



**RHAGOROL O'R TAP**



**YOUR WATER, YOUR SAY**  
**Eich dŵr, eich llais**

# HOUSEKEEPING / CYMHENNU



RHAGOROL O'R TAP



- This session will be RECORDED for note-taking purposes only
- Please make sure your microphone remains on MUTE unless you have been asked to speak or pose a question
- Please keep your camera ON if you feel comfortable and have a good connection
- If you want to ask a question live, please use the RAISE HAND gesture during the Q&A section
- Questions can be typed into the CHAT facility at any time
- Automated captions can be turned on via the language and speech button, then click 'LIVE CAPTIONS'
- If you are having any TECHNICAL issues, please alert us in the chat
- WRITTEN questions can still be submitted up to 24 hours after this session concludes and will still form part of the official record of the session
- The PRESENTATION will be available on [www.hdcymru.co.uk](http://www.hdcymru.co.uk) soon after the meeting
- A WRITTEN RECORD of the meeting will be available within 21 days.

- Caiff y sesiwn hwn ei RECORDIO er dibenion gwneud nodiadau yn unig
- Sicrhewch, os gwelwch yn dda, fod eich microffon yn parhau ar MUD oni bai y gofynnwyd ichi siarad neu ofyn cwestiwn
- Cadwch eich camera ARNODD, os gwelwch yn dda, os ydych yn teimlo'n gyfforddus ac os oes gennych gysylltiad da
- Os oes arnoch eisiau gofyn cwestiwn yn fyw, defnyddiwch yr ystum CODI LLAW yn ystod y sesiwn Holi ac Ateb
- Gellir teipio cwestiynau yn y cyfleuster SGWRSIO unrhyw adeg.
- Gellir troi capsïynau awtomataidd ymlaen trwy'r botwm iaith a lleferydd, yna cliciwch 'CAPSIYNAU BYW'
- Os cewch unrhyw drafferthion TECHNEGOL, rhowch wybod inni yn y sgwrs
- Gellir dal i gyflwyno cwestiynau YSGRIFENEDIG hyd at 24 awr ar ôl i'r sesiwn hwn ddarfod, a byddant yn dal i ffurfio rhan o gofnod swyddogol y sesiwn
- Bydd y CYFLWYNIAD ar gael ar [www.hdcymru.co.uk](http://www.hdcymru.co.uk) yn fuan ar ôl y cyfarfod
- Bydd COFNOD YSGRIFENEDIG o'r cyfarfod ar gael o fewn 21 diwrnod

# HOUSEKEEPING / CYMHENNU

HAFREN  
DYFRDWY  
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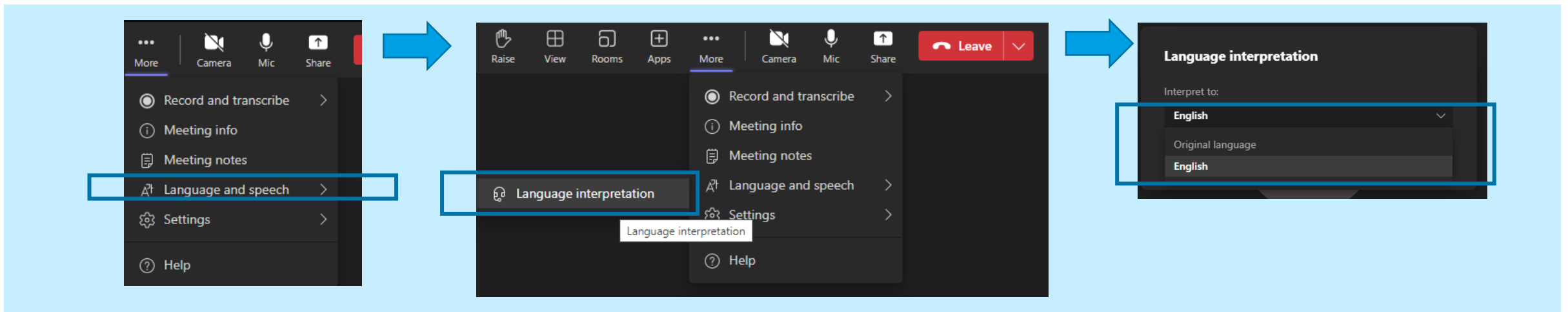


