

Our Teifi – One Catchment

Richard Davies – Sewerage Manager (West)
Rebecca Jones – Community Manager (West)
Vyvyan Evans – Nature Based Solutions Project Manager
Kelly Jordan – River Quality Liaison Manager (West Wales)

Ffynnone Resilience Group meeting
29th September 2022





- **3 million customers** served across Wales, Herefordshire & parts of Deeside
 - **27,000km** of water mains
 - **36,000km** of sewers
 - **843** sewage treatment works
 - **69** water treatment works
- **Not for Profit:** all profits are reinvested for the benefit of our customers.
- **Over a third** of the entire UK's Blue Flag beaches are in Wales.
- **3 star rating** under 2021 Environmental Performance Assessment metrics (EPA).
- Regulated by Ofwat, DWI, NRW & EA.



Wastewater Treatment



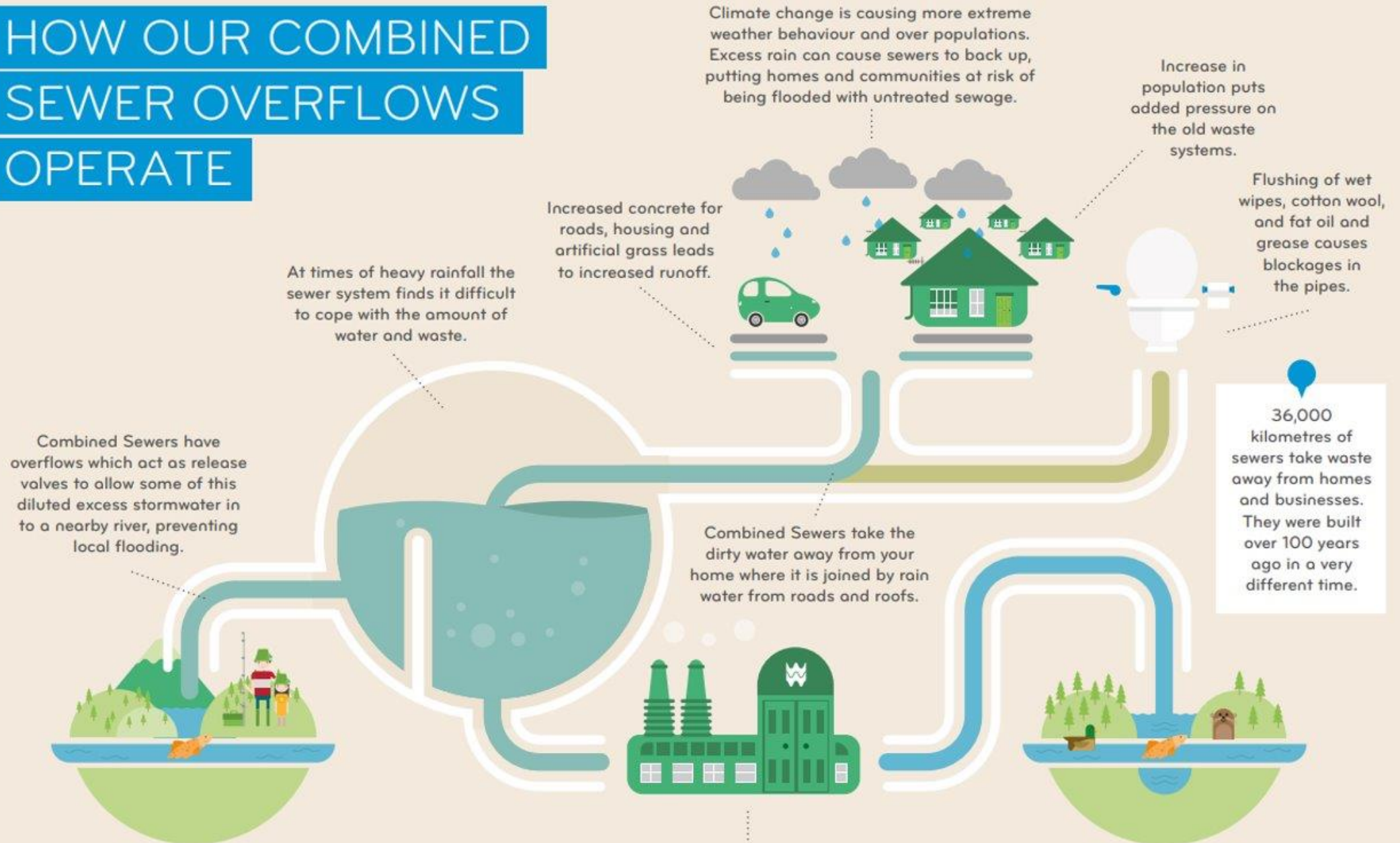
- Welsh Water receive wastewater from domestic homes, some traders, community facilities etc & rainwater where systems are combined
- **Treatment = a combination of settlement and biological processes**
- Levels are set and permitted by our regulators, dependant on the receiving watercourse quality, allowing safe release back into the environment

