

# OUR DROUGHT PLAN

PROTECTING OUR DRINKING WATER  
RESOURCES IN DRY WEATHER

## INTRODUCTION

At Welsh Water, it's our duty to provide safe, clean drinking water to our three million customers every day. We're proud to provide this role for the benefit of our customers, communities and the environment across our operating area in Wales and parts of Herefordshire and Deeside.

We work closely with a number of key partners including the Wales Drought Liaison Group to monitor the potential and risk of drought conditions.

Prolonged warm and dry weather has an impact on water resources such as our reservoirs. Welsh Water's Drought Plan outlines how we manage water supplies during dry periods to ensure continued service for our customers while protecting the environment.

The plan includes monitoring of water levels and weather patterns to anticipate drought conditions. We work closely with Welsh Government, Natural Resources Wales and other stakeholders to develop and update this plan.

We constantly monitor our water resources and work hard to manage the risk of drought across our operating area. Our close monitoring ensures that we are proactive and ready to gradually increase our response as situations evolve in each of our 23 Water Zones. In 11 of our 23 Water Resources Zones, we have identified that Temporary Use Bans may be needed as a necessary step for drought management as this will help to avoid taking more severe measures if drought conditions persist. Each zone is unique, with different trigger points for escalation of actions due to geography, infrastructure and topography.

### Water Resources Zones



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## OUR WATER RESOURCES



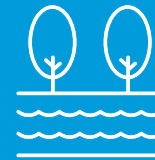
We supply around 800 million litres of water to three million customers each day – roughly the same amount needed to fill 320 Olympic-sized swimming pools.



We have 91 reservoirs. These reservoirs vary in size meaning that some can be more susceptible to prolonged periods of dry weather.



Around 95% of our water resources originate as surface water either from reservoir storage or river abstractions. We have very little dependence on groundwater supplies.



This reliance on surface waters can increase vulnerability to periods of low rainfall as reservoir and river levels change more quickly than groundwaters. River level monitoring is the responsibility of Natural Resources Wales.

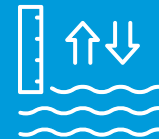


Wales receives more rainfall than other parts of the UK in general. Yet, because the nature of our land use is different, with 82% of our landscape being rural land, 97% of the rainfall we receive is used for agriculture and the environment.

This means only 3% is captured by our infrastructure for supplying water to customers. This contrasts to the Southeast of England, where up to 50% of rainfall is used for supplying water to customers.



These challenges mean that despite high rainfall, drought can present a significant risk that we need to plan for.



Each week, we monitor our water zones according to the following indicators:

- Rainfall
- River flows
- Groundwater levels
- Reservoir storage
- Water demand

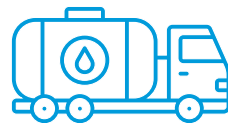
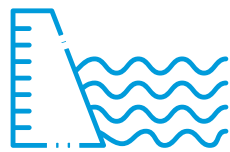


Our Drought Plan describes how we will provide a secure supply of water to our customers, whilst minimising our impact on the environment.

The plan sets out the actions we will take before, during and after a drought, including the stages we follow as the situation changes for each zone.

## WHAT WE'RE DOING TO HELP THE SITUATION

Our teams are working hard to ensure we're taking every step possible to maximise water efficiency across our operating areas including:



**Leakage detection and fixes to cut the amount of water that is lost from the network.**

Teams are working across the country fixing leaks as quickly as they can. Our teams are currently fixing around 700 leaks every week and customers can help by reporting any leaks to us.

Over the next five years, we will reduce leakage by a quarter and we're spending around £400 million on pipe replacement and leakage repairs to support this ambition.

