



Drinking Water Wales 2024

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Chief Inspector of
Drinking Water

July 2025

Industry statistics

Water Industry in Wales 2024

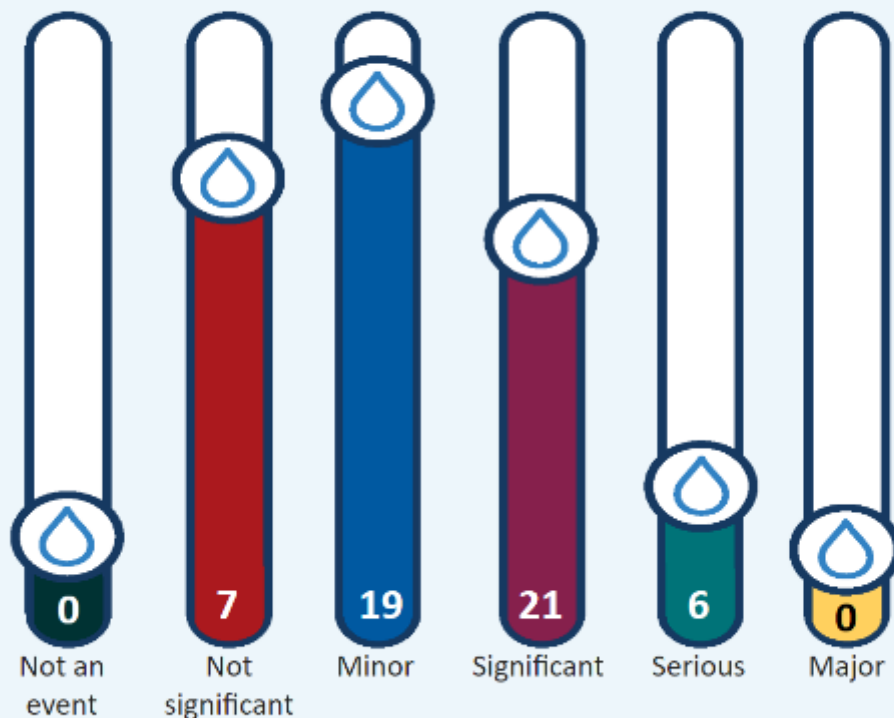
Public supplies	Statistics
Number of water companies	3
Population supplied	3.30M
Water supplied (L/day)	0.94bn
Treatment works	69
Service reservoirs	394
Water supply zones	103
Length of mains pipe (km)	30.54K
Surface sources	259
Ground sources	40
Mixed water sources	1



Companies
ALE - Abllon Eco
DWR - Dwr Cymru (Welsh Water)
HDC - Hafren Dyfrdwy

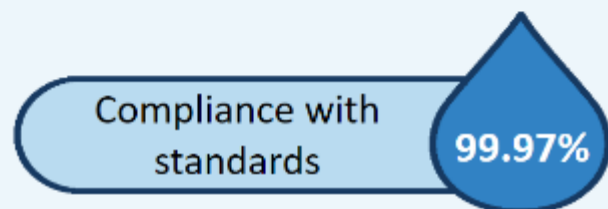
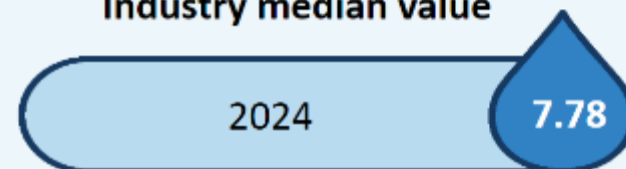
Industry statistics

Parameter Group	% Compliance
Micro-Biological Parameters	99.99%
Micro-Biological Parameters (Treatment Works)	99.99%
Indicator Parameters	99.98%
Micro-Biological Parameters (Reservoirs)	99.97%
Chemical Parameters	99.93%
Pesticides	100%
Overall	99.97%



