



DRAINAGE &
WASTEWATER
MANAGEMENT PLAN

Dŵr Cymru Welsh Water The Plan (DWMP)

Customer overview 2023



IN PARTNERSHIP WITH

rps

ATKINS
Member of the SNC-Lavalin Group

WSP



Background

We have developed our first Drainage and Wastewater Management Plan (The 'Plan'). The Plan provides a basis for long-term planning of drainage and wastewater services across our operational area and it tells us what we must achieve to deliver the best outcome for our customers and the environment we all share.

The Plan is customer driven and focused on tackling wastewater and rainfall escaping from the network, as well as managing the added pressures presented by population growth, urban creep, and climate change. We have considered how long it could take to reach the level of ambition that our customers and stakeholders expect, and then prepared the priority areas that need investment from 2025 to 2050.

Through our work to date, we have looked at where and how we want to work with others to further develop the Plan and address the risks we face.

What is this document?

This document has been designed to provide a short overview of the DWMP.

We have created a suite of documents to help you find out more:

Introduction to the Drainage and Wastewater Management Plan	Customer overview
Where we want to work with you	Statement of Response
Developing options*	The programme*

You can find these documents and more information on our website.

* Under development for DWMP29



About Us

We are Welsh Water, your not-for-profit water company. We are the 4th largest company in Wales, providing water to keep you healthy and clean wastewater to protect your environment.



Serve over 1.4 million homes and businesses.



Treat over 600 million litres of wastewater on an average day.



Invest more than £1 billion every 5 years to take the service to where you, our customers, expect it to be.



Manage over 800 wastewater treatment works and 69 water treatment works.



Employ over 3,000 people.



Maintain over 30,000km of sewers, over 26,500km of water mains, more than 3,000 sewage and water pumping stations, and over 2,000 storm overflows.

We're a bit different from other water companies.

We are a 'Not for Profit' organisation. We don't have shareholders. Every penny our customers provide is put right back into keeping bills down and looking after your water and the environment we all share – now, and in the future.



What is a DWMP?



Customer focused plan setting out how we will manage future challenges from a bigger population, growing urban areas and climate change.



Setting out how to extend, improve and **maintain drainage and wastewater systems.**



Plans for the longer term with targets to address the risks we face over a minimum period of **25 years.**



Best practice approach building on already established processes.



Allows us to be more transparent about investment decisions that affect customers.



The Plan will help us to work towards our **2050** vision to “earn the trust of our customers every day”.

We plan at four different levels from Level 1 (the widest area) to Level 4 (the most local area).





Where are we going?

In the Plan, we talk about the **Customer Destination** and **Environmental Destination**:

