

Keeping the focus on customers

SINCE 2001 Dwr Cymru Welsh Water has been owned by Glas Cymru, which operates the water and sewerage company as a not-for-profit organisation with the support of Members drawn from the communities it serves.

Glas Cymru runs Welsh Water solely for the benefit of customers, and now it is seeking to appoint new Members to be the links between the company and its 1.2 million customers and to play an important part in the governance of the company.

Unlike other UK water companies, Welsh Water has no shareholders.

Instead of paying shareholder dividends, the company reinvests any financial surpluses in the business to improve service



levels. The top priority is to provide a high quality and reliable service at an affordable price.

Investment between 2010 and 2015 will be £1.3bn – the equivalent of more than £1,000 per customer. This will help the company to continue to meet tough targets on



drinking water quality, environmental performance and customer service, as well as achieving cost-efficiencies to keep down bills.

Welsh Water's customer service has greatly improved since 2001 and bills have reduced to nearer the industry average. But the company says there is much more to be done, and it is looking for Members who can provide guidance and a vital link with communities.

People from all sections of society are invited to apply to play a role in a company that provides vital services for us all.



Water services affect us all



Many people can struggle to pay bills – but help is at hand

Helping keep bills affordable

KEEPING bills affordable while providing high quality services is a crucial objective for Welsh Water.

Since 2001 Welsh Water's bills have moved from being among the most expensive to nearer the UK average.

The company serves large and sparsely populated rural areas, so operates much more equipment than most other water companies – such as treatments works, pipes and pumping stations.

It also has to protect the extensive coastline of Wales, by massive investment in wastewater treatment works. This is very expensive – but has paid off with a high number of Blue Flag beaches.

Increasing cost efficiency means that bills will fall in real terms over the next few years. And the company is providing more help for customers having difficulty paying bills.

Customers who find themselves in difficulty should contact the company as soon as possible to seek advice.

Welsh Water's head of communications, Sally Gronow, said: "For many people paying water bills isn't easy, so we want to offer advice and help at the earliest opportunity. We have a range of payment methods available." The options for help include Welsh Water Assist, Water Direct, and the Customer Assistance Fund. "The Welsh Water Assist

tariff caps the bill at £228, and that's at least £50 off most customers' bills," added Mrs Gronow.

"To be eligible you will need to meet certain household criteria. Our Water Direct Scheme is designed to assist customers who have arrears on their water charges and are in receipt of certain benefits."

She continued: "There is also a Customer Assistance Fund, which could reduce the amount owed if you are experiencing severe financial hardship."

● People seeking help can call Welsh Water free on 0800 052 0145 or check the website for more information and see a short film at www.dwrcymru.com.

Could you be a Glas Cymru Member?

BOB Ayling, Glas Cymru Chairman, invites applications from people who can help inform the business.

Glas Cymru has no shareholders but does have a group of 50-plus Members who perform a similar vital role.

Members are appointed for fixed terms, and some are soon to retire and be replaced. The company would like people who believe they can fulfil this role to apply.

Members are important for the corporate governance of Glas Cymru – and hence Welsh Water.

They appoint the company's directors, approve the annual report and accounts, and ensure that the company continues to perform well. They also ensure that the company continues to focus on its sole purpose of providing top quality services at an affordable price.

Members come from all walks of life. They all have an interest in these vital public services and have the time and ability to make a contribution.

And they are all appointed in a personal capacity and do not represent any organisation or interest group.

All Members are regularly updated about the business and are asked to attend two meetings a year. They are unpaid but are reimbursed expenses.

It's important that Membership is representative of the public. Applications are particularly welcomed from women and younger people, ethnic minorities and individuals with experience of disability or hardship.

Information on how to apply can be found in the box, right.



Bob Ayling, Glas Cymru Chairman

How to apply

MORE information on membership – including details of what it entails and a short film – can be seen on Welsh Water's website.

An application form can also be downloaded on www.dwrcymru.com.

Alternatively, you can contact the company secretary at: Dwr Cymru Welsh Water, Pentwyn Road, Nelson, Treharris, CF46 6LY

The deadline for this application round is September 8, 2010.

Massive investment is paying off

WELSH Water runs a complex business with £25bn of assets that have to be efficiently operated, well-maintained and constantly upgraded.

