

## **Welsh WRMP Workshop 12/10/17 Feedback Report**

### **Summary**

11 stakeholders attended our Welsh Water Resources Management Plan workshop on 12<sup>th</sup> October 2017. 62 pieces of feedback were reviewed across the topics of: Supply and Demand Outlook, Drought Risk Assessments, Resilience Options, Metering and Water Efficiency Options, and the Welsh PR19 business plan. The feedback has been summarised below:

### **Catchment and Partnership Work**

- Do we understand the long term risks to land use in the Dee catchment? Due to the economics of farming and Brexit the nature of agriculture in the catchment could change dramatically, resulting in different water quality challenges in the future.
- Do we need to scenario test for different land uses in the future?
- Slowing the Flow type projects are expected to take off in Wales for upland management. We need to think about the role this could play for water quality and flood management
- Work with NGOs in relation to delivering demand management messages – customers may value it more if the message comes from an independent source

### **Customer**

- Show the impact of leakage in different ways; such as the cost aspect involved in treating and moving more water than necessary to make up for the amount lost (and how this will reflect on their bill)
- Hard to ask customers to conserve water if we're not efficient ourselves – need to show them we're doing our part
- Education – rather than sending our own staff out to schools spend a few days training teachers, provide them with data, resources etc, so they can take the messages back to embed in their schools
- Make the water cycle/water demand/flood and drought risks etc part of curriculum on GCSEs so kids learn about water resources in more detail
- Water efficiency should be a national campaign involving all the water companies to reach more people. Needs to be a national step change in this area like the smoking ban or recycling campaigns.
- Incentivise customers to use less. E.g. if they use less as a community they get money put into a community fund at the end of the year. This way they may get pressure from others in the community to change.

### **Leakage and Metering**

- DVW is better at leakage than ST – how do we convince customers that we are still serious on leakage?
- Lobbying for full metering was encouraged
- If we remove the nervousness about customers looking after their own supply pipe then they may be more comfortable with the prospect of metering. There was a view that one of the key barriers that stops people wanting a meter is that they are worried about getting a leak and having to pay for water they haven't used.
- Compulsory metering would not be accepted by Welsh customers. Customers would see this as a back-door route to putting up bills. CCW experience is that customers bills go up after switching to a meter.
- The cost of supply pipe adoption should be shared between customers and companies. It has multiple benefits and the proportion of the cost associated with the leakage benefit should be paid for by water companies.

**Resilience**

- 85% of DV water is from the Dee, if this gets polluted how long can customers go without their supply being interrupted?
- Look into the future impact of tidal restrictions and sea level rise i.e. treatment of brackish water and storage facilities
- Maximise storage opportunities

**Other**

- WRMP should cover all aspects of water management i.e. flood risk as well as drought
- The flooding resilience strategy sounds more reactive than proactive – wouldn't it be better to stop the flooding occurring in the first place?
- How will abstraction reform affect us? It's a concern for Canal and River Trust – is there scope to work together to look at the common impacts?