

Annual Performance Report for Dŵr Cymru Welsh Water ('Dŵr Cymru') 2016

This report summarises Dŵr Cymru Welsh Water's environmental performance, the good progress it has made and what further improvements we'd like to see.

Natural Resources Wales' purpose is to pursue the sustainable management of natural resources in all of its work. This means looking after air, land, water, wildlife, plants and soil to improve Wales' well-being, and provide a better future for everyone.

As a regulator, we look to ensure that those we regulate are equipped to do the right thing.

Every year, we assess the performance of water and sewerage companies that operate within Wales.

We use the Environment Agency's Environmental Performance Assessment (EPA) methodology so that we can benchmark the performance of Dŵr Cymru against the 9 water and sewerage companies in England.

This report focuses on Dŵr Cymru. NRW also provides environmental information on Severn Trent Water to the EA for sites in Wales. For more information on Severn Trent Water performance visit gov.uk

As a reporting tool the information within the EPA has been instrumental in improving water company performance since it was introduced in 2011. Dŵr Cymru has moved from a poor performing company in 2011 to a good performing company in 2016.

Dŵr Cymru EPA summary performance 2011-16, using revised EPA guidance

	Original EPA					Revised EPA	
	2011	2012	2013	2014	2015	2015E	2016
Pollution Incidents (sewerage) Category 1-3 incidents per 10,000 km of sewer	132	110	66	59	59	30.4	29.8
Serious Pollution incidents (sewerage) Category 1-2 incidents per 10,000 km of sewer	2.2	3.3	1.1	2.2	1	0.6	0.6
Discharge Permit Compliance (STWs & WTWs) %	95.6	98.6	97.7	97.8	98.6	97.1	99.0
Satisfactory Sludge Use/Disposal %	100	100	100	100	100	100	100
Self Reporting of Pollution Incidents %	37	47	48	60	74	74	68
AMP National Environment Programme Delivery % of planned delivery	87	116	100	100	100	100	100
Security of Supply Index (SoSI)	N/A	N/A	N/A	N/A	N/A	100	100
Rating	*	***	***	***	***	***	***

The column headed 2015E this refers to the 2015 data set which has been assessed using the new EPA criteria (2016 – 2020) included for comparison purposes only.

Calculation of EPA star rating for the 2016-17 performance round using 7 metrics		
4 star	Industry Leading	6 or more green metrics
3 star	Good	3 or more green metrics and no red metrics
2 star	Requires Improvement	1 or 2 red metrics and/or 2 or less green metrics
1 star	Poor	3 or more red metrics

Environmental performance breakdown for 2016

- In 2016 Dŵr Cymru achieved a good 3* performance rating using Environment Performance Assessment. This has been maintained since 2012.
- The total number of overall incidents has remained fairly stable over the last 3 years, in 2016 there was a slight increase to 114 from 109 (figure 1).
- The EPA assesses sewage related incidents. There was a decrease in the number of sewage related pollution incidents (category 1 – category 3) to 107 from 109 in 2015 (figure 2). This is a record low and proving interventions to prevent pollution incidents are working.
- Serious (category 1 & 2) sewage related pollution incidents has remained the same with 2 reported incidents in 2015 and 2016.
- In 2016 only 3 out of 567 sewage works failed to meet their numeric discharge permits. Compliance is now at 99.5% this is up from 98.6% in 2015 and is a long term record high. (Figure 3)
- In 2016 only 3 of the 51 water treatment works failed to meet their numeric discharge permit. Compliance is now at 94.1%, this is up from 80.4% in 2015 and is a long term record high (figure 4).
- The revised EPA assessment combined compliance for sewage related premises and water treatment works compliance giving an overall result of 99%. Compliance with permits is a statutory requirement therefore we require Dŵr Cymru to achieve 100% compliance to minimise any impact on the environment.
- Dŵr Cymru have turned around self reporting of pollution incidents since 2010. In 2016 the percentage of self-reported dropped for the first time to 68% compared to 74% in 2015 (figure 5).
- The company's leakage figure for 2015-16 was 179.9 MI/d which had increased by 0.4 MI/d (0.2%) from the previous year. However, the reported leakage figure is less than the Sustainable Economic Level of Leakage target of 180.6MI/d reported in Dŵr Cymru's water resources management plan (WRMP) for 2015-16.
- Per capita consumption (PCC) which is the average water use per person was about 142.8 l/h/d in 2015/16 which was similar to the PCC value in the previous year. Measured PCC was 113 l/h/d and unmeasured PCC was 157 l/h/d. These two values were also similar to the values in the previous year. The percentage of household customers with a water meter is approximately 37%.
- Security of Supply Index (SOSI) has been included in the EPA for the first time, this measure assessed forecast water available against actual customer demand and for 2016 reported 100.