Water safety planning risk assessment risk index

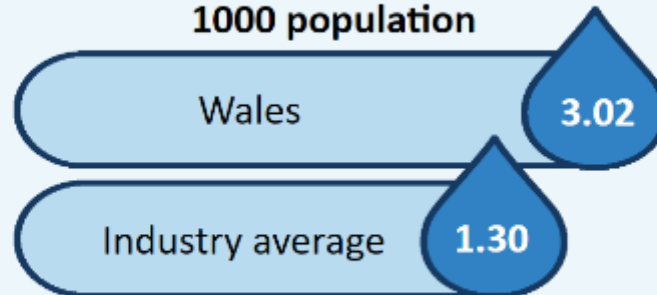
Industry median value



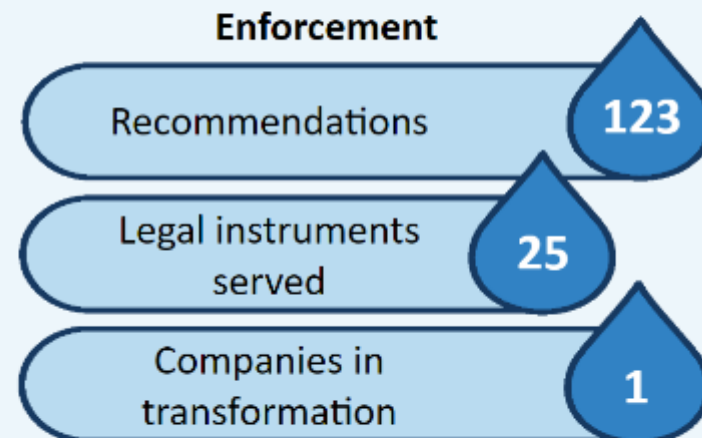
Median compliance risk index



Consumer complaints on acceptability contacts per 1000 population



Enforcement



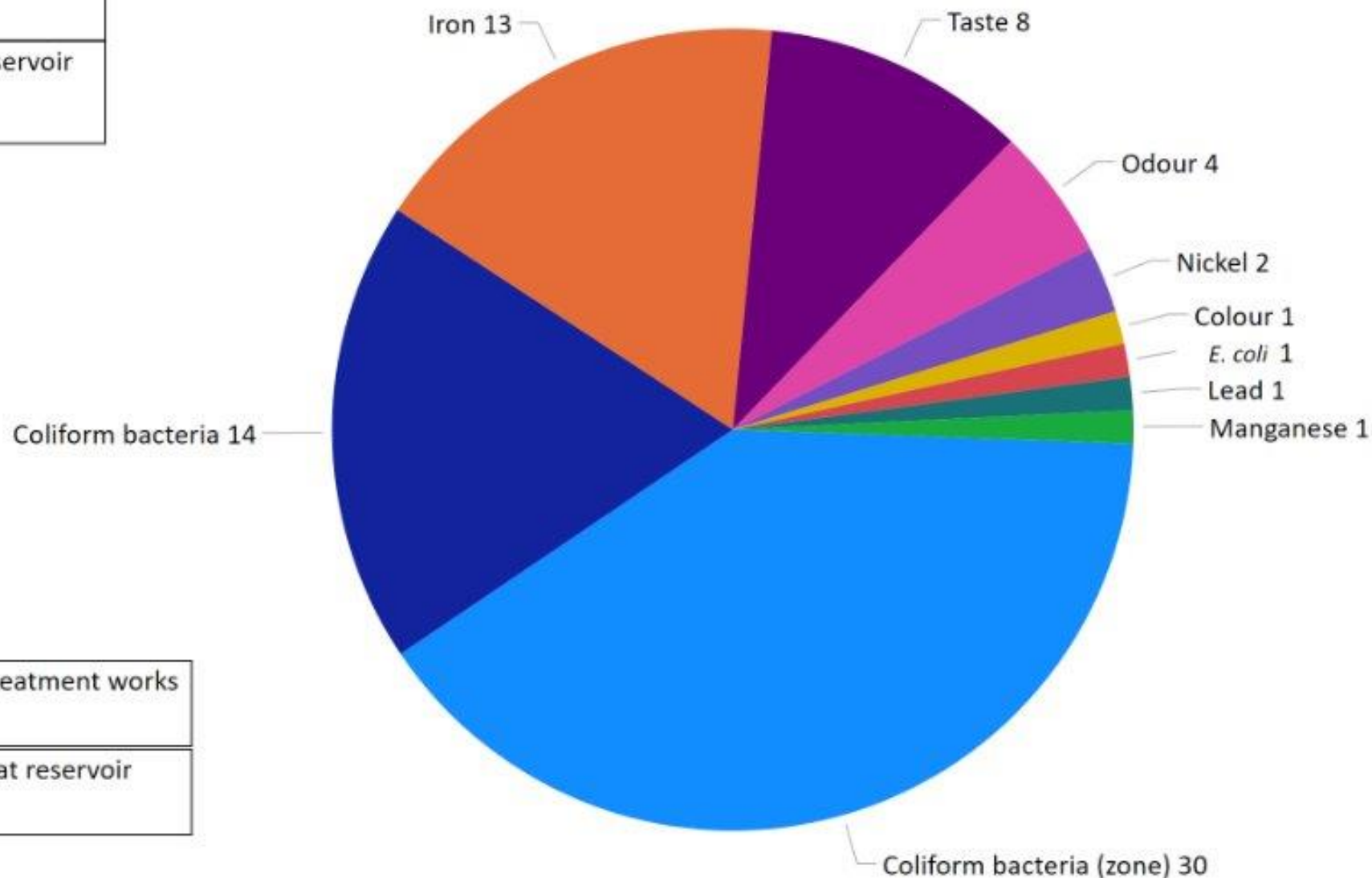
Compliance

E. coli failures at WTW

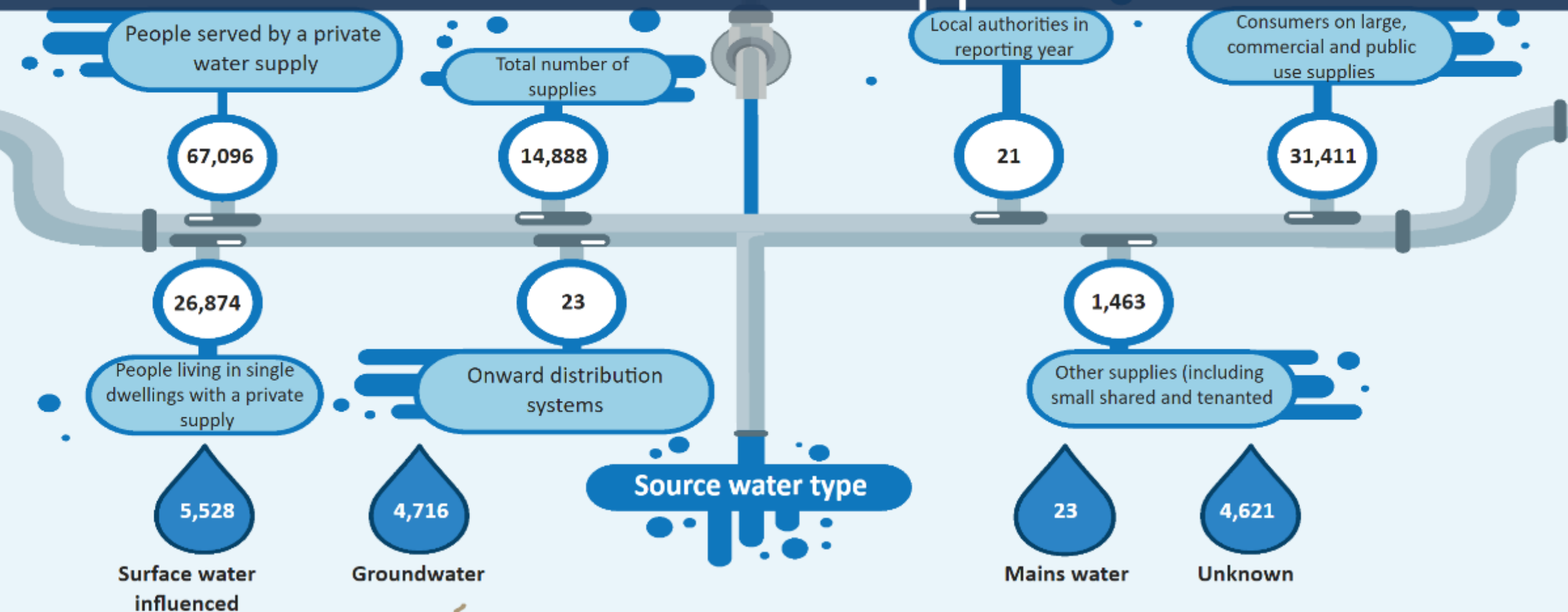
0

E. coli failures at reservoir

0



Private water supplies



8.97% of sites tested for faecal contamination were positive for E. coli as were 7.39% positive for Enterococci. These supplies are consumed by over 1,800 people.



