

## £27 MILLION RETURNED TO CUSTOMERS

Dŵr Cymru Welsh Water's financial results for the year ending 31 March 2008 show that efficiency gains are enabling us to return £27 million to customers this year via the 'customer dividend'.

Welsh Water has been owned by Glas Cymru since May 2001 and run as a company with the single purpose of delivering better value services to its customers.

Glas Cymru Chairman Lord Burns said, "Welsh Water's customers are continuing to see the benefits of our unique business model - receiving a 'customer dividend' which has steadily risen to reach £21 this year. Customers are also seeing benefits from one of our largest ever capital investment programmes, with more than £300 million invested during the past year and resulting in improvements to customer service, drinking water quality and the environment.

"I am confident that customers can look forward to even higher levels of service from Welsh Water in the future, due to the record levels of investment we are making in the business, supporting the commitment and professionalism of our people".

### Highlights:

- Reduction in leakage, hitting the leakage target for the tenth year in a row
- Customers suffering from internal sewer flooding as a result of blockages, collapses or overloaded sewers down by 18%
- Best ever compliance with the standards for iron in water due to water mains replacement, and
- Continuing high customer satisfaction with the overall service provided by Welsh Water, at nearly 80%.



[Click here to see our results podcast](#)

## FLINT PEOPLE URGED TO FIGHT FAT



Flint people are being urged to help transform the town into a 'fat free zone' to help keep local sewers in tip top shape.

Locals are being asked to dispose of fats, oil and grease responsibly to reduce the growing incidence of sewer blockages caused by food waste.

Welsh Water's 'Drains Awareness Wales' campaign, launched in October last year, asked customers to think twice about what goes down the sink, with the message that blocked drains are bad for the environment and cause much inconvenience.

[more...](#)

## Other stories

### New mains for Swansea

Residents in the Sketty, Fforestfach and Cockett areas of Swansea are being invited to see plans of a £730,000 investment scheme. The scheme, involving renewing nine kilometres of water mains in Sketty, Fforestfach and Cockett, begins in June and will be completed by November.

[more...](#)

### Water quality set to improve with investment

A £19million drinking water quality investment programme at Court Farm Water Treatment Works is set to start, bringing an improved quality of supply to people in south east Wales. It will involve changes to the water treatment process, to help ensure drinking water meets the ever higher quality standards.

[more...](#)

### Blue Flags for Wales

Investment of around £1 billion in wastewater treatment has helped Wales gain Blue Flags for 42 beaches and five marinas this year. Just twelve years ago we had only two blue flags, but the massive investment has helped greatly improve bathing water quality.

[see our podcast here...](#)

### New non-executive director

Robert Ayling has been appointed a non-executive director of Welsh Water and parent company Glas Cymru. Mr Ayling was chief executive of British Airways until 2005.

[more...](#)

### Save water AND money!

You can keep your garden green this summer and help the environment by installing water butts. We've teamed up with a leading manufacturer to offer customers a 'buy one get another half-price' offer.

[more...](#)