Between 2005-2010 the company spent £1.4bn on improving drinking water and sewerage systems. It is now beginning a new £1.3bn programme to deliver further improvements by 2015 – benefiting customers and the environment.

In the past five years around 1,800km of old water mains were upgraded to improve reliability of supply. There have been major investments at many water treatment plants, including Talybont in the Brecon Beacons, and also at Cwellyn and Rhiwgoch in North Wales. £10m has been spent to install ultra violet (UV) disinfection treatment at 23 sites

across Wales to help ensure the quality of water at the tap. A total of £200m is being spent to further improve the drinking water system.

Existing wastewater sites have been upgraded, including at Cross Hands in west Wales, and a new works has been built at Amlwch in Anglesey.

£12m has just been invested to improve wastewater discharges around the Loughor Estuary. As a result of this expenditure, drinking water is of a very high quality and Wales has a far better river and coastal environment than 20 years ago.

Operations director Peter Perry said: "Customers expect not only excellent quality drinking water, but also a reliable supply. To achieve this we plan for the long-term to ensure that our water resources are adequate, that leakages are quickly repaired and

that interruptions to supply from burst mains and maintenance activities are kept as low as possible. We meet our leakage targets and repair around 50 leaks every day.

"Although the performance of the sewerage system has significantly improved, there is still a lot of upgrading work needed.

"Our goal is to eliminate sewer flooding of homes and protect the wider environment from the risk of sewage pollution. Advanced information technology is helping to give early warning of problems, so they can be dealt with swiftly."

Investment to 2015 will focus on further improving the reliability of the systems, with a focus on maintenance and upgrading of equipment at treatment works, and the ongoing modernisation of sewers and water pipes.



In the past five years the company has spent £1.4bn on improving drinking water and sewerage systems

Facing the climate change challenge

THE impact of climate change is an important consideration for Welsh Water's long-term plans.

The company has to plan to ensure vital services can be maintained and must also minimise its own carbon footprint.

Mike Davis, Welsh Water's planning director, said: "We have to meet the challenge of potentially very long dry spells so there will be enough drinking water to meet customers' needs. This must be achieved while ensuring that abstraction from rivers does not affect their good ecological status, and that leakage from our water mains is kept under tight control.

"Other key areas include protecting the environment by removing rain water and highway drainage from the sewer system, to reduce the risk of sewer flooding during heavy rainfall. We are encouraging housing developers and others to adopt natural methods of rainwater drainage."

He continued: "As one of the top 10 energy consumers in Wales we are minimising our greenhouse gas emissions and investing heavily in renewable energy schemes.

"Back in 2007 we gave a commitment to reduce our carbon footprint by 25% by 2015, and to help us get there we are investing £75 million in 'advanced digestion' of sludge (the residual waste we are left with) at our wastewater treatment works in Cardiff, Hereford and Port Talbot."



The company is taking positive measures to reduce its impact on the environment

Working with customers to achieve less wastage

CUSTOMERS can help Welsh Water to achieve environmental improvements by not wasting water or causing sewer blockages.

Avoiding water waste is important, as supply and demand can be finely balanced during a hot summer. There hasn't been a hosepipe ban in Wales for 20 years, and Welsh Water wants to keep it that way.

Also, delivering water to the tap requires a huge amount of energy. It's needed for treating the water and pumping it through pipes to customers, and then pumping wastewater

to works for cleaning and safe return to the environment. So reducing water waste helps protect water supplies and benefits the environment by reducing our carbon footprint.

The company's Be Waterwise initiative provides much help and advice on how water demand can be reduced in the home and garden.

People can also help avoid the unpleasant experience of sewage flooding of homes by careful disposal of waste. Fat, oils and grease poured down sinks can build up and cause sewer blockages, as does the flushing of inappropriate items down toilets. The firm's

Dirty Dozen campaign advises on ways to help avoid this problem.

And considering natural drainage around your home can help avoid sewers becoming overloaded during heavy rainfall, with potential flooding of homes and gardens. Grassy areas and permeable parking areas, instead of hard concrete surfaces, enable rainwater to drain away naturally. The company promotes this message via its recently-launched Green Space Wales initiative.