**Customer
Destination**

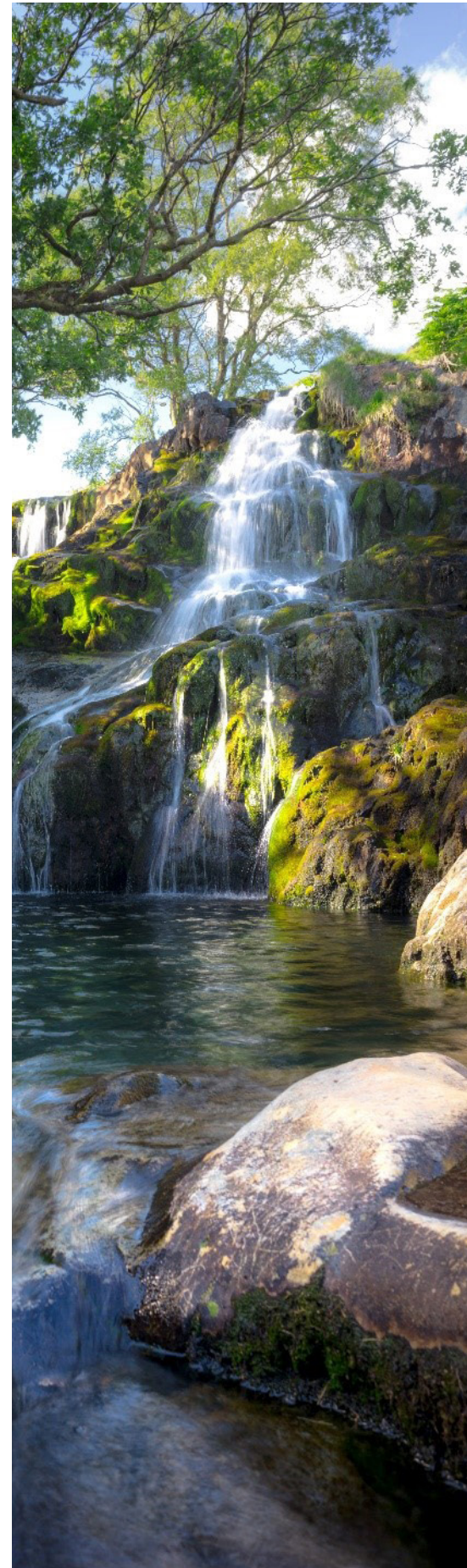
**Environmental
Destination**



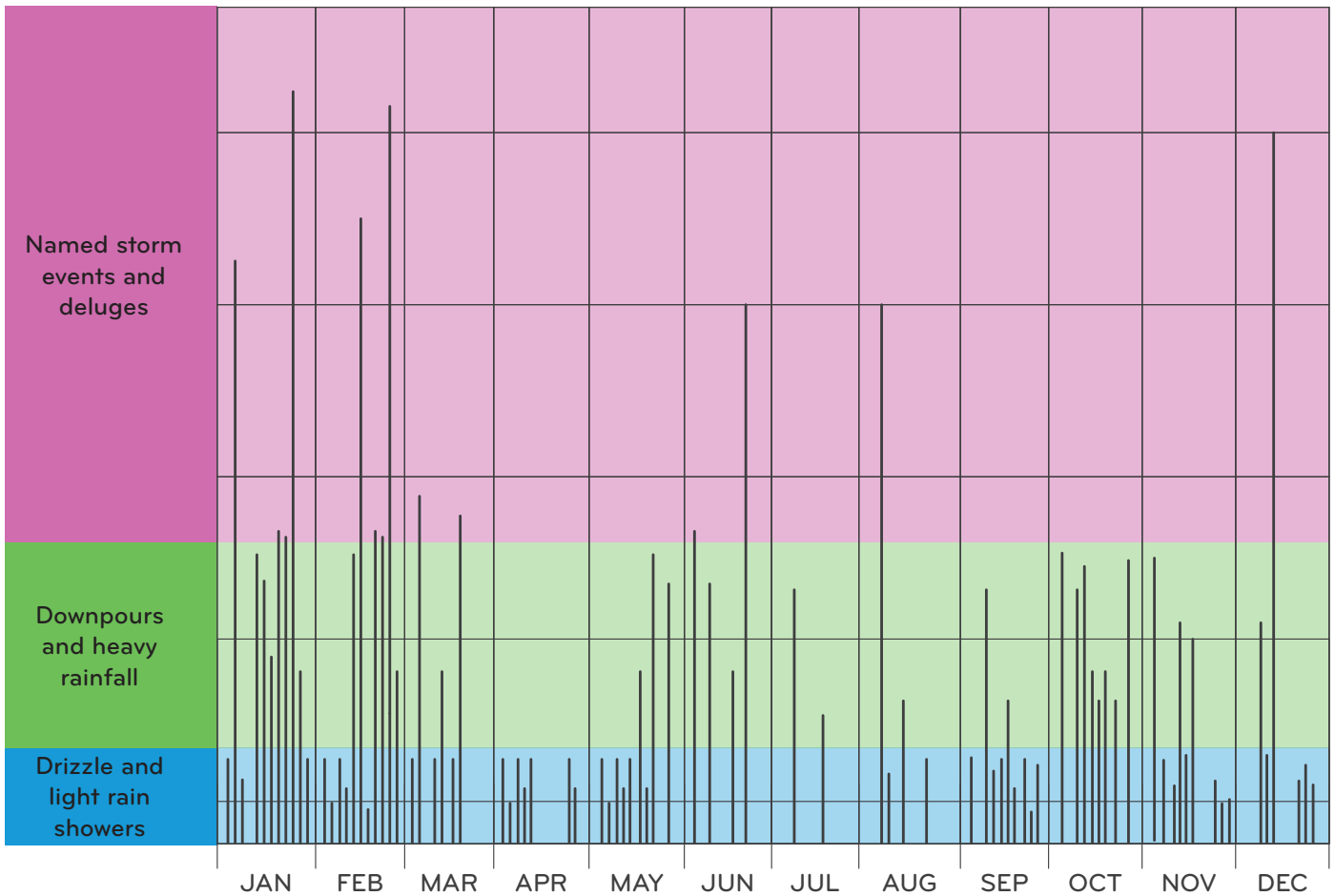
A time in the future when customers will not have flooding from sewage inside their home due to a lack of sewer network capacity.

