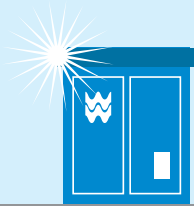


Our transfer programme

All eligible private pumping stations will be transferred by 1st October 2016, and we are going to phase in the programme of transfer, starting in 2013.

It's going to be a complex process, and we don't have detailed information on how it's going to progress at the moment. If you haven't registered with us then do so now. Once you have done that you don't need to do anything more, we'll contact you.

If you would like to receive our emailed newsletter updates, please register here: private.pumping.stations@dwrwymru.com



Which private pumping stations won't we transfer?

Those we won't transfer:

- Pumping stations that pump to water courses or the sea and do not connect with the public sewer network.
- Pumping stations that serve one property and are located inside the boundary of that property.
- Pumping stations that pump directly to a wastewater treatment facility.
- Pumping stations that serve multiple-occupancy, single sites such as hotels, airports, railway stations, some industrial areas and caravan parks.

What if you don't want us to transfer your pumping station?

If you want to submit an appeal you should contact Ofwat within two months of receipt of the notice you receive from Welsh Water.

Appeals should be submitted to our regulator Ofwat:

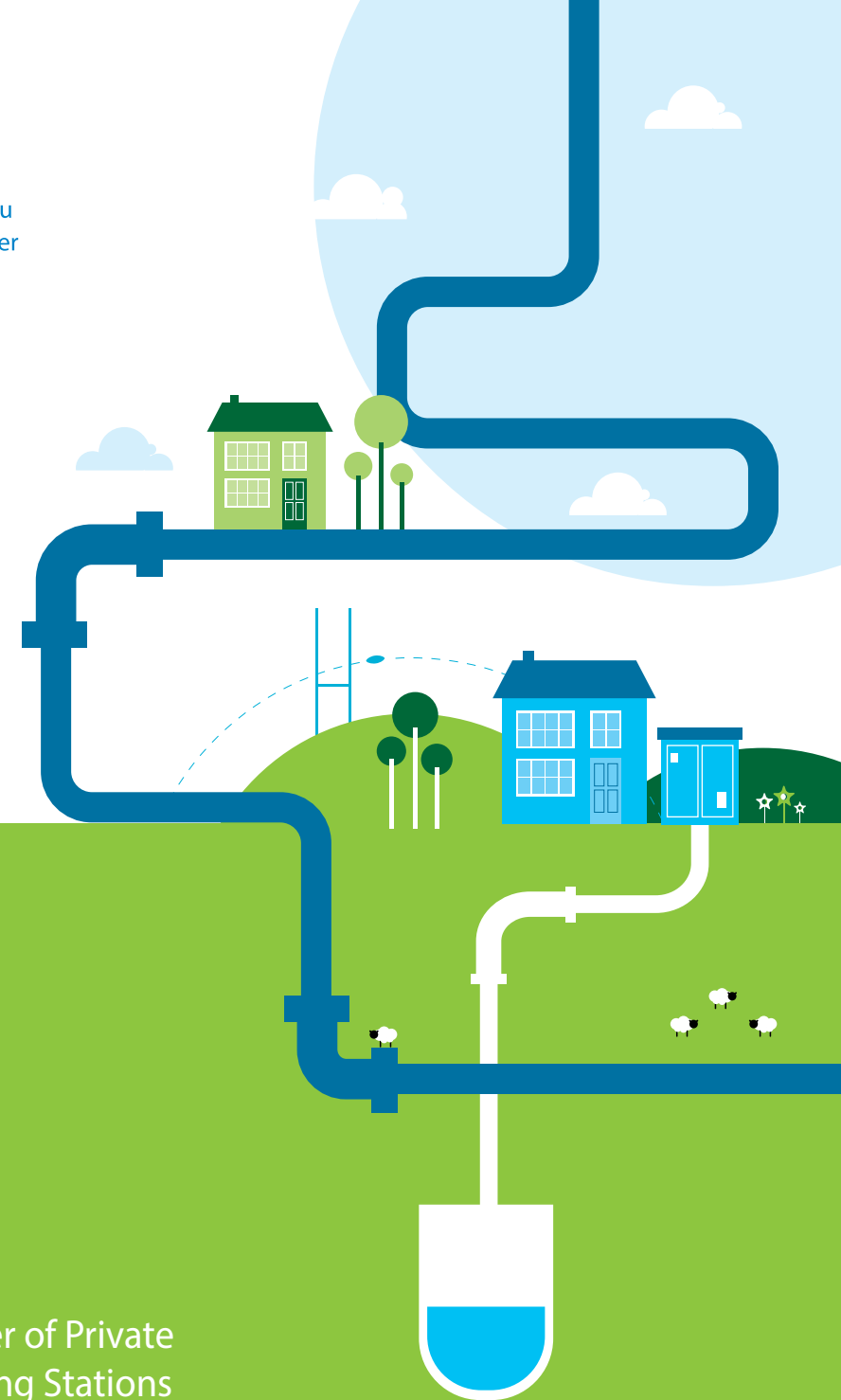
Email: appealpsttransfer@ofwat.gsi.gov.uk