● All this information can be seen at www.dwrcymru.com.



Using a watering can instead of a hosepipe can help you save water

The community view

SARAH Jenkins, right, became a Glas Cymru Member because she wanted to make a contribution to a business she sees as a vital service.

"Welsh Water provides services that safeguard communities, and I whole-heartedly believe in it being run as a not-for-profit organisation. But I also think that it is important it is managed as a highly-effective business," she said.

Ms Jenkins, who is a business adviser living in Carmarthenshire, enjoys seeing how the company deals with day-to-day issues and the out-of-the-ordinary matters that crop up from time to time.

"It is interesting to see two sides of the business: from the inside as a Member and also as a customer. I can see it's important that Membership is diverse and representative of different sectors of society," she added.

"I now know a lot more about the business and the challenges that it has to face. We help keep the Board 'grounded', because we question the company's views from the perspective of not just being Members, but as water service users ourselves."



Nick Bennett, left, became a Glas Cymru Member because he was attracted by Welsh Water's not-for-profit business model.

Nick said: "I work in the not-for-profit housing sector in Cardiff and am very familiar with the concept of social enterprises, and joining Glas Cymru greatly appealed to me.

"It's interesting to see the challenges Welsh Water and the water industry faces as a whole – particularly when it comes to ensuring that there is a supply of good quality drinking water across Wales."

Nick also enjoys networking with the cross-section of the community that is represented by Members. He said: "It is good to see the diversity in the Glas Cymru membership.

"We have to make sure the Members continue to represent Wales's regions and communities. Everybody uses water, so everyone should have an opportunity to become a Member of Glas Cymru."



Canolbwyntio ar gwsmeriaid yn unig

ERS 2001, mae Dŵr Cymru Welsh Water wedi bod ym mherchnogaeth Glas Cymru, sy'n gweithredu'r cwmni dŵr a charthffosiaeth fel sefydliad 'nid-er-elw' gyda chefnogaeth Aelodau sy'n tarddu o'r cymunedau y mae'n eu gwasanaethu.

Mae Glas Cymru yn cynnal Dŵr Cymru Welsh Water yn llwyr er budd cwsmeriaid, ac mae yn awr yn bwriadu penodi Aelodau newydd i fod yn gysylltiadau rhwng y cwmni a'i 1.2 miliwn o gwsmeriaid, ac i fod â rhan bwysig gyda threfn lywodraethol y Cwmni.

Yn wahanol i gwmnïau Dŵr eraill y Deyrnas Unedig, nid oes gan Dŵr Cymru Welsh Water gyfranddalwyr. Yn hytrach na thalu buddrannau i gyfranddalwyr, mae'r cwmni'n ail-fuddsoddi unrhyw wargedion ariannol yn y



perfformiad amgylcheddol a gwasanaeth i gwsmeriaid, yn ogystal â chyflawni effeithlonrwydd cost i gadw biliau rhag codi.

Mae gwasanaeth cwsmeriaid Dŵr Cymru Welsh Water wedi gwella'n fawr ers 2001, ac mae biliau wedi gostwng i'r hyn sy'n nes at gyfartaledd y diwydiant. Ond mae'r cwmni'n dweud bod yna lawer mwy i'w wneud, ac mae'n chwilio am Aelodau a all ddarparu arweiniad a chysylltiad hanfodol gyda chymunedau. Fe wahoddir pobl o bob rhan o gymdeithas i wneud cais i fod â rhan mewn cwmni sy'n darparu gwasanaethau hanfodol inni i gyd.

busnes i wella lefelau gwasanaeth. Y flaenoriaeth gyntaf yw darparu gwasanaeth dibynadwy ac sydd o ansawdd uchel am bris fforddiadwy. Fe fydd y buddsoddiad rhwng 2010 a 2015 yn £1.3 biliwn – swm sy'n gyfwerth â mwy na £1000 y cwsmer. Fe wna hyn gynorthwyo'r cwmni i barhau i gyrraedd targedau llym o ran ansawdd dŵr yfed,



Mae gwasanaethau dwr yn effeithio arnom i gyd



Fe all llawer o bobl ei chael hi'n anodd talu biliau – ond mae cymorth wrth law

Cadw biliau'n fforddiadwy

MAE sicrhau bod biliau yn fforddiadwy tra eu bod yn darparu gwasanaethau o ansawdd uchel yn amcanion hanfodol i Dŵr Cymru Welsh Water.