## To choose a language

- Participants are welcome to engage in English or Welsh
- Please use the 'More' > 'Language and speech' to choose your preferred option:
  - 'Original language' where you will hear both spoken English and Welsh
  - 'English' where you will hear a simultaneous translation of spoken Welsh into English
- Participants are welcome to take part in the Q&A in English or Welsh, depending on their preference.

## Dewis iaith

- Mae croeso i gyfranogwyr gymryd rhan yn y Gymraeg neu'r Saesneg.
- Defnyddiwch y 'More' > 'Language and speech' i ddewis yr opsiwn sydd orau gennych:
  - 'Original language' lle y clywch Gymraeg a Saesneg llafar, fel ei gilydd.
  - 'English' lle y clywch gyfieithiad ar y pryd o Gymraeg llafar i Saesneg.
- Mae croeso i gyfranogwyr gymryd rhan yn y sesiwn Holi ac Ateb yn Gymraeg neu yn Saesneg, yn dibynnu ar eu hoff ddewis.



# INTRODUCTION

HAFREN  
DYFRDWY  
RHAGOROL O'R TAP



## Welcome to our second 'Your water, your say' session



**Ann**

- We're here to see what you think about our business plan for 2025-30
  - We'll explain how our customers have helped to shape what we want to do, and the level of acceptability -79% - it secured from customers
  - We'll be going through some of our planned investments in clean water in Wrexham and Powys, and wastewater in Powys
  - We'll be sharing what this would mean for bills
  - And how we can best support those customers who need it the most
-

# TODAY YOU'LL HEAR FROM

HAFREN  
DYFRDWY  
RHAGOROL O'R TAP



**Ann**



**James**



**Lou**



**Pat**

# YOUR SERVICE TODAY



## We've kept improving this year...

- 32% reduction in water quality complaints
- 40% less sewer flooding
- 36% more customers helped with their bills
- 233 hectares of biodiversity improvements
- Lowest average bills

## Looking to the future...

- Serving Wales' growing population
- Adapting to a changing climate
- Protecting the environment
- Changing with the needs and circumstances of our customers
- Playing our part in a vibrant Wales

**And we know we have much more to do...**

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# THANK YOU



HAFREN  
DYFRDWY  
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**6,000** customers took part in  
research

**6%** of our total customer base

**14** sources of customer insight



## You told us about...

- Your priorities for future investment
- Worries with your bills
- How we can better support our customers
- Whether our plan was acceptable and affordable

# YOU SAID, WE DID

**HAFREN**  
**DYFRDWY**  
RHAGOROL O'R TAP



**In the first *Your water, your say* session customers and stakeholders said ...**

**And our plan responds with**

## Smart metering

Some unmetered customers are worried about the impact on bills, others see the benefits for managing bills and detecting leaks.

Replacing existing meters with smart meters to help customers track water usage and reduce leakage.

## Water efficiency

What are we doing and how will non-household customers benefit?

Reducing average daily water usage and piloting smart meters with non households.

## Lead pipes

You're worried about lead pipes and it's a high priority area for investment.

Continuing to protect properties from lead, up to 2,000 if identified.

## Customer service

What are you doing to improve?

Hyper local community focussed experience.

## Affordability

We are worried about the cost of living and bill increases being unaffordable.

More than doubling the number of customers who receive a bill discount.

## Protect and enhance the environment

Reducing overflow spills, the risk of flooding and protecting and improving this environment is important.

Delivering our national environment programme, restoring peatland, cutting emissions.