Post: OFWAT, Centre City Tower, 7 Hill Street, Birmingham B5 4UA

If you do appeal it would be of assistance if you could also send a copy of the appeal to us:

Email: private.pumping.stations@dwrwymru.com

Post: Dŵr Cymru Welsh Water, PO Box 3188, Cardiff CF30 0BY



Transfer of Private Pumping Stations

Ownership of private pumping stations is changing

Due to changes in the law, from 1st October 2016, we will be taking responsibility for most private pumping stations in our area, so our customers don't have to worry about them.

The Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011 came into force in England and Wales on 1st July 2011. Under these regulations private sewers and lateral drains became the responsibility of the sewerage undertakers on 1st October 2011. However sewerage undertakers, like Welsh Water, are not required to transfer private pumping stations until 1st October 2016.

What is a pumping station?

Pumping stations are built when the drainage system to a house or housing development is lower than the public sewer to which it has to connect. The waste water then has to be "lifted" by a pump and a pressurised pipe-rising main, into the public sewer.

The pump is located in a buried chamber called a wet well, which collects the waste water from the drainage system. You will normally only see the steel access covers for the wet well and a kiosk, usually green or grey, which contains the electrical control equipment for the pumps.

What is a private pumping station?

These are pumping stations not owned and operated by Welsh Water.

It could be that a developer did not ask us to adopt the pumping station, or went out of business before completing the process, or ownership of the pumping station may have transferred from a developer to local residents. There will also be some pumping stations that Welsh Water has refused to adopt because they are not up to the required standard to become part of our network.

Which private pumping stations will we transfer?

Those we will transfer:

- Pumping stations that serve more than one property and pump directly to the public sewer network. These may be foul, surface water or combined systems.
- Pumping stations that serve one property but are located outside the boundary of that property and pump directly to the public sewer network. These may be foul, surface water or combined systems.
- We will also take responsibility for the rising mains (the pipe from the pumping station to the sewer) and overflow pipe work, along with the pumping stations.
- The rising main from single property pumping stations will be transferred outside the boundary of the property.

Where are the private pumping stations that we need to transfer?

Before we can transfer private pumping stations, we need to establish where they are, who owns them and how many there are. We estimate that there will be approximately 800 pumping stations to transfer and are currently gathering information from many sources to establish a list of all the pumping stations that are likely to be transferred.

If you know of a private pumping station that you think may be eligible please fill in the form on our website or contact us on [0800 085 3968](tel:08000853968).

What is the transfer process?

In preparation for the transfer of each private pumping station, we need to get and evaluate certain information.

1 Locating the pumping stations

The first stage is to find out where the pumping stations are and gather and assess the information that will identify those we need to transfer in our operating area.

2 Initial assessment

We need to decide if a pumping station falls within our transfer criteria. To do this, we will need to know its exact location, the owner's contact details and who the key holders are. We will also need to know what documents and drawings are available and make sure that our survey team is able to safely access the site. We'll then make an initial site visit, if required.

3 Pumping station survey

Once we've carried out the initial assessment, we'll schedule the pumping station into our survey programme and send a survey team to carry out a detailed assessment to determine its condition. They will also look at what improvements may be necessary to bring it up to the standard we expect it to be in to become part of our wastewater network.

4 Detailed assessment

Following the survey we'll need to consider:

- The survey information and what improvements may be required
- Funding for improvements
- Detailed drawings and operating manuals for the installation
- Which properties are served by the station
- Discharge consents for any emergency overflows and rights to discharge
- Any known operating issues
- The relevant electrical and equipment test certificates
- Electricity supplier and transfer of bill-paying responsibility
- 24 hour access for our maintenance crews and tankers
- Current ownership of the pumping station and legal transfer to Welsh Water
- Rights of access across third party land

5 Resolve issues

If any problems are highlighted in our detailed assessment, we will now work to resolve them. We expect to find a number of pumping stations in a very poor condition. Those that are up to the standards normally expected by Welsh Water will have fewer issues to resolve and are likely to move through the transfer process more quickly.