Ers 2001, mae biliau Dŵr Cymru Welsh Water wedi symud o fod ymysg y drutaf i fod yn nes at gyfartaledd y Deyrnas Unedig. Mae'r cwmni'n gwasanaethu ardaloedd gwledig mawr a thenau'u poblogaeth, ac felly mae'n rhaid gweithredu llawer mwy o gyfarpar na'r rhan fwyaf o gwmnïau dŵr eraill – megis gweithfeydd trin dŵr, pibellau a gorsafoedd pwmpio. Mae'n rhaid hefyd ddiogelu morlin helaeth Cymru, drwy fuddsoddiad anferth mewn gweithfeydd trin dŵr

gwastraff. Mae hyn yn ddrud iawn – ond mae wedi talu ar ei ganfed gyda nifer uchel o draethau Baner Las.

Mae cynyddu effeithlonrwydd cost yn golygu y bydd biliau yn gostwng mewn termau real dros yr ychydig flynyddoedd nesaf. Ac mae'r cwmni'n darparu mwy o gymorth i gwsmeriaid sy'n ei chael hi'n anodd talu biliau. Fe ddylai cwsmeriaid sy'n canfod eu hunain mewn anhawster gysylltu â'r cwmni cyn gynted â phosibl i ymfyn cyngor.

Fe ddywedodd Pennaeth Cyfathrebu Dŵr Cymru Welsh Water, Sally Gronow fod yr opsiynau ar gyfer cymorth yn cynnwys 'Cymorth Dŵr Cymru', 'Dwr Uniongyrchol' a'r 'Gronfa Cymorth Cwsmeriaid'.

"Mae'r tariff Cymorth Dŵr Cymru yn capio'r bil ar £228, ac mae hynny'n o leiaf £50 oddi ar filiau'r rhan fwyaf o gwsmeriaid," meddai Mrs Gronow. "I fod yn gymwys, fe fydd arnoch angen bodloni rhai meini prawf neilltuol yn ymwneud â'r cartref. Mae'n Cynllun Dŵr Uniongyrchol wedi'i gynllunio i gynorthwyo cwsmeriaid sydd ag ôl-ddyledion ar eu taliadau dŵr ac sy'n derbyn rhai budd-daliadau neilltuol. "Mae yna hefyd Gronfa Cymorth Cwsmeriaid, a allai ostwng y swm sy'n ddyledus os ydych chi'n profi cyni ariannol difrifol."

● Gallwch ffonio Dŵr Cymru Welsh Water am ddim ar 0800 052 0145 neu fynd i www.dwrcymru.com.

A allech chi fod yn Aelod o Glas Cymru?

MAE Bob Ayling, Cadeirydd Glas Cymru, yn gwahodd ceisiadau oddi wrth bobl a all gynorthwyo i hysbysu'r busnes.

Nid oes gan Glas Cymru gyfranddalwyr ond mae ganddynt grŵp o 50 a rhagor o aelodau sy'n perfformio swyddogaeth hanfodol gyffelyb.

Mae aelodau'n cael eu penodi am gyfnodau penodol, ac mae rhai yn mynd i ymddeol yn go fuan ac fe fydd angen pobl i gymryd eu lle.

Fe hoffem gael pobl sy'n credu y gallant gyflawni'r swyddogaeth hon i ymgeisio.

Mae aelodau yn bwysig ar gyfer rheolaeth gorfforaethol Glas Cymru – a gan hynny Dŵr Cymru Welsh Water. Maent yn penodi cyfarwyddwyr y cwmni, maent yn cymeradwyo'r cyfrifon a'r adroddiad blynyddol, ac maent yn sicrhau bod y cwmni yn parhau i berfformio'n dda.

Maent hefyd yn sicrhau bod y cwmni yn parhau i ganolbwyntio ar ei lwy'r ddiben o ddarparu gwasanaethau o'r ansawdd uchaf am bris fforddiadwy.

Fe ddaw aelodau o bob cefndir bywyd. Mae ganddynt oll ddi-ddordeb yn y gwasanaethau cyhoeddus hanfodol hyn ac mae ganddynt yr amser a'r gallu i wneud cyfraniad. Ac maent i gyd yn cael eu penodi mewn rhinwedd bersonol, ac nid ydynt yn cynrychioli unrhyw sefydliad na grŵp buddiant.

Mae'r holl aelodau yn cael y wybodaeth ddiweddaraf yn rheolaidd am y busnes, ac fe ofynnir iddynt fynychu dau gyfarfod y flwyddyn.

Nid ydynt yn cael eu talu ond fe ad-delir eu treulio.

Mae yna groeso neilltuol i geisiadau oddi wrth ferched a phobl iau, lleiafrifoedd ethnig ac unigolion gyda phrofiad o anabledd neu galedi.



Bob Ayling, Cadeirydd Glas Cymru

Sut i geisio am aelodaeth

FE ellir gweld mwy o wybodaeth am Aelodaeth – yn cynnwys manylion yr hyn y mae'n ei olygu a ffilm fer – ar wefan Dŵr Cymru Welsh Water.

Fe ellir hefyd lawrlwytho ffurflen gais oddi ar www.dwrcymru.com. Neu fel arall, fe allwch gysylltu ag ysgrifenydd y cwmni yn: Dŵr Cymru Welsh Water, Heol Pentwyn, Nelson, Treharris, CF46 6LY.

Y dyddiad cau ar gyfer y cylch ymgeisio hwn yw 8 Medi, 2010.

Buddsoddiad yn talu ar ei ganfed

MAE Dŵr Cymru Welsh Water yn cynnal busnes cymhleth sydd ag asedau gwerth £25 biliwn y mae'n rhaid eu gweithredu'n effeithlon, eu cynnal a'u cadw'n iawn a'u huwchraddio'n gyson.

Rhwng 2005-2010, fe wariodd y cwmni £1.4 biliwn ar wella dŵr yfed a systemau carthffosiaeth. Mae'r cwmni yn awr yn dechrau rhaglen newydd gwerth £1.3 biliwn i ddarparu rhagor o welliannau erbyn 2015 – gan ddod â budd i gwsmeriaid a'r amgylchedd.

Yn y pum mlynedd diwethaf, fe gafodd yna oddeutu 1800 cilometr o hen brif bibellau dŵr eu huwchraddio i wella dibynadwyath cyflenwad. Mae yna fuddsoddiadau mawr wedi bod mewn llawer o weithfeydd trin dŵr, yn cynnwys Talybont ym Mannau Brycheiniog, a hefyd yng Nghwellyn a Rhiwgoch yng Ngogledd

Cymru. Mae yna £10 miliwn wedi'i wario i osod offer triniaethau diheintio uwch-fioled mewn 23 o safleoedd ledled Cymru i gynorthwyo i sicrhau ansawdd y dŵr yn y tap. Mae yna gyfanswm o £200 miliwn yn cael ei wario i wella rhagor ar y system dŵr yfed.

Mae safleoedd dŵr gwastraff presennol wedi'u huwchraddio, yn cynnwys yn Cross Hands yng ngorllewin Cymru, ac mae yna waith newydd wedi'i adeiladu yn Amlwch ar Ynys Môn. Mae yna £12 miliwn newydd gael ei fuddsoddi i wella arllwysyadau dŵr gwastraff o amgylch Moryd Lluchwr. O ganlyniad i'r gwariant hwn, mae dŵr yfed o ansawdd uchel iawn, ac mae gan Gymru lawer gwell amgylchedd o ran afonydd a'r arfordir nag 20 mlynedd yn ôl.