Sewerage Network & CSOs

- **Victorian age sewer system** – serving 000s of people, some systems combined...
- **Combined Sewer Overflow (CSO)** – a permitted release point within a sewerage system that contains both rainwater and diluted sewage - **these are unplanned events**
- When the network becomes overwhelmed with the volume of water, these assets can overflow into waterbodies.
- **Without these release points** – an alternative route would be found, potentially into customers homes and businesses.



HOW OUR COMBINED SEWER OVERFLOWS OPERATE



Sewerage Network & CSOs

- Flow from CSOs is not tested in the same way as Wastewater Treatment Works.
- Regulators allow discharges in certain conditions which allows Welsh Water to prevent sewage flooding to homes and businesses.
- Welsh Water monitor these events and report to our regulators.
- Spills cannot be reported in advance – unplanned events.
- Removing CSOs completely would cost between £9 billion and £14 billion and take decades to complete – this would also make water and sewerage bills unaffordable.
- More information can be found [here](#) *DCWW's Improving Our River Quality 2022*



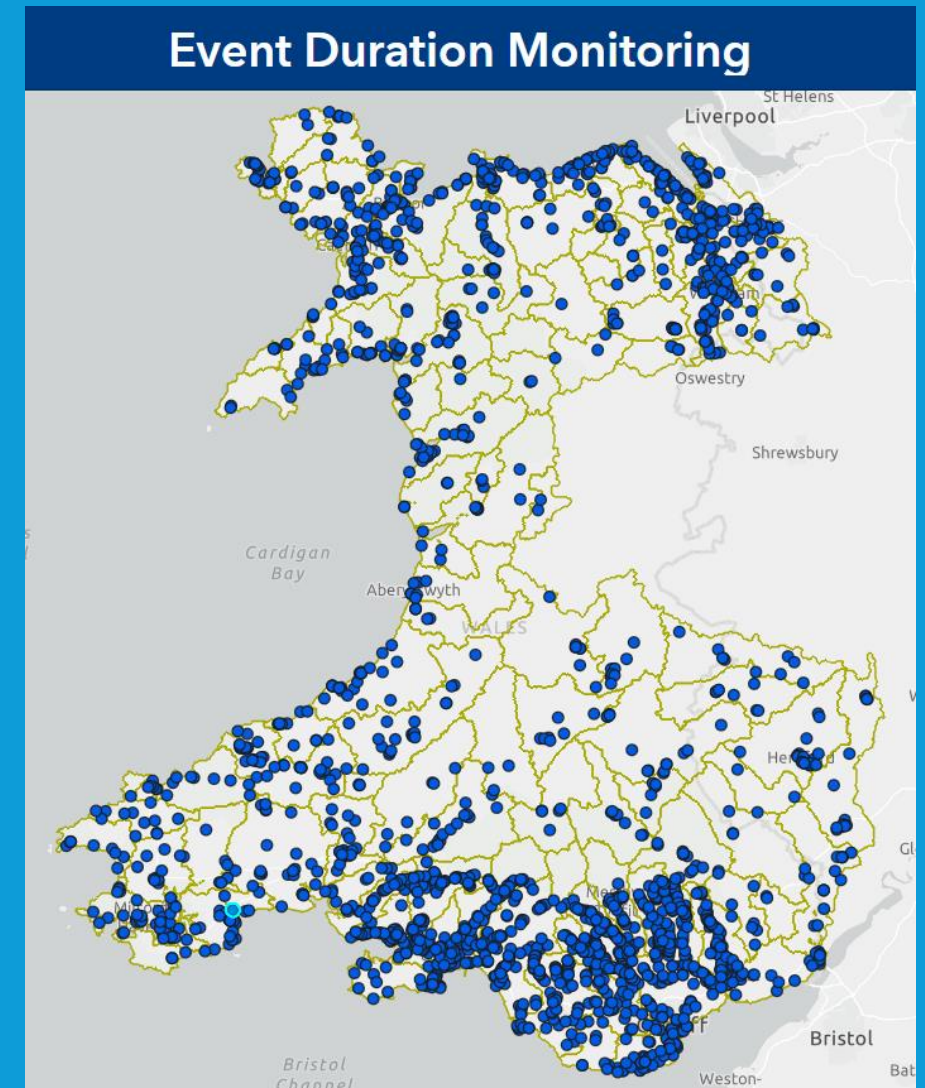
2021 data available [here](#)