1.43% of samples tested for taste and 1.82% of samples tested for odours were positive and therefore 'unwholesome'.



0.96% of samples tested for turbidity and 1.52% of samples tested for colour failed the standards. These cause discoloured or cloudy water.

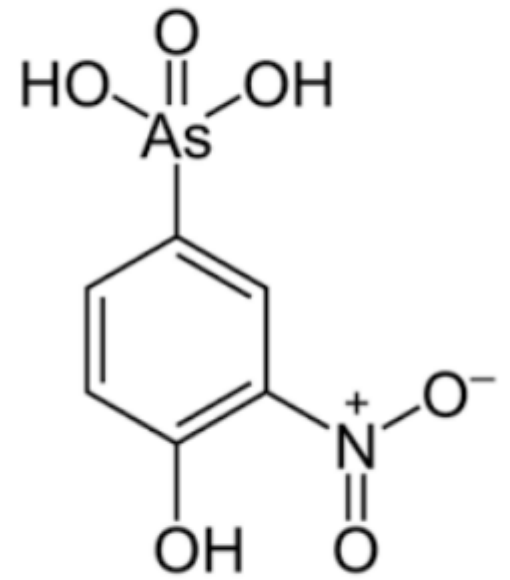


Of the samples tested for metals - 4.02% for iron, 6.38% for manganese and 1.82% for aluminium failed the relevant standards. These metals can make water look discoloured.

