

## **WRMP Workshop 28/6/17 Feedback Report**

### **Summary**

15 stakeholders attended our Welsh Water Resources Management Plan workshop in Wrexham on 28<sup>th</sup> June 2017. We had representatives from RSPB, EA, NRW, North Wales Wildlife Trust, Canal and River Trust, United Utilities, DWI, CCG, CCWater, CLA, Farmers Union of Wales, and Dwr Cymru. 61 pieces of feedback were reviewed across the 2 main topics of: water resources, and our wider obligations. These have been summarised and split into categories as seen below:

### **Water Resources**

#### **Customer Engagement:**

- More education needed on leakage on customer's private pipes
- Availability of water supply is taken for granted, need to get customers to appreciate what would happen if they lost supply
- Focus on vulnerable customers, don't forget those who don't use technology
- There is still a strong perception that metering will cost customers more – how to change this

#### **Resilience:**

- Need to balance how much money we spend on customer education vs leakage reduction
- Make sure River Dee is not over abstracted
- Flooding is a bigger concern than drought – what are ST doing about this?
- Could be big opportunities in attenuation of water
- Need to be more ambitious with leakage target
- Current catchment management schemes are focussed on water quality, could they be expanded to include attenuation/slow flow etc
- Utilise existing groups for partnership working

#### **Water Quality:**

- There are water quality issues on the Dee which haven't been mentioned in this workshop – use partnership working to help overcome these issues
- Septic tanks are a big problem and will be impacting water quality
- Land use changes will have a big impact on water quality in the future and could be further impacted by climate change

### **Wider Obligations**

#### **Assets:**

- Look into opportunities to expand reservoir storage through surrounding wetlands for flood storage
- Develop assets to have multi-benefit, soft approaches

#### **Biodiversity:**

- What are Severn Trent doing around INNS?
- We should support upland management e.g. peatland restoration
- Top 3 biodiversity duties should be INNS, uplands, and working with farmers/land owners

### Customer Engagement:

- A lot of work is being done with domestic customers, need to do more with land owners – there could be some quick fixes found here
- Get involved in local projects, be active in local partnership groups
- Education on full water cycle source to tap needed
- Customers need to understand drivers pushing us from above – this is both a top down and bottom up approach

### Partnership:

- Lead on innovative work with university research
- Be ambitious, don't hold back
- The Dee Valley Catchment Group should be seen as a great way of feeding into area statements
- Need to build a closer relationship between CLA and Severn Trent/Dee Valley
- To be most effective there needs to be 121 relationships with landowners, not through other organisations