CSO Monitoring

- EDM to remotely observe these release points.
- £10.5 million already invested in improving the monitoring of our CSOs since 2015.
- Welsh Water monitor **>99%** of our CSOs
- Sensors detect spills into waterbodies and read every 15 minutes.
- Welsh Water report real time alerts for bathing waters.

dwrcymru.com



Investing in our network

- Almost **£100m** being invested between now and 2025 to improve CSOs.
- This is part of a wider investment package of **£836m to protect the environment.**
- **£3.7m** invested in Cardigan in 2021/22 to help reduce the risk of sewer flooding to the Lower Town area.
- Currently investing **£42m** across Wales in our *Storm Overflow Assessment Framework*.
- In the decade to 2025, we will have invested approximately **£1.5bn** in improving and maintaining our wastewater network.
- Providing **£250,000** funding and expertise to the Welsh Government 'Four Rivers for Life' programme, on the river's Cleddau, Teifi, Tywi and Usk



Sewer Overflow Assessment Framework

- 600+ assets between 2020-2025.
- Framework developed in collaboration with Water UK environmental regulators.
- Prioritisation and Assessment process.
- Root cause has a big influence on investment needed to resolve.
- The highest priority assets move into latter stages of the framework.



Wales Better River Quality Taskforce

- Partnership working with Welsh Government, our regulators and other water companies.
- Working together to improve river water quality in Wales.
- Regular meetings held to create action plans to drive rapid change, improvement and investment.
- Aiming to reduce the adverse impact of any overflow discharges on the environment.
- More information can be found at <https://gov.wales/wales-better-river-quality-taskforce>



How you can help

- **Let's Stop the Block** – Only flush the 3 Ps (everything else goes in the bin).
- **Separate systems / RainScape** - rain water back to the environment and wastewater to the sewer.
- **Connect Right** - Investigate potential misconnections
- **Something doesn't seem right?** – Please let us know via our 24hr phoneline 0800 085 3968.