Private water supply - Regulation 8

Water Quality

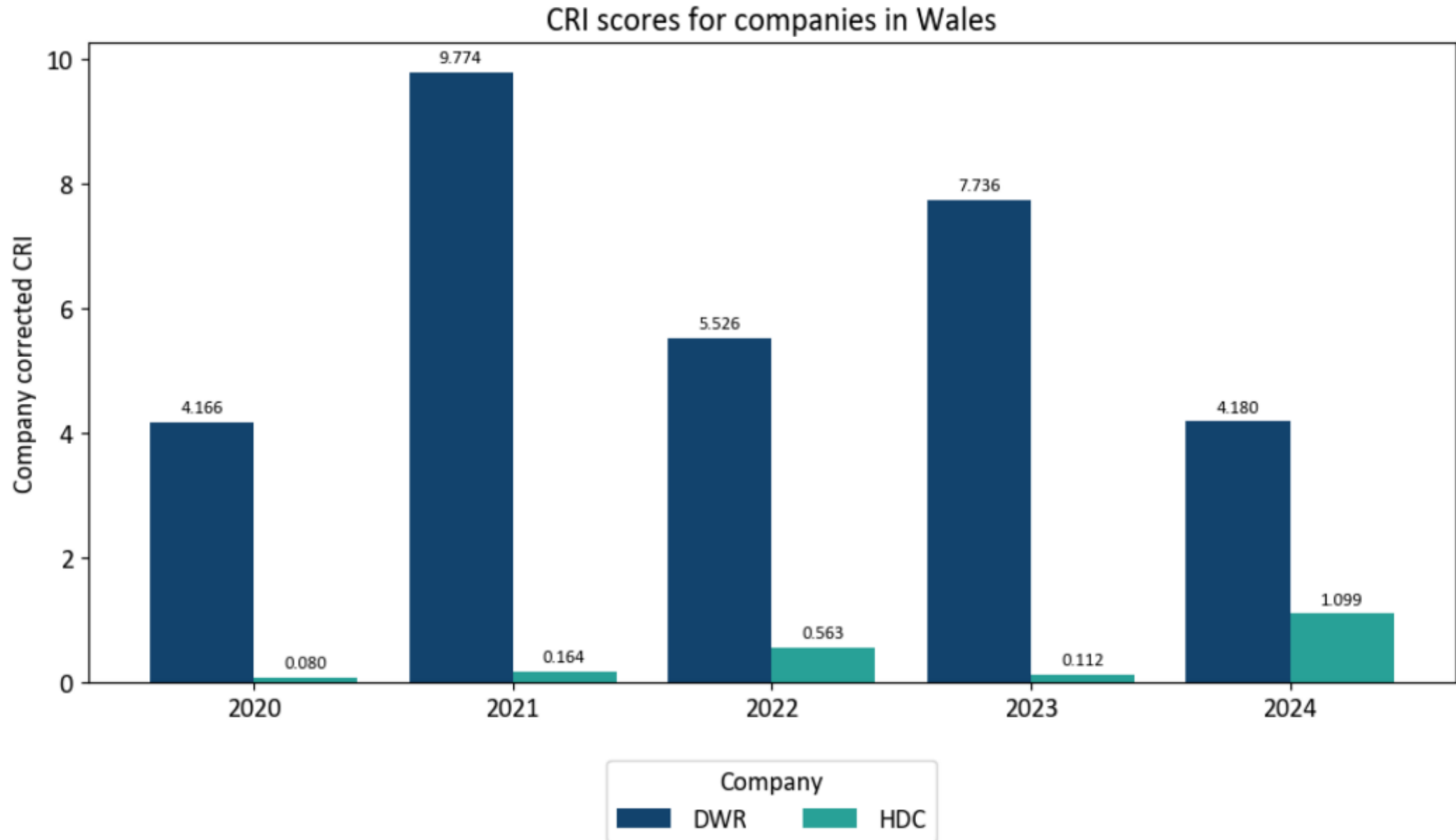
- Arsenic to 300 consumers with a peak approaching 60µg/l
- In response notices were served to maintain the onsite treatment and switch to the back-up mains supply.