- Compliance with Flood Risk legislation – Dŵr Cymru are fully engaged with their requirements under the Floods and Waters Act.
- Flow compliance - significant improvements have been made to the recertification of equipment to measure flow through the sewage works allowing compliance with permitted flows to be assessed.
- 100% of planned improvements to Dŵr Cymru assets, due for completion between 2016/17 were completed on time. These improvements will mean assets achieve higher standards and deliver water quality improvements.
- Sludge use and disposal has remained at 100%
- Enforcement - During 2016, 4 formal cautions were accepted by Dŵr Cymru. In 3 cases, they relate to incidents of failing to comply with permit conditions and in another case, it was a result of polluting matter.

Performance expectations going forward

Overall we are pleased that Dŵr Cymru remain a good performing company but there are areas that can be improved upon. By 2020, we would like to Dŵr Cymru strive to achieve the highest EPA status of a leading company by delivering the following results:

- Further reduction in pollution incident numbers
- Aim to achieve zero serious pollution incidents
- 100% compliance with environmental permits
- Increase self reporting of pollution incidents in line with the water industry sector
- Achieve the targets for SoSI and sludge disposal
- Continued delivery of improvement schemes to meet the specified deadlines

Annex

Figure 1

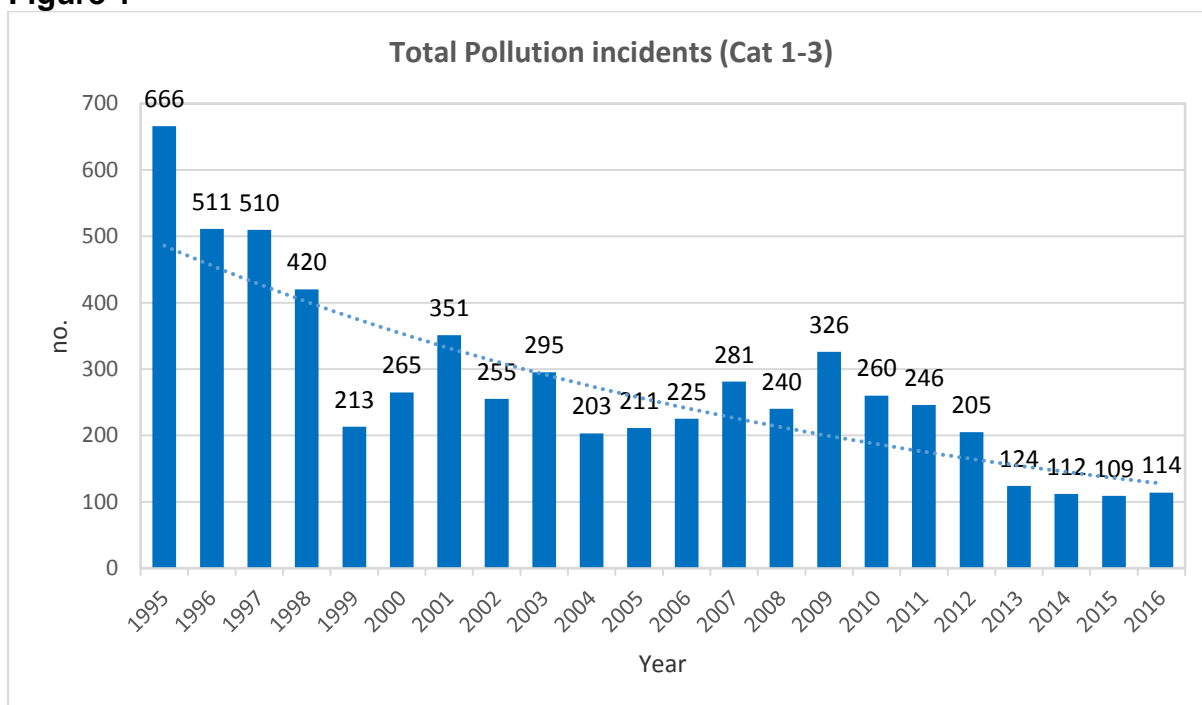


Figure 2

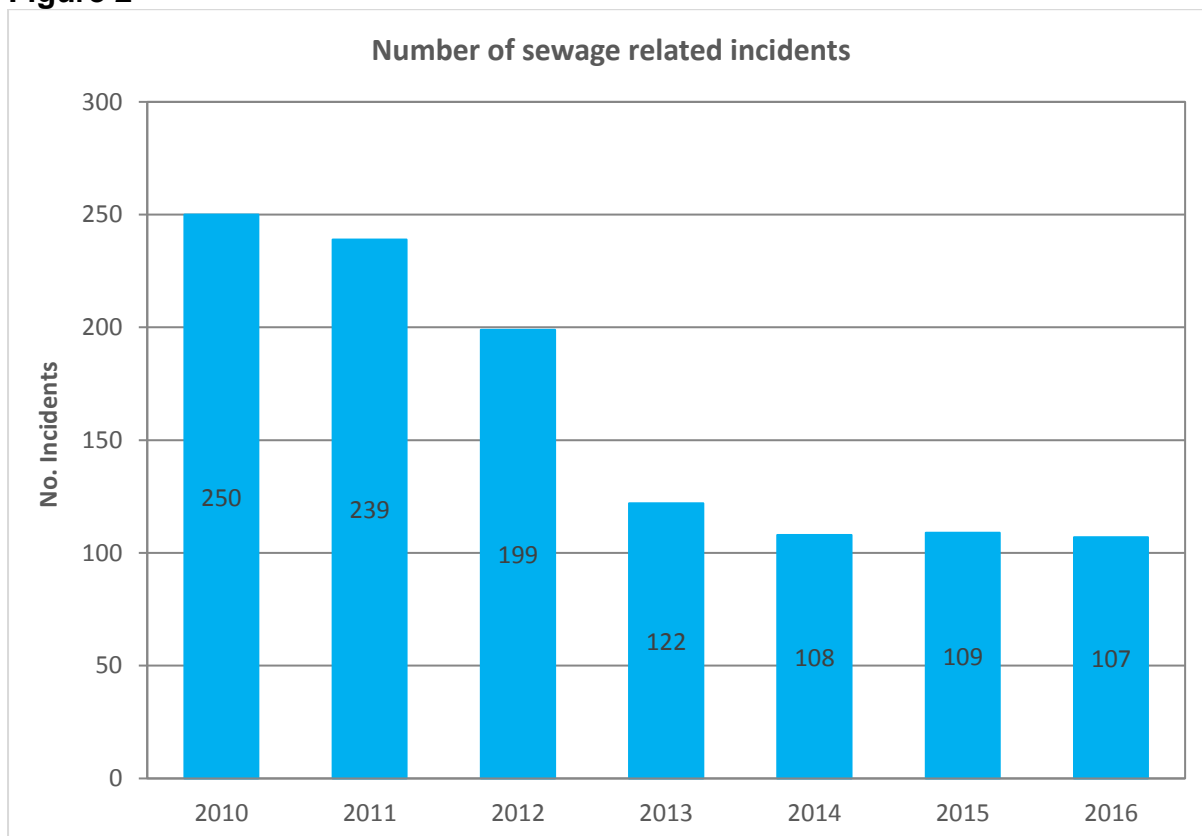


Figure 3

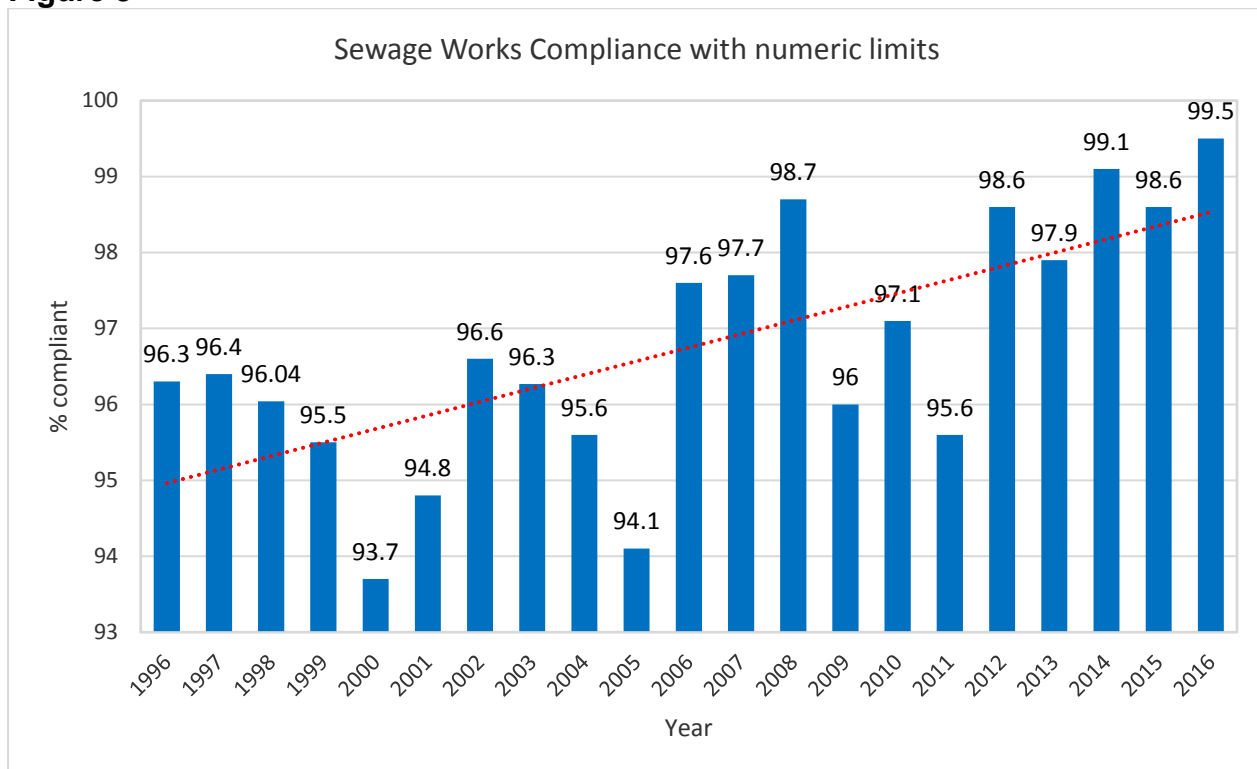


Figure 4

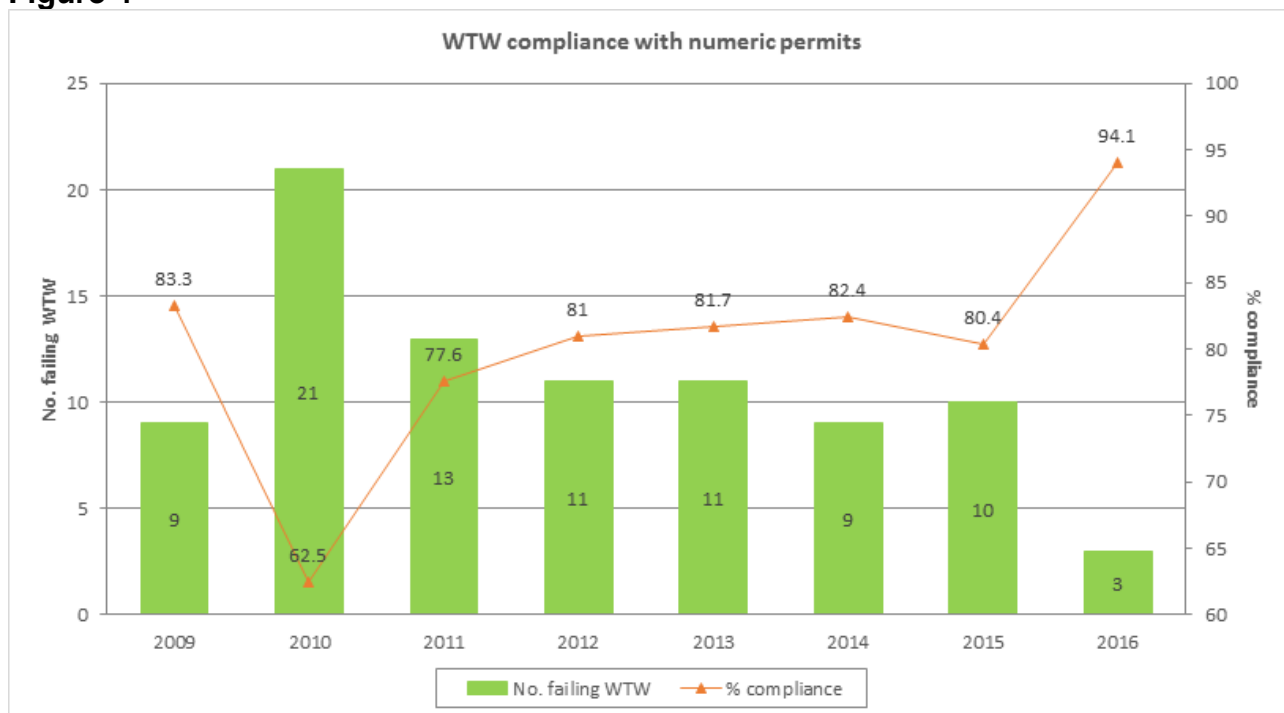


Figure 5

