



Major step up in investment over the next 5 years

Dear Customer,

I wanted to take this opportunity to provide you with an explanation on why our bills are increasing this year and over the next four years. Over the last 15 years, bills have not risen in line with inflation. To ensure we continue to provide sustainable services and deal with risks such as those created by climate change, we need to increase investment in our water and wastewater infrastructure.

Our Business Plan for 2025-2030 is a major step up in investment for the next five years, reflecting not only important business objectives, but also the improvements our customers want to see.

In order to help us deliver all this, we are increasing customer bills by 27% in 2025, and then at much lower rates over the following 4 years. I know that dealing with increased bills will not be easy for many of our customers, but we will continue to make every effort to help those who struggle. Please reach out to us for financial support if you need it dwrcymru.com/helpwithbills.

I am also aware that our bills are amongst the highest in the sector. Again, I want to briefly explain why – this is primarily due to the wastewater infrastructure we had to build in coastal areas following privatisation. Up until the late 1990s, nearly 50% of sewage in Wales was discharged virtually untreated into the sea. Since then, our investment has contributed to more Blue Flag beaches in Wales than ever before. But as there is more to do, for us to improve service delivery, adapt our networks to the impacts of climate change, and to protect our rivers and seas, we now need to increase the level of investment.

Some of the headlines in our plans include:

- £4 billion investment in services – that's the equivalent of more than £3,000 per household.
- £1.1 billion to improve the quality of rivers and reduce storm overflow spills by 30%.
- Big reductions in leakage, interruptions to water supplies, pollution incidents and sewer flooding.
- £73 million to support customers on the lowest incomes who struggle to pay their bills.
- Creating an additional 2,000 construction jobs in our supply chain to ensure we are well equipped to deliver these ambitious plans.

As a not-for-profit company, the only one in the sector, we remain committed to delivering a first-class service and investing for the future. We will also be open and honest about how we spend your money and what we deliver, keeping you updated on how we are doing and the changes we are making – please visit dwrcymruplans.com to find out more.

Yours sincerely
Peter Perry | Chief Executive