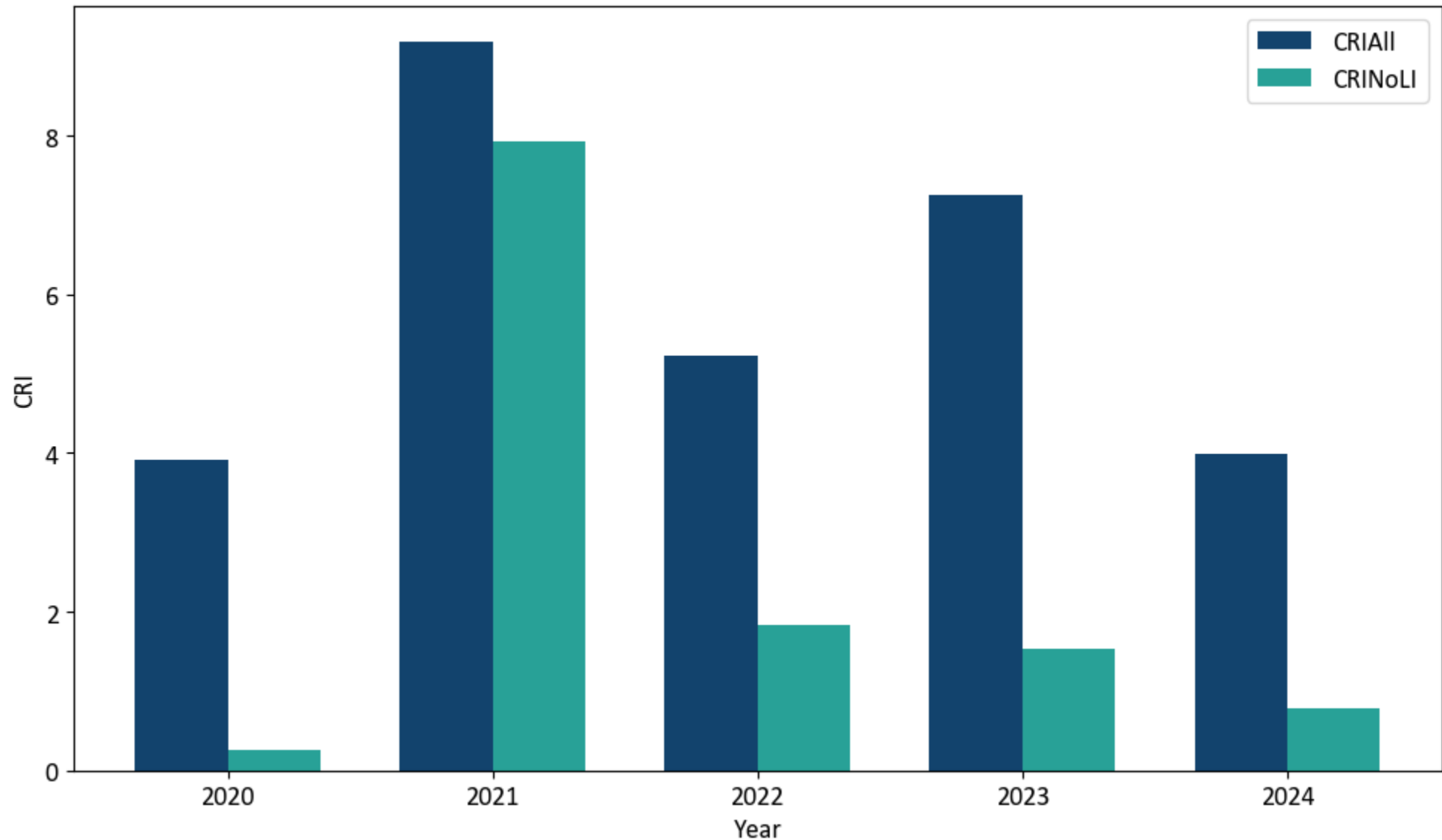
Regulation 8

- Legislative gaps include onward supply connections, cost recovery, r.8 supply description (and description)
- Heathrow, new housing developments, dual pipe systems and temporary events

