

## A Guide to our Welsh Language Scheme

The Scheme received the approval of the Welsh Language Board on the 14th of October 2005, under section 14(1) of the Welsh Language Act.

### The Welsh Language Scheme and Dŵr Cymru Welsh Water

More and more people speak and appreciate Welsh, and it is part of what it means to live and work in Wales. As Managing Director of Dŵr Cymru Welsh Water I believe that it must be part of what it means to work for us too. It is something that we really want to support, so that we can play our part to ensure that bilingualism is an inherent part of our culture.

Our approved Welsh Language Scheme sets out what this should mean in practice, but we go further than this. The Welsh language is a natural part of the way we do things - right across the business, and I feel that this is something we should all respect, appreciate and encourage.

We have direct contact with a high percentage of the Welsh speaking population, and this leaflet has been produced to give a summary of the Welsh language services we provide, which I hope you will find useful.



**Nigel Annett**  
Managing Director



Welsh Water has implemented the Scheme by adopting the following principles so that customers in Wales can conduct their business with us in the language of their choice:

- It is recognised that members of the public can express their needs and views better in their preferred language of communication.
- We acknowledge that welcoming the public to use their preferred language is a matter of good practice and customer care.
- It is accepted that in the spirit of equality expressed in the Welsh Language Act, our customers have the right to choose whether they wish to communicate with us in English or Welsh.

The Managing Director and Directors of Welsh Water are fully aware of the requirements of the scheme and will ensure that these requirements are reflected in the provision of customer services by the Company and bodies acting on behalf of the Company.

#### Delivering this service

- When we plan and formulate new policies or initiatives, we will assess the linguistic consequences to make sure that they meet the commitments given in our scheme.
- We aim to provide a high standard of service and customer care in every aspect of our work in accordance with the commitments given in our scheme.
- Whilst it will not be practicable to provide for some specialist and technical services to be fully available in Welsh, the Company's intention is to provide as comprehensive a service as possible.

### Communication with the Welsh-Speaking Public

- Customers are welcome to correspond with us in Welsh and those who write in Welsh will receive a reply in Welsh.
- Where we know that a customer prefers to receive correspondence in Welsh we will wherever practical, ensure that we communicate with that person in Welsh.
- Customers wishing to conduct a telephone conversation in Welsh are welcome to do so. Welsh Water operates a Welsh language line for customers who wish to make enquiries about their bill, this number is **0800 052 6058**. The opening hours for this line are 8am - 8pm Mondays to Fridays and from 8.30am - 1.30pm on Saturdays. For operational enquiries customers should ring **0800 052 0130** where they have the option to speak to a Welsh speaker during the hours of 8am - 5pm.
- Where a company representative is requested to give a presentation about the company to schools, voluntary or local community groups, language needs will be considered.

### Corporate Image

Welsh Water's main partners will adopt full bilingual corporate identities, and ensure that all letterheads, logos and slogans are bilingual.

- All general and public notices, press releases and situations vacant advertised in the press, or radio or television will be bilingual.
- Display and information material used at exhibitions and promotional events in Wales will be bilingual.
- Signs outside all Welsh Water's installations in Wales, and on all vehicles operated by its main partners will be bilingual.
- When printed and published material is produced for the public, it is standard practice to do so bilingually.

### Essential and desirable posts

- Welsh Water recognises the need to employ sufficient Welsh speaking employees of appropriate skills to be able to operate the Scheme, and particularly in respect of employees having regular contact with customers.
- The company has a commitment to identify those locations, roles and posts where the ability to speak Welsh is desirable or essential and ensure that appointments are made accordingly.

### Implementing and monitoring

- The scheme will be monitored by a Welsh Language Panel under the Chairmanship of a Senior Manager from the company, who will be responsible for overseeing the implementation of the Scheme.
- The Panel reports on an annual basis directly to the Executive Board of Welsh Water; on the operation, compliance and performance of the requirements of the Scheme.

### This is a short guide to the Welsh Language Scheme of Dŵr Cymru Welsh Water.

If you would like to see a full copy of the scheme simply log on to Welsh Water's website [www.dwrcymru.com](http://www.dwrcymru.com) or if you would like a hard copy or have any comments, please write to:

**Helen Smith,  
Welsh Language Panel,  
Dŵr Cymru Welsh Water, Pentwyn Road,  
Nelson, Treharris CF46 6LY.**