A time in the future when our rivers and coastal waters only ever receive treated flows from a sewerage system to protect their biodiversity and ecology.

It's not possible to reach these destinations straight away. We have broken them down into smaller and more affordable steps every five years.



The chart below shows a typical year and how rainfall can vary. It helps us as part of our planning for sewage, draining and flood risk.



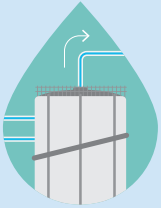
Climate change, new development and bigger urban areas mean that we need to increase the amount of sewage and rainfall we can cope with over the longer term. This will reduce the risk of flooding and pollution.



As part of the Plan, we have looked at how we will:

- 1 Contain sewage and drizzle rainwater.
- 2 Look to redirect downpours and heavy rain back to the river and sea.
- 3 Support the emergency services during extreme flooding.
- 4 Carry out testing of different scenarios to make sure we deliver the best possible Plan.

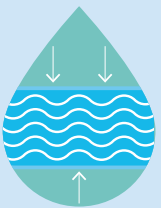
We have three summary objectives:



Water Quantity
Reducing the risk of flooding to communities.



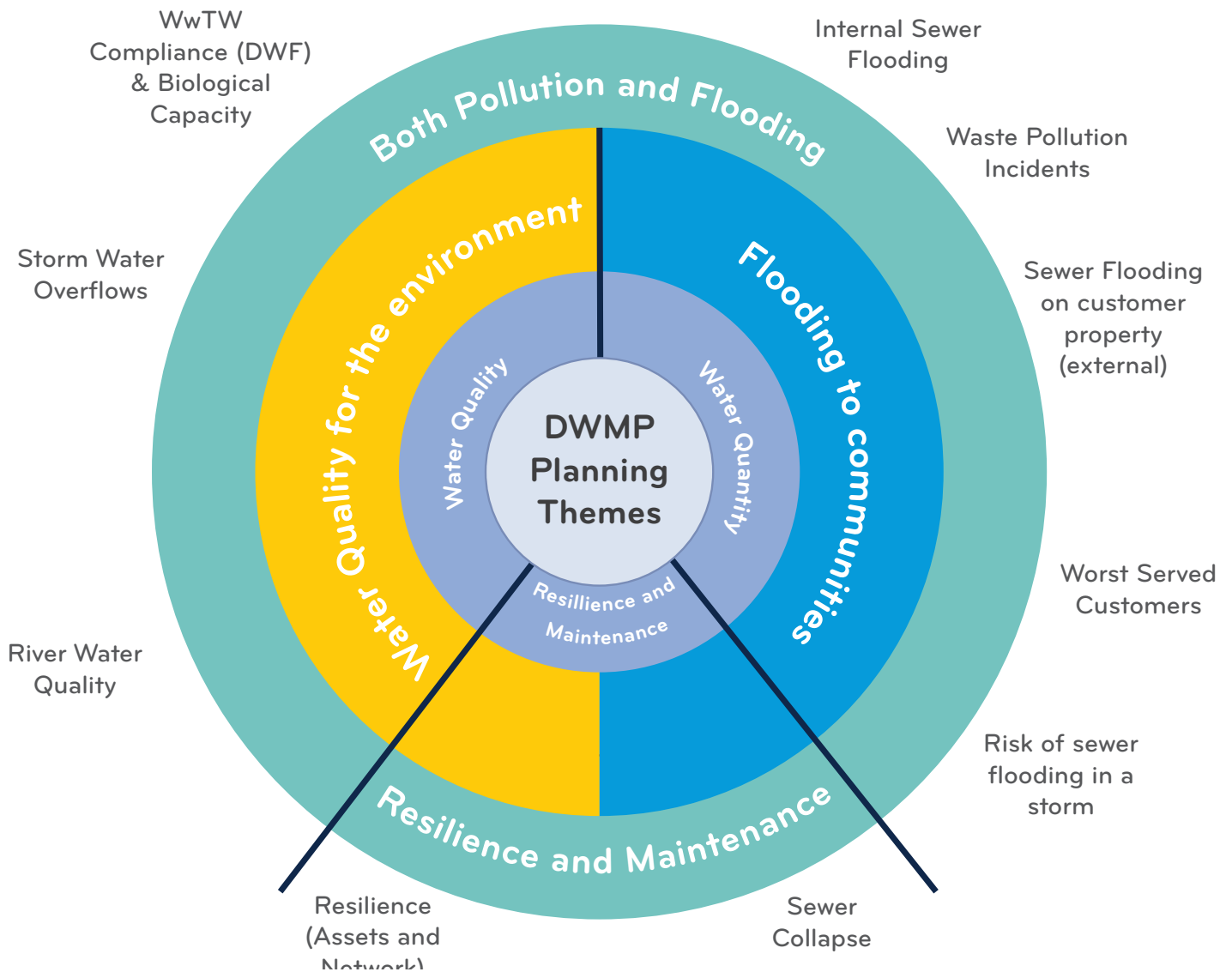
Water Quality
Improving water quality for the environment.