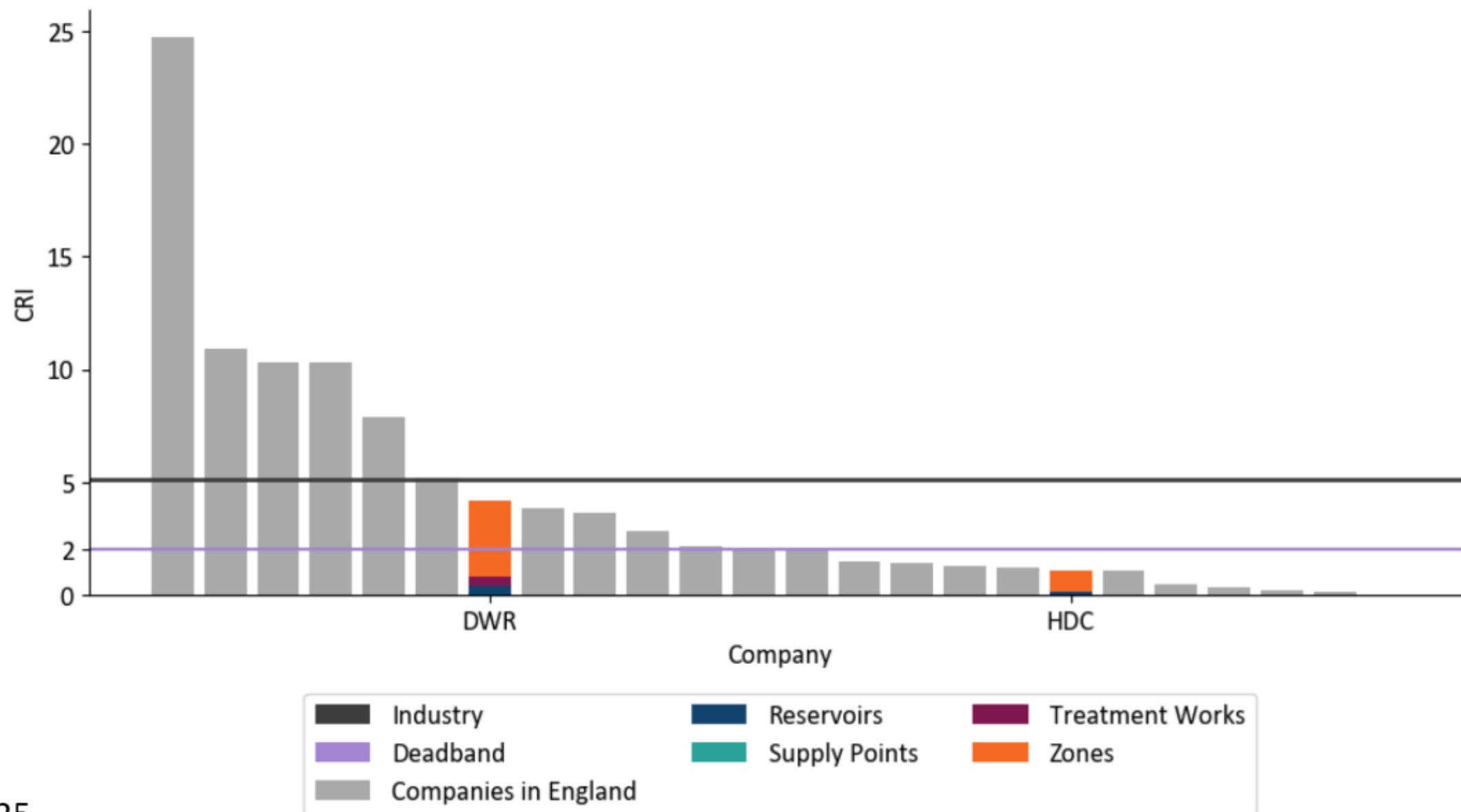
Compliance risk index



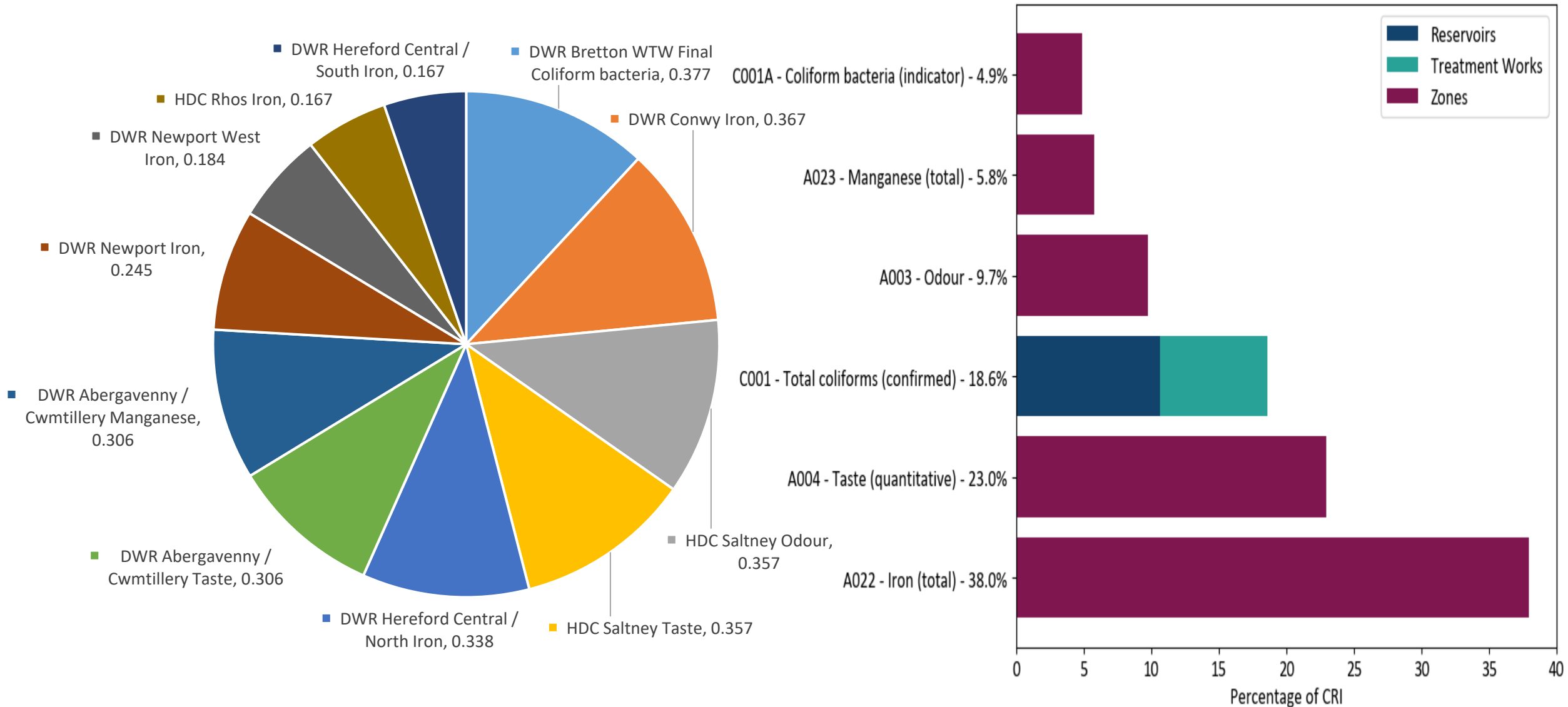
CRI with and without legal instrument



Compliance risk index



CRI by Parameter



Events

Raw water

Raw water deterioration	2
Ground Contamination / Spillage	9

Other

Satisfactory investigation, did not identify root cause	8
Other	2

Treatment works

Plant failure	1