# OUR PLAN ON A PAGE

**HAFREN**  
**DYFRDWY**  
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What you can expect from us  
**2025-2030**

**GUARANTEE FUTURE WATER SUPPLIES** 

**LEAKAGE** cut by another further **10%** and on track for halving it by 2050.

**SUPPLY INTERRUPTIONS** a more resilient network to cut interruptions by **72%** from last year's level.

**ENSURE WATER IS USED MORE WISELY** 


**CUSTOMER USE** reducing average daily use levels to **131** litres per person per day.

**SMART METERS** upgrading **24%** properties to the latest smart meters to reduce leaks and save customers money.

**DELIVER A HIGH QUALITY, AFFORDABLE SERVICE** 


**CUSTOMER EXPERIENCE** keep raising our performance and climbing the sector ranking.

**SUPPORT** more than doubling the number of customers supported from our social tariff pot. **+2x**

**LOWER RISK OF FLOODING AND POLLUTION** 


**FLOODING** reducing the number of external sewer floods by **8%**.

**POLLUTIONS** keep extending our record of over ten-years with zero serious pollutions. **0**

**PROTECT AND ENHANCE OUR ENVIRONMENT** 

**PEATLAND** savings of **838** tonnes of carbon a year by restoring peatland.

**NET ZERO** cutting emissions from our water assets by **15%** from the 2021/22 baseline.

**A POSITIVE SOCIAL DIFFERENCE** 

**LEAD PIPES** protecting at least **554** more properties from lead pipes and getting to **2,000** if we find more affected.

**COMMUNITY** a continued active role with our **£60k**-a-year Community Fund for local charities and community projects.

**A SAFE, INCLUSIVE AND FAIR WORKPLACE** 

**TALENT** expanding our apprentices' pipeline to around **10%** of our workforce by 2030.

**WELSH LANGUAGE**  We will continue to support and honour our commitments to the Welsh language.



# CLOSER LOOK AT WATER

HAFREN  
DYFRDWY


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# CLOSER LOOK AT WASTE & THE ENVIRONMENT

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**0**



**PROTECT AND ENHANCE OUR ENVIRONMENT**



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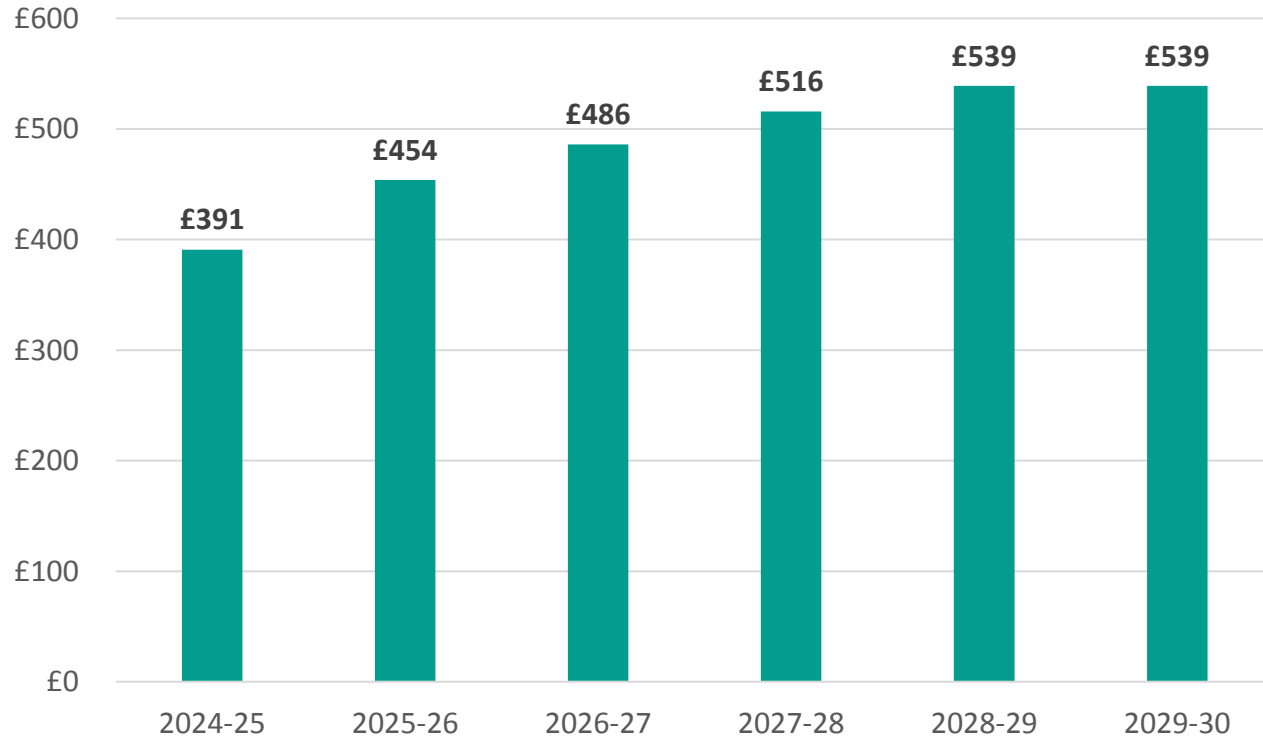


