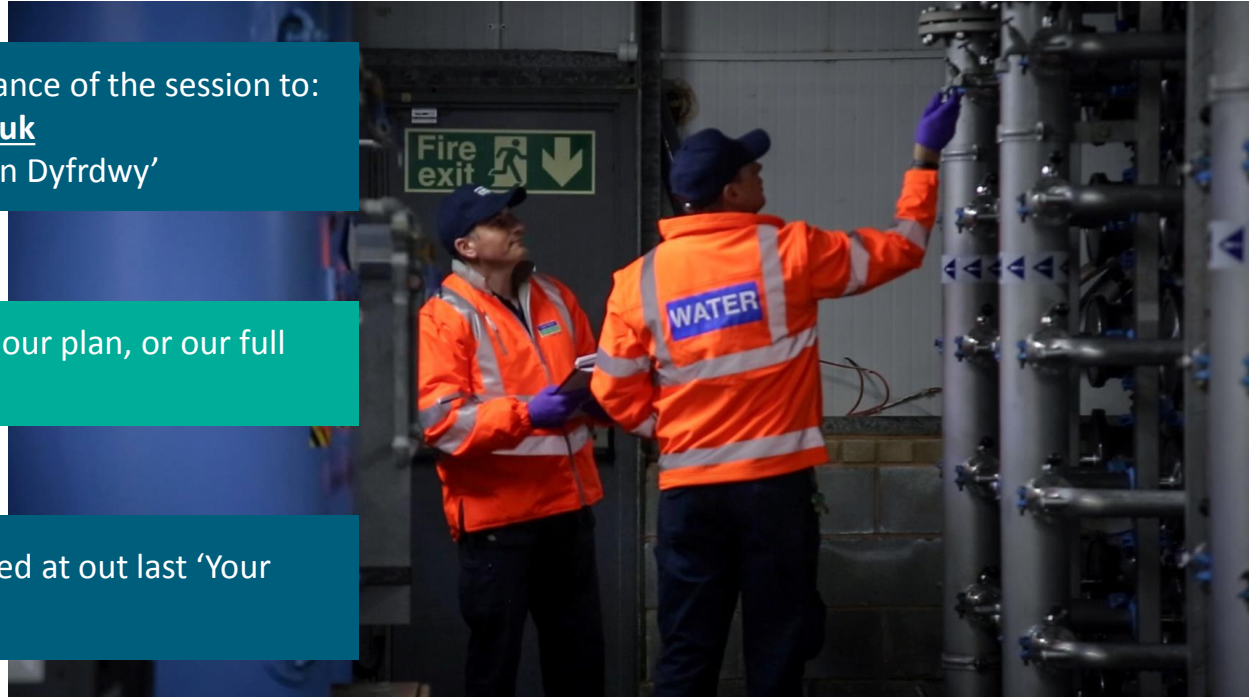
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You can submit a question in advance of the session to:
yourwateroursay@ccwater.org.uk
Please mark the subject as 'Hafren Dyfrdwy'

You can read a short summary of our plan, or our full plan, [here](#).

You can read about what happened at our last 'Your water, your say' session [here](#).





Your
water

your
say