Treatment failure upstream of final disinfection	1

Consumer acceptability

Discoloured water - cause unknown at present	1
Cross Connection	2
Consumers distribution system	18
Back Siphonage	1
Animacules	1

Company communication pipe

Company communication pipe problem	1
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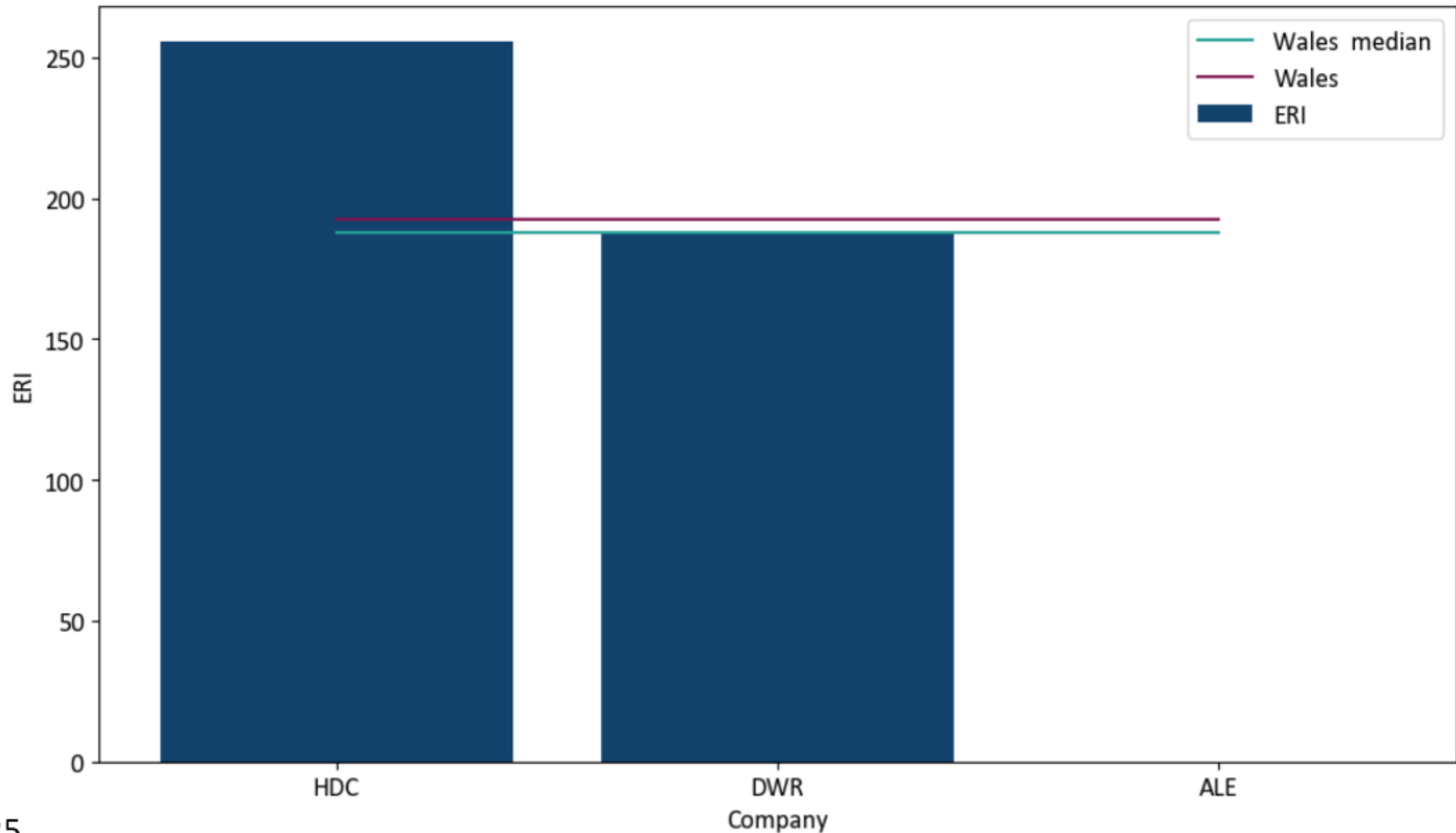
Reservoir