# ENSURING WATER IS AFFORDABLE FOR EVERYONE

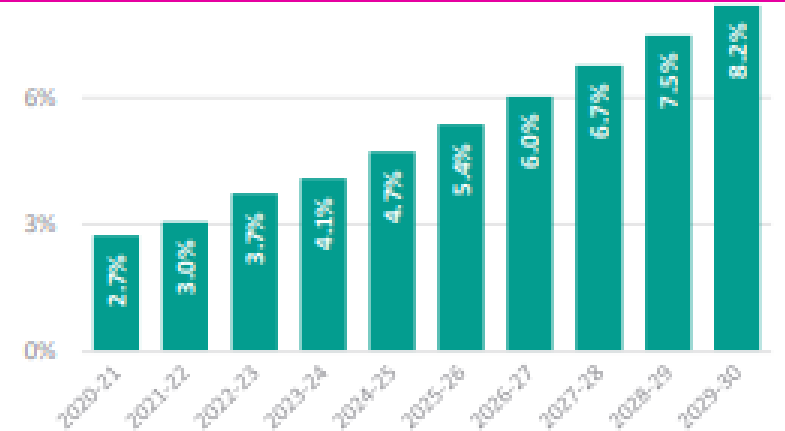


While 79% of customers overall said our plan was acceptable, 51% of household customers said it would not be easy to afford in 2030

For a record £250m investment, average bills will be around £12 a month higher in 2030 (before inflation)



Doubling the number of customers we can help with their bills



Increasing our annual Community Fund pot

# £60,000

# WHAT HAPPENS NEXT?

HAFREN  
DYFRDWY  
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Following the session, we'll send out a written record of everyone's questions and our answers. We'll share a link to an Ofwat post-event survey too.

In May/June 2024, Ofwat will publish its view on our plans in draft, so that everyone has the opportunity to comment

Ofwat will be holding its own 'Your water, your say' sessions on its draft decisions for customers

In December 2024, Ofwat will make its final decisions on our plan, and by April 2025 we'll be on our way to delivering it



Link - [Your water, your say survey - Ofwat](#)

# DISCLAIMERS

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This document contains statements that are, or may be deemed to be, 'forward-looking statements' with respect to Severn Trent's financial condition, results of operations and business and certain of Severn Trent's plans and objectives with respect to these items.

Forward-looking statements are sometimes, but not always, identified by their use of a date in the future or such words as 'anticipates', 'aims', 'due', 'could', 'may', 'will', 'would', 'should', 'expects', 'believes', 'intends', 'plans', 'projects', 'potential', 'reasonably possible', 'targets', 'goal', 'estimates' or words with a similar meaning, and, in each case, their negative or other variations or comparable terminology. Any forward-looking statements in this document are based on Severn Trent's current expectations and, by their very nature, forward-looking statements are inherently unpredictable, speculative and involve risk and uncertainty because they relate to events and depend on circumstances that may or may not occur in the future.

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