

A photograph of two construction workers at a site. They are wearing white hard hats and high-visibility vests (one orange, one yellow). They are working with a long, white-handled tool on a dirt surface. In the foreground, there is a large, orange, diamond-shaped safety netting. The background shows a brick building under construction with scaffolding.

Supporting
Development



Dŵr Cymru
Welsh Water

Who we are

At Welsh Water, we're different to other water companies. We don't have shareholders and we are owned and managed on behalf of you and the 3 million customers we serve.

Our unique operating model allows us to reinvest in communities, ensuring that our assets are fit for purpose and can accommodate future growth. This helps us to ensure that we can expand our network to support development and economic growth.

We are here to help you so that we can build a flourishing and sustainable economy. We always strive for excellence when it comes to helping new and existing customers to connect to our network as efficiently as possible.



For more information
visit dwrcymru.com

Why we are different



Our award winning team have extensive knowledge of the communities we serve and our widespread assets. This helps us to ensure our network can meet the needs of customers for years to come and we can lay the foundations which will enable us to support your developments now and in the future.

Our in-depth knowledge of legal requirements and regulations specific to Wales, and the adjoining parts of England we serve, allows us to offer sound advice to ensure your development can run smoothly, wherever you are in our area.

We are the first, and most direct, point of contact for all your water and sewerage enquiries and can offer advice at every stage of your project.

15 things we can do for you

Pre-planning services

Our dedicated planning team is here to offer help and advice. If you are developing a new site or just thinking about it, contact us so that we can advise if our local network and assets can accommodate your proposal or if your site will be impacted by our existing assets.

Our services include providing:

- 1 Maps of water mains and public sewers
- 2 Responding to standard drainage and water enquiries
- 3 Pre-development capacity checks

Water services

- 4 New connections for households and businesses
- 5 New water mains to serve multiple properties (requisitioning)
- 6 Self-lay applications for new water mains
- 7 Advice and guidance about developing in the vicinity of a water main
- 8 Alteration or removal of a water main or associated apparatus

Sewerage services

- 9 New connections for household and businesses
- 10 Requisition of a public sewer and/or lateral drain
- 11 Advice on building close to or over a public sewer or lateral drain
- 12 Alteration or removal of a public sewer
- 13 Adoption of new sewers and lateral drains (including pumping stations)
- 14 Adoption of existing sewers and lateral drains (including pumping stations)
- 15 Closure (Abandonment) of a public sewer



For more information
visit dwrcymru.com

An experienced team...

Over the past 12 months we have:

- Laid around 36,000m of new water pipe, diverting water mains and providing supplies for new development sites
- Served an average of 1,380 customers outside of normal working hours, through our website and Interactive Voice Response telephone facility
- Served more than 400 customers every day over the phone, including domestic and developer customers
- Responded to over 4,500 planning applications

Our Promise to you

Welsh Water is committed to:

- Providing a professional and quality service at all times
- Always being clear and transparent when dealing with you
- Being efficient, friendly and informative
- Providing a specialist, informed and knowledgeable service
- Providing a bespoke service, tailored to your needs

“ I would like to nominate Claire for her help in getting us sorted with our plot connections. We have a very difficult programme, made worse by weather and sub contract issues and Claire managing to get everything arranged so quickly for us has been a massive help to us and our development.”

Lee Williams, Kier Homes

“ I required a water and drainage search urgently and was lucky enough to get in touch with Wayne. Wayne was extremely helpful and professional. Everything he said he would do, he did do and it is not very often you come across people like that. Superb customer service and handling of the matter. Thank you! ”

Kathryn Barr, Customer

Don't just take our word for it...

Welsh Water's Developer Services team has been working with St. Modwen, a UK wide developer specialising in regeneration projects, on strategic commercial and housing projects for a number of years. We are their chosen partner and preferred water and sewerage service provider in our region.

St. Modwen's current 1,060 acre development project at Coed Darcy, Swansea, includes 4,000 homes, community facilities, four schools, employment space and open leisure space. The development programme will run for up to 20 years, so there are challenges to meet both now and long into the future.

Our knowledge of our area, coupled with the expertise of our team and ability to advise at every stage of a project, makes us the ideal partner to address the challenges faced from this demanding construction programme.

Rupert Joseland St. Modwen's Regional Director for the South West and Wales said:

“Welsh Water provided a dedicated Project Manager, a single point of contact who could work closely with external agencies as well as other key departments in Welsh Water, on our behalf, to ensure the project runs smoothly. Having a dedicated member of staff has allowed Welsh Water to gain a better insight into the development and understand our long term plans for all phases, ensuring we deliver at key stages. They were able to work closely with their design team from an early stage which ensured they could provide a flexible approach to costs and programme challenges.”

Mike Davis, Director of Regulation and Strategy added:

“Welsh Water has a key role in supporting economic growth and our engagement with St. Modwen is a clear demonstration of this commitment and the professional relationship that has developed to the benefit of both organisations.”

St. Modwen has chosen to work with Welsh Water on a number of other projects in South Wales, including Swansea Transit, the site of Swansea University's new Bay Campus and Glan Llyn, a new build community on the outskirts of Newport on the site of the former heavy end of Llanwern Steelworks.



For more information visit dwrcymru.com

Get in touch

For more information about any of our services



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**Institute
of Water**

2013 Innovation Awards Winner