Structural failure	1
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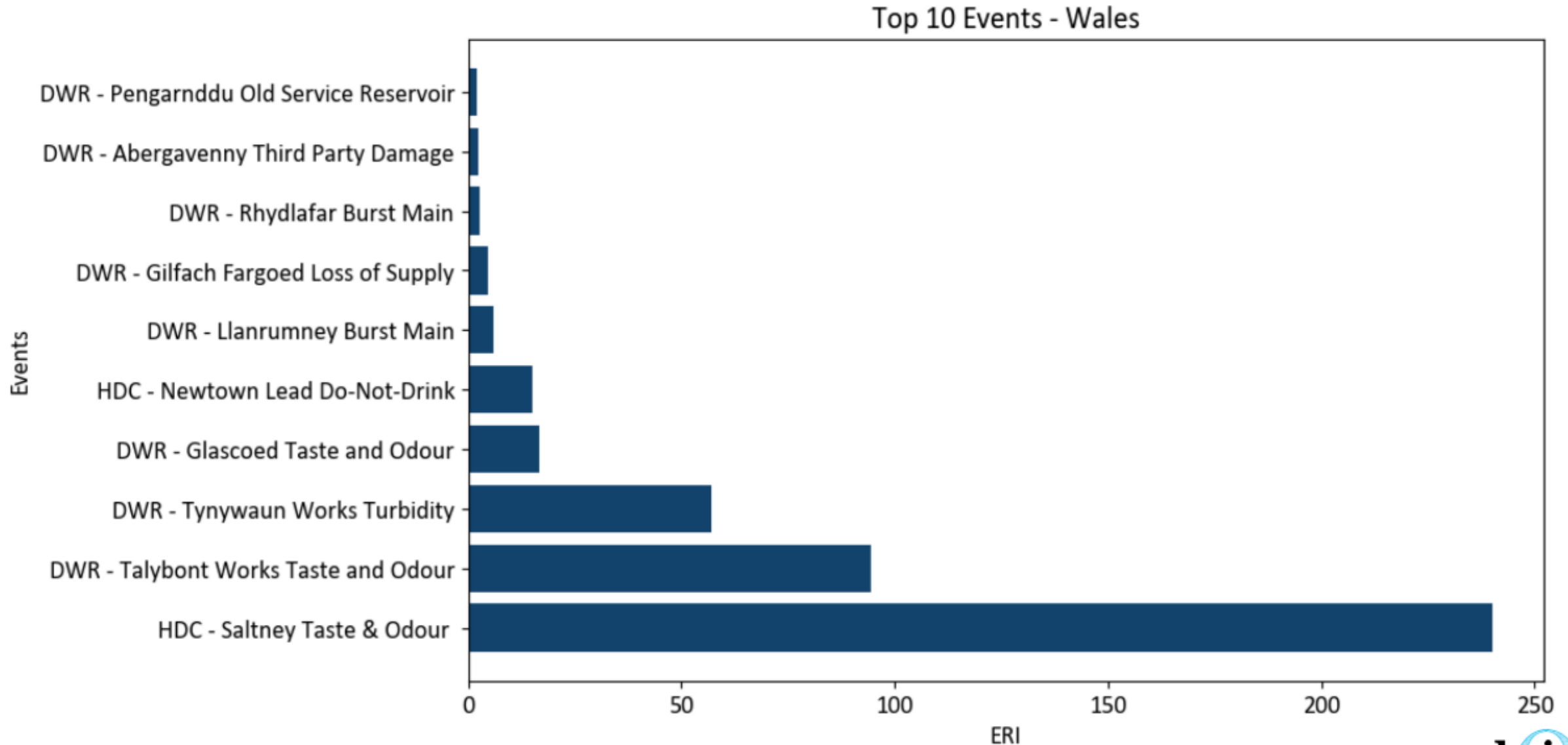
Company mains

Mains - Damage by Third Party/Unknown	3
Mains - Burst	6

Event risk index



Top 10 ERI events in Wales



Gilfach Fargoed – mains damage