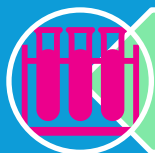
Citizen Science



Data drives Welsh Water investment



Data must be contextualised & consistent



Data must be calibrated & verified



Data must be regulator accepted

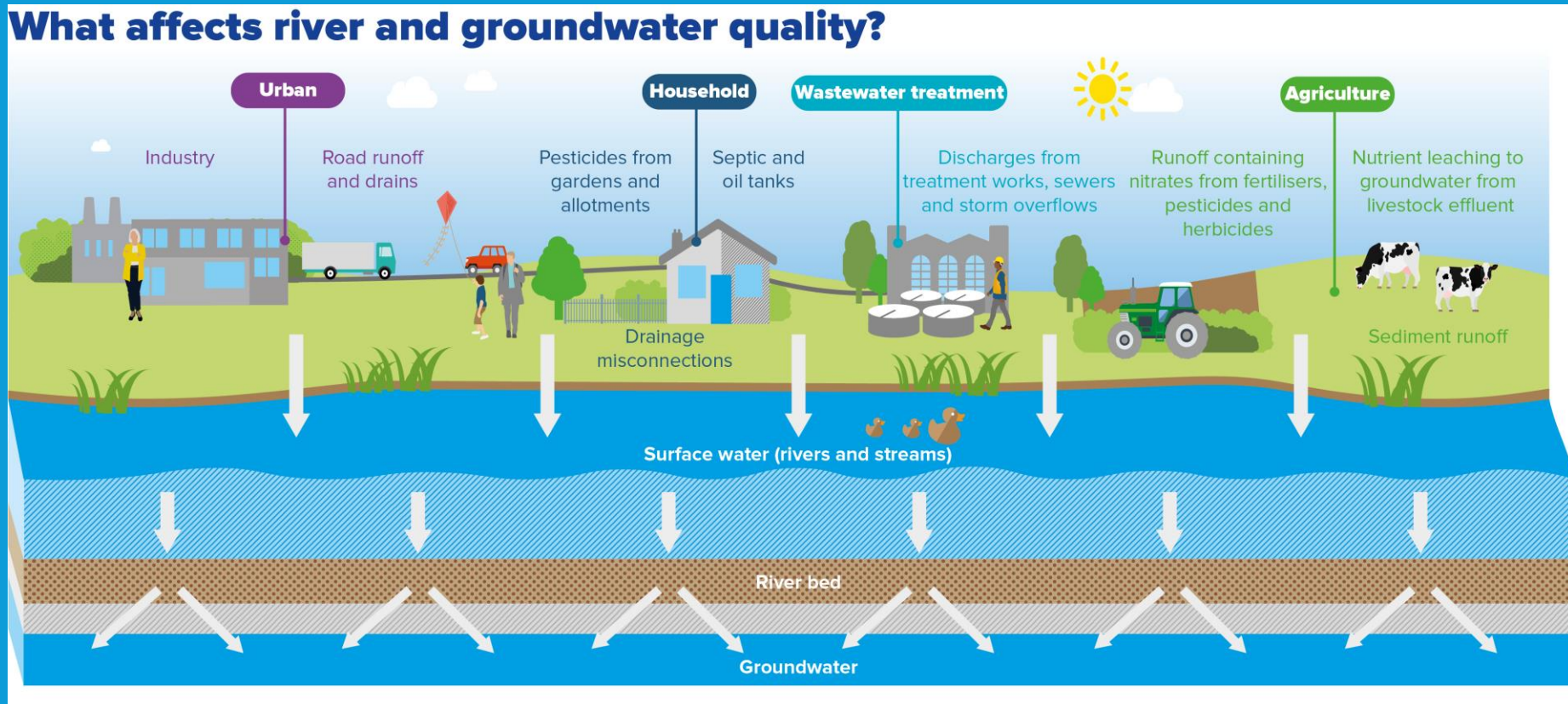


**Welsh Water funder & partner of Catchment
Monitoring Co-operative**



One goal

Welsh Water are working with multiple stakeholders and organisations to help restore river compliance - *river water quality in Wales is 3x better than in England.*



- We have launched the Welsh Water Community Fund to give something back to the communities we are investing in.
- If you live in an area where work is taking place – and you're fundraising for projects to benefit the community – you could receive funding from Welsh Water up to a value of £1,000.
- For more information visit dwrcymru.com or contact communityfund@dwrcymru.com



Thank you for listening Diolch yn fawr

Overview video available [here](#)