Fe ddywedodd y Cyfarwyddwr

Gweithrediadau, Peter Perry, "Mae cwsmeriaid yn disgwyl nid yn unig dŵr yfed o ansawdd rhagorol, ond hefyd gyflenwad dibynadwy. I gyflawni hyn, 'rydym yn cynllunio ar gyfer yr hirdymor er mwyn sicrhau bod ein hadnoddau dŵr yn ddigonol, bod gollyngiadau yn cael eu hatgyweirio'n gyflym a bod toriadau ar y cyflenwad o ganlyniad i bibellau wedi rhwygo a gweithgareddau cynnal a chadw cyn ised â phosibl o ran niferoedd. 'Rydym yn cyrraedd ein targedau ar gyfer gollyngiadau ac yn atgyweirio oddeutu 50 o ollyngiadau bob diwrnod. "Er bod perfformiad y system garthffosiaeth wedi gwella'n sylweddol, mae yna o hyd angen gwneud llawer o waith uwchraddio. Ein nod yw dileu llifogydd carthffosydd i gartrefi a diogelu'r amgylchedd ehangach rhag y perygl o lygredd carthion."



Yn y pum mlynedd diwethaf mae'r cwmni wedi gwario £1.4bn ar wella dŵr yfed a systemau trin carthion

Wynebu her newid hinsawdd

MAE effaith y newid yn yr hinsawdd yn ystyriaeth bwysig ar gyfer cynlluniau hirdymor Dŵr Cymru Welsh Water.

Mae'n rhaid i'r cwmni gynllunio i sicrhau y gall gwasanaethau hanfodol gael eu cynnal, ac mae'n rhaid iddynt hefyd leihau eu hól-troed carbon hyd yr eithaf.

Fe ddywedodd Mike Davis, Cyfarwyddwr Cynllunio Dŵr Cymru Welsh Water: "Mae'n rhaid inni oresgyn yr her ddichonol o gyfnodau sych maith iawn, fel y bydd yna ddigon o ddŵr yfed i ddiwallu anghenion cwsmeriaid.

"Mae'n rhaid cyflawni hyn tra ein bod yn sicrhau nad yw tynnu dŵr o afonydd yn effeithio ar eu statws ecolegol da, a bod gollyngiadau o'n prif bibellau dŵr yn cael eu cadw dan reolaeth gaeth.

"Mae meysydd allweddol eraill yn cynnwys diogelu'r amgylchedd drwy gael gwared â dŵr glaw a draeniad dŵr o'r ffordd fawr o'r system garthffosiaeth i leihau'r perygl o lifogydd carthffosydd yn ystod glaw mawr.

"Rydym yn annog datblygwyr tai ac eraill i fabwysiadu dulliau naturiol o ddraenio dŵr glaw."

"Fel un o'r 10 defnyddiwr ynni uchaf yng Nghymru, 'rydym yn lleihau hyd yr eithaf ein hallyriadau nwy tŷ gwydr, ac yn buddsoddi'n hael mewn cynlluniau ynni adnewyddadwy.

"Yn ôl yn 2007, fe roesom ymrwymiad i leihau'n hól-troed carbon 25% erbyn 2015, ac i'n cynorthwyo ni i gyrraedd hynny, 'rydym yn buddsoddi £75 miliwn mewn 'treuliad datblygedig' o laid (y gwastraff gweddilliol sydd gennym yn weddill) yn ein gweithfeydd trin dŵr gwastraff yng Nghaerdydd, Henffordd a Port Talbot."



Mae'r cwmni'n cymryd camau positif i leihau ei effaith ar yr amgylchedd

Mae gan gwsmeriaid rôl bwysig i'w chwarae hefyd

FE all cwsmeriaid gynorthwyo Dŵr Cymru Welsh Water i gyflawni gwelliannau amgylcheddol drwy beidio â gwastraffu Dŵr neu achosi rhwystrau mewn carthffosydd.

Mae osgoi gwastraffu dŵr yn bwysig gan y gall y ffin rhwng cyflenwad a'r galw am ddŵr fod yn denau yn ystod haf poeth. Nid oes yna waharddiad ar bibellau dŵr wedi bod yng Nghymru ers 20 mlynedd, ac mae Dŵr Cymru Welsh Water eisiau cadw pethau felly.

Hefyd, mae angen maint aruthrol o ynni i gyflenwi dŵr i'r tap. Mae angen trin y dŵr a'i bwmpio drwy bibellau i

gwsmeriaid, ac wedyn pwmpio dŵr gwastraff i weithfeydd ar gyfer glanhau a'i ddychwelyd yn ddiogel i'r amgylchedd. Felly, mae lleihau gwastraffu dŵr yn cynorthwyo i ddiogelu cyflenwadau ac mae o fudd i'r amgylchedd drwy ostwng ein hól-troed carbon.

