



Our Sustainable Future

Stakeholder Feedback

Diane McCrea - Consumer Council for Water Wales: “We fully support Welsh Water’s process for developing its vision for the future, especially the deliberative research with customers. We, as the Consumer Council for Water Wales, look forward to working with the Company to ensure customers’ views are at the heart of this process to deliver for the future.”

Ceri Davies – Environment Agency Wales: “We are pleased to have contributed to the development of this statement. We welcome the company's commitment to reducing their carbon footprint and adapting their activities to climate change. We are pleased to see a commitment to resolving existing sewer flooding problems and to minimising future risk through improved asset performance and investigation of sustainable drainage solutions. We particularly welcome their commitment to achieve sustainable environmental outcomes through the Water Framework Directive. We look forward to continuing to work with DCWW to develop the more detailed actions needed to achieve the goals and priorities covered within the SDS.”

Milo Purcell - Drinking Water Inspector: “We have been fully engaged in the consultation and are happy with the process followed by the company.”

Chris Uttley - Countryside Council for Wales: “Long-term planning for a major utility like Welsh Water is important, but challenging. As a key stakeholder of Welsh Water, we were pleased to have the opportunity to review the company’s proposals. Providing essential public services such as water supply and efficient wastewater treatment is vital for Wales, and we were pleased to see the company's commitment to the environment and wildlife of Wales by including environmental protection, biodiversity and climate change as key priorities within its vision of the future.”

Fiona McAllister - Beaufort Research (who undertook the Customer Research on behalf of Welsh Water): “Reassuringly, the study has shown that there is nothing missing from the Welsh Water Strategic Direction Statement and the research reinforces the direction that the company intends to take”