**Increased water storage.**

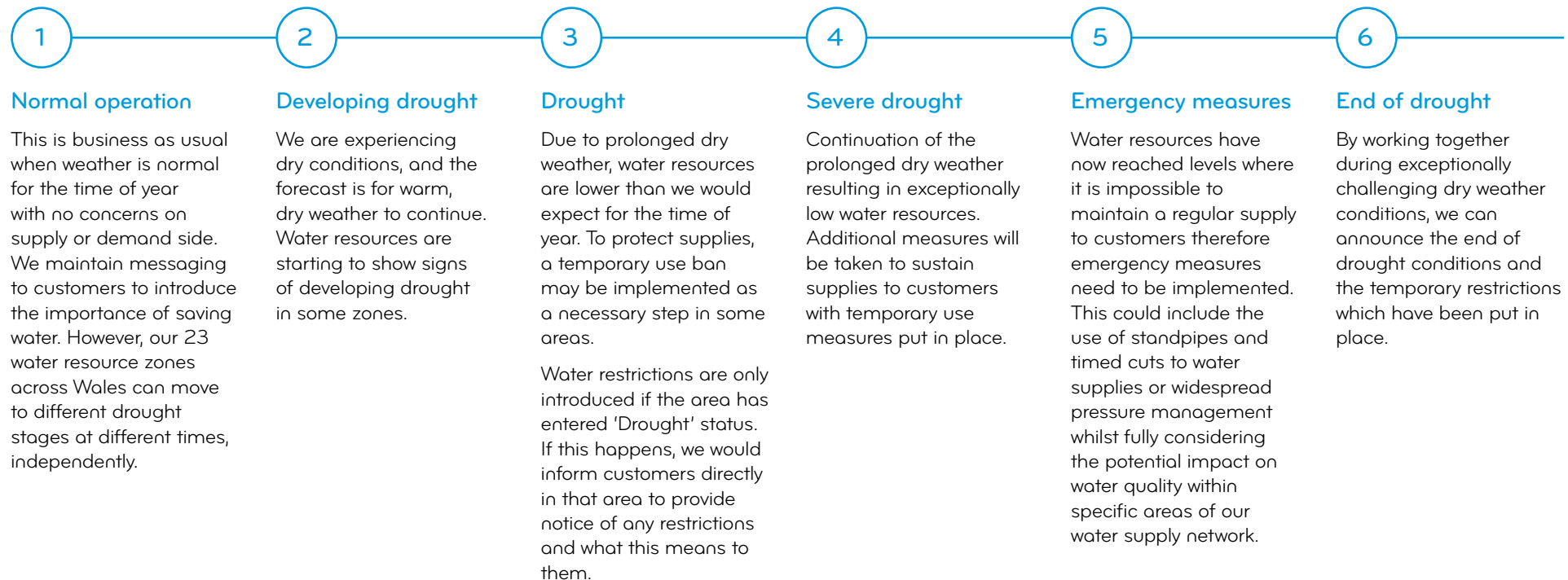
**Rezoning and using tankers to move water to areas in high demand.**

**Ongoing work to upgrade our water network.**

**Increased water production at our treatment works to move water around the system to keep the levels topped up where demand is highest.**

## STAGES OF DROUGHT

We follow five stages of action in our Drought Action Plan, throughout which we increase demand management measures. We work closely with Welsh Government, Natural Resources Wales and other agencies at each stage as part of the Wales Drought Liaison Group.



At each stage of the drought plan, our communications to our customers will increase in frequency and the message will change. We'll promote the importance of saving water and easy tips for customers to implement in their lives.

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## WHAT YOU CAN DO TO HELP

It's important for us to work together to protect water resources. We're not asking people not to use water, we're asking them to think about how they use it and save water wherever possible using our tips below.

### SAVING WATER IN THE BATHROOM

- ✓ Take a shower instead of a bath. If you can reduce your shower time from 10 minutes to 4 minutes, you can save 15,000 litres a year, that's around £45 saved on your water bills for metered customers! Plus, the energy saved heating the water.
- ✓ Don't leave the tap running when brushing your teeth – turning off the tap while brushing could save 6,000 litres of water a year, that's around £20 per year in savings.
- ✓ Why not fit a water efficient shower head? An energy saving shower head can save around 10,000 litres of water a year compared to a standard shower head! To get yours, create your profile on our Get Water Fit calculator.
- ✓ If you have a dual flush toilet, check which button is the big flush, and only use the big flush when you need to. The big flush uses almost twice as much water as a small flush. And if its yellow – remember you can let it mellow!
- ✓ A leaking loo wastes between 200 and 400 litres a day or 73,000 to 146,000 litres a year. Fixing this could save you between £219 and £438 a year. Our Cartref team can fix your leaky loo free of charge.

Little  
changes  
make a big  
difference



## SAVING WATER IN THE KITCHEN

- ✓ Use a washing up bowl or plug when doing the washing up, instead of leaving the tap running. Once you've finished the washing up, save the used water to wash any plastics or glass before recycling them.
- ✓ Fix any leaking taps to avoid wasted water. Did you know a dripping tap can waste over 7,000 litres a year? This could cost you around £20 each year if it's not fixed.
- ✓ Wait until you have a full load before using the dishwasher and always use the eco setting – this can save you over £15 a year.
- ✓ Only fill the kettle with the water you need, overfilling the kettle not only wastes electricity but if the unused water is thrown away each time, this can cost you up to £5 in just your water bill if you are metered.
- ✓ Keep tap water in the fridge for an instant cold drink to avoid running the tap.
- ✓ If you are purchasing a new appliance which uses water, be sure to check how water efficient it is.



## SAVING WATER IN THE GARDEN

- ✓ Use a watering can or hand held hose pipe (with hose gun) instead of a garden sprinkler.
- ✓ A water butt is a great way to collect rainwater for use in the garden — available from our product store.
- ✓ Add water retention crystals to pots, tubs and hanging baskets to help keep compost moist.
- ✓ Don't cut lawns too short and try to mulch the cuttings to improve soil health.

Although rain falls freely from the sky, we put a lot of work, energy, and love into delivering every drop.



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## FIND OUT MORE

For more information on latest dry weather updates, please visit **[dwrcymru.com/drought](https://dwrcymru.com/drought)**

Our full Drought Plan can be found on our website **[dwrcymru.com/droughtplan2025](https://dwrcymru.com/droughtplan2025)**

To get in touch with our team about any specific enquiries, please visit **[contact.dwrcymru.com](https://contact.dwrcymru.com)**