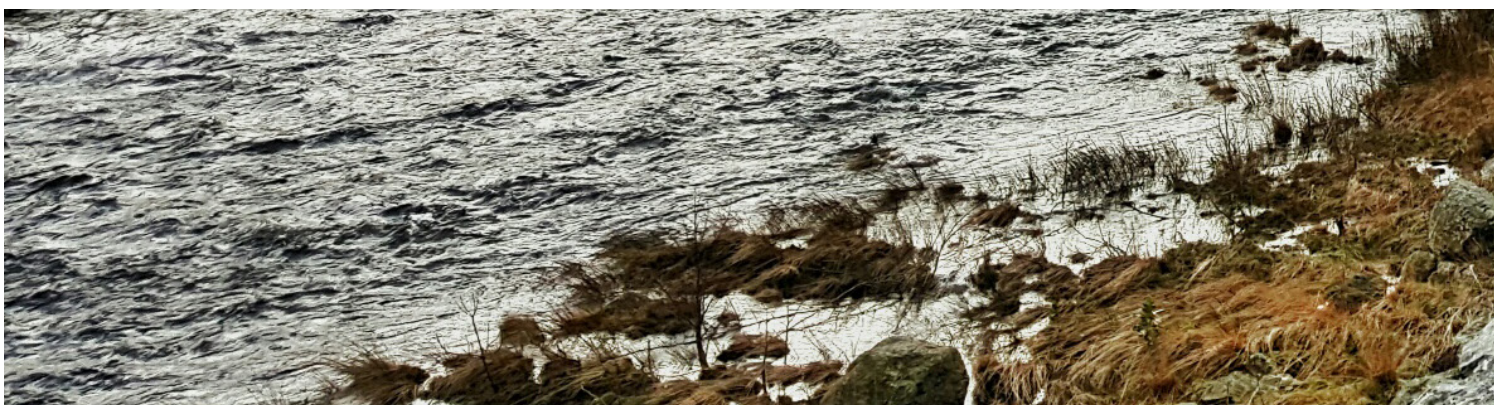
Resilience
Making sure we can adapt to changes in the future, whilst also maintaining important services and protecting the environment.



Within each of these summary objectives, there are several measures of success in different areas. This is shown in the image below:



We take these planning themes and consider them together with future challenges. This helps us to identify areas that could face risks.





What are the risks?

The Plan sets out choices we need to make to deal with the risks we face. These risks will happen if we do not invest for the future.

There are risks within the following areas:



Environment



Flooding and Pollution

Environmental risk



Environment

The Plan sets out how we will take action to tackle environmental risks. We carry out environmental assessments on all our schemes.

Sometimes, what we do as a company can impact on rivers and coastlines and we need to put together solutions to tackle issues such as:

Removing

barriers to fish migration.

Improving

water quality, biodiversity, and bathing waters.

Enhancing

storm overflow systems so they can better cope with extreme weather and rainfall.