Mae'r fenter 'Doeth gyda Dŵr' yn rhoi llawer o gyngor ynglŷn â gostwng y galw am ddŵr yn y cartref.

Fe all pobl hefyd gynorthwyo i osgoi'r profiad annymunol o lifogydd carthffosydd i gartrefi drwy gael gwared â gwastraff yn ofalus. Gall braster, olew a saim sy'n cael eu tywallt i lawr

sinciau gronni ac achosi rhwystrau mewn carthffosydd, fel y mae llifolchi (fflysiu) eitemau amhriodol i lawr toiledau. Mae'n hymgyrch 'Y Dwsin Drwg' yn cynghori ynglŷn â ffyrdd o osgoi'r broblem hon.

Ac fe all ystyried draenio naturiol o amgylch eich cartref gynorthwyo i osgoi gweld carthffosydd yn cael eu gorlwytho yn ystod glaw mawr, gyda chartrefi a gerddi'n dioddef llifogydd posibl. Mae manau glawwelltlog a manau parcio caregog, yn hytrach nag arwynebeddau concrid caled, yn galluogi glaw i ddraenio i ffwrdd yn naturiol.



Gall defnyddio can dyfrio yn lle pibell eich helpu i arbed dŵr

Barn y gymuned

FE ddaeth Sarah Jenkins yn Aelod o Glas Cymru oherwydd ei bod hi eisiau gwneud cyfraniad i fusnes y mae hi'n ei weld fel gwasanaeth hanfodol.

"Mae Dŵr Cymru Welsh Water yn darparu gwasanaethau sy'n diogelu cymunedau, ac 'rwyf yn credu o ddifrif calon y dylai gael eu weithredu fel sefydliad 'nid-er-elw'. Ond 'rwyf hefyd yn credu ei bod hi'n bwysig ei fod yn cael ei reoli fel busnes tra effeithiol," meddai.

Mae Ms Jenkins, sy'n gynghorydd busnes sy'n byw yn sir Gaerfyrddin, yn mwynhau gweld sut mae'r cwmni'n ymdrin â materion beunyddiol a'r materion hollol anghyffredin sy'n codi'u pennau o bryd i'w gilydd.

"Mae'n ddiddorol gweld dwy ochr o'r busnes: o'r tu mewn fel Aelod a hefyd fel cwsmer. Fe allaf weld ei bod hi'n bwysig bod Aelodaeth yn amrywiol ac yn gynrychiadol o wahanol sectorau o gymdeithas," meddai hi gan ychwanegu.

"Fe wn yn awr lawer mwy am y busnes a'r heriau y mae'n rhaid iddo'u hwynebu. 'Rydym yn cynorthwyo i gadw'r Bwrdd 'ar y ddaear', oherwydd ein bod yn cwestiynu barn y cwmni o



safbwynt bod yn Aelodau, a hefyd fel defnyddwyr y gwasanaeth dŵr ein hunain."

Cafodd Nick Bennett ei ddenu i fod yn Aelod o Glas Cymru oherwydd model busnes 'nid-er-elw' Dŵr Cymru Welsh Water.



Meddai Nick: "'Rwyf yn gweithio yn y sector tai 'nid-er-elw' yng Nghaerdydd ac 'rwyf yn gyfarwydd iawn â'r cysyniad o

fentrau cymdeithasol, ac 'roedd ymuno â Glas Cymru yn apelio'n fawr ataf.

"Mae'n ddiddorol gweld yr heriau y mae Dŵr Cymru Welsh Water a'r diwydiant dŵr yn eu hwynebu fel cyfanwaith – yn enwedig pan ddaw hi'n fater o sicrhau bod yna gyflenwad o ddŵr yfed o ansawdd da ledled Cymru," meddai.

Mae Nick hefyd yn mwynhau rhwydweithio gyda'r trawstoriad o'r gymuned sy'n cael ei gynrychioli gan Aelodau, "Mae'n dda gweld yr amrywiaeth yn aelodaeth Glas Cymru. Mae'n rhaid inni wneud yn sicr bod aelodau yn parhau i gynrychioli rhanbarthau a chymunedau Cymru."