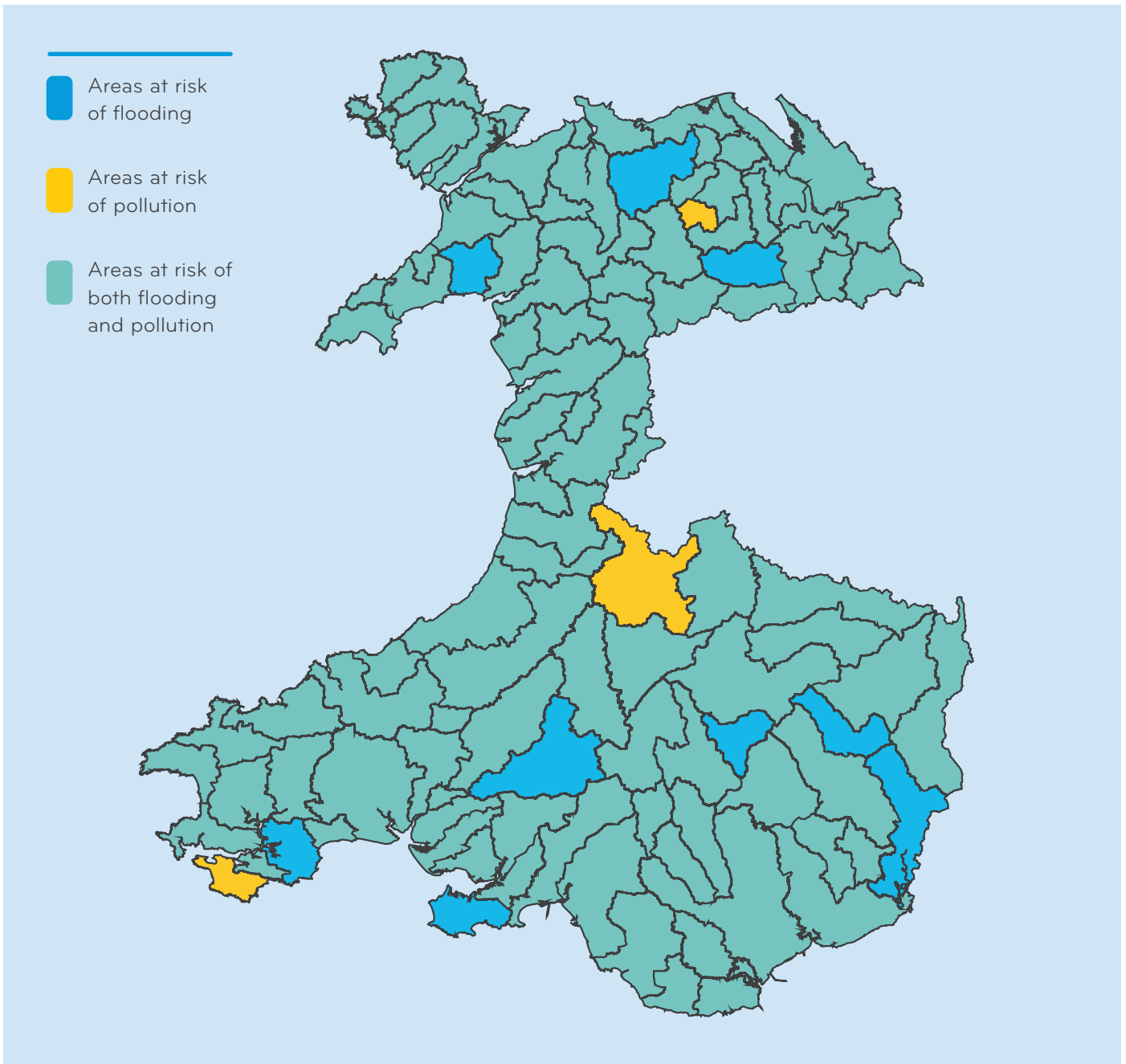
We pay particular attention to areas which are environmentally sensitive, such as areas of conservation, shellfish areas and bathing waters.

Flooding and Pollution

The Plan also sets out how we will tackle risks around flooding and pollution.

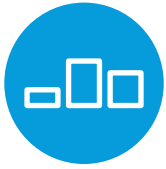
The map on page 11 shows the areas we serve broken down into 106 different zones. We use these zones to help with planning.

The map shows that most areas will have an increased risk of flooding, pollution, or both, without the DWMP and investment.



Engagement

If you would like to work with us to further develop the Plan, or our themes, objectives, and risks, please get in touch at drainageandwastewatermanagementplan@dwrcymru.com



How do we deliver best value?

What do we mean by getting the best value?

Delivering schemes that bring the best mix of cost, quality, and sustainability. Schemes also need to deliver the right outcome for both our customers of today, and future generations.

We prioritise schemes with a positive environmental impact and, where possible, re-design those schemes with a negative impact.



Repairing and renewing pipes

Repairing and renewing sewer pipes to stop water getting in.

Customer education

Communicating with customers to reduce:

- Blockages caused by fats, oils, and wipes
- Water runoff caused by paved-over gardens and using green spaces for driveways

Build bigger (Pumps, pipes, and wastewater treatment)

To cope with current and future flow rates during dry weather conditions.

Improving the environment

Preventing harm caused from poor quality water entering our rivers and beaches.

Divert rainwater from the sewer

Changing surfaces that are not very good at absorbing water.

- Helping suppliers to change surfaces that are not very good at absorbing water
- Re-directing surface water away from roads and driveways, back into the environment

Reducing water use

Reducing water use in homes and businesses.

Managing service during extreme flooding of wastewater

Where possible, protecting our assets during extreme flooding and ensuring service can go back to normal as soon as possible.

More storage of wastewater

Considering storage of wastewater as a last option if we still cannot meet our goals with other options. There may be innovations in future which means this is not needed.





Working together

- The water industry is complex with lots of different organisations involved. These include Natural Resources Wales, the Environment Agency, and local authorities. We need to work with these organisations to deliver the Plan.
- We have already talked to several organisations about how we can work together. This work will continue to ensure the Plan reflects the needs of different groups, and to allow us to deliver more benefits.
- To support this, we have a joint working approach with stakeholders and local communities.

What is joint working?

We need input from stakeholders, customers, and communities, to influence local level plans and decisions in their area. This ensures maximum benefits for communities and the local environment. To help us deliver joint working, we are setting up three different groups:



Strategic Management Forums

Manage funds and agree how and when work will be done.



Project Boards

Linking up Strategic Management Forums and Community Projects.



Community Projects

Work with Programme Boards on solutions to local pollution and flooding issues.



We asked our customers what they know about drainage and wastewater services, their awareness of the future challenges and the impact it can have to service levels and the environment.

Q1 – Q2 2020

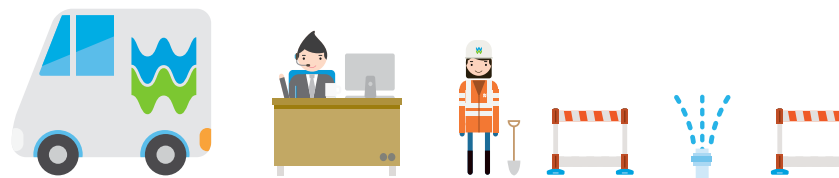


Q1-Q2 2021

Q3 2020

We have developed an online tool to help customers understand the DWMP so they can contribute.

We have looked at potential solutions to the challenges we face and ask for feedback to help develop options.



2022

Q1-Q3 2023

Public consultation on the draft Plan





What's next?

We will finalise the DWMP for 2024 and publish it on our website. We will then review progress against the milestones of the Plan every year and share this with you.



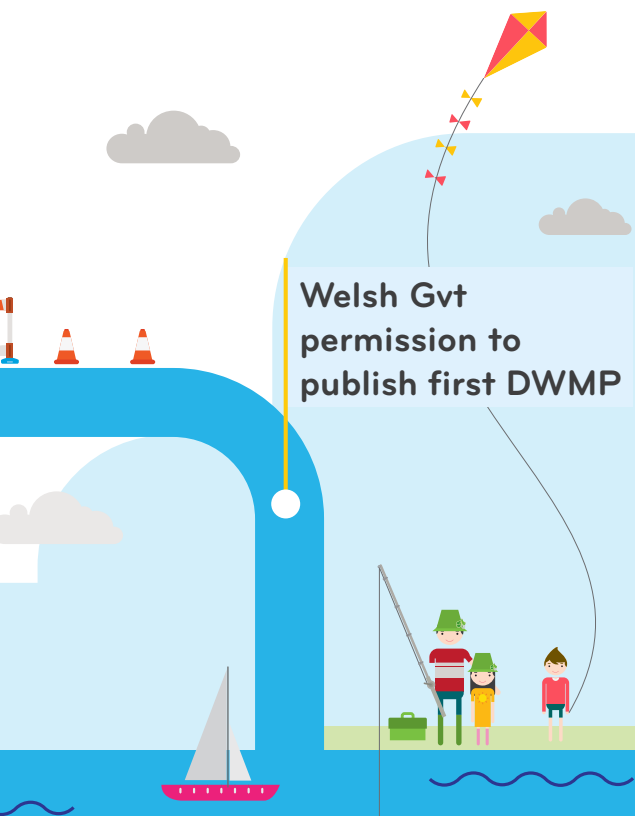
Find out more

You can access our Customer Summary document online to find out more about options and costs.



We then asked what they wanted from their drainage and waste water services for the next 25 years.

Welsh Gvt permission to publish first DWMP



We want to hear from you!

If you have any questions, or would like to request this document in a different format, please contact us at DWMP@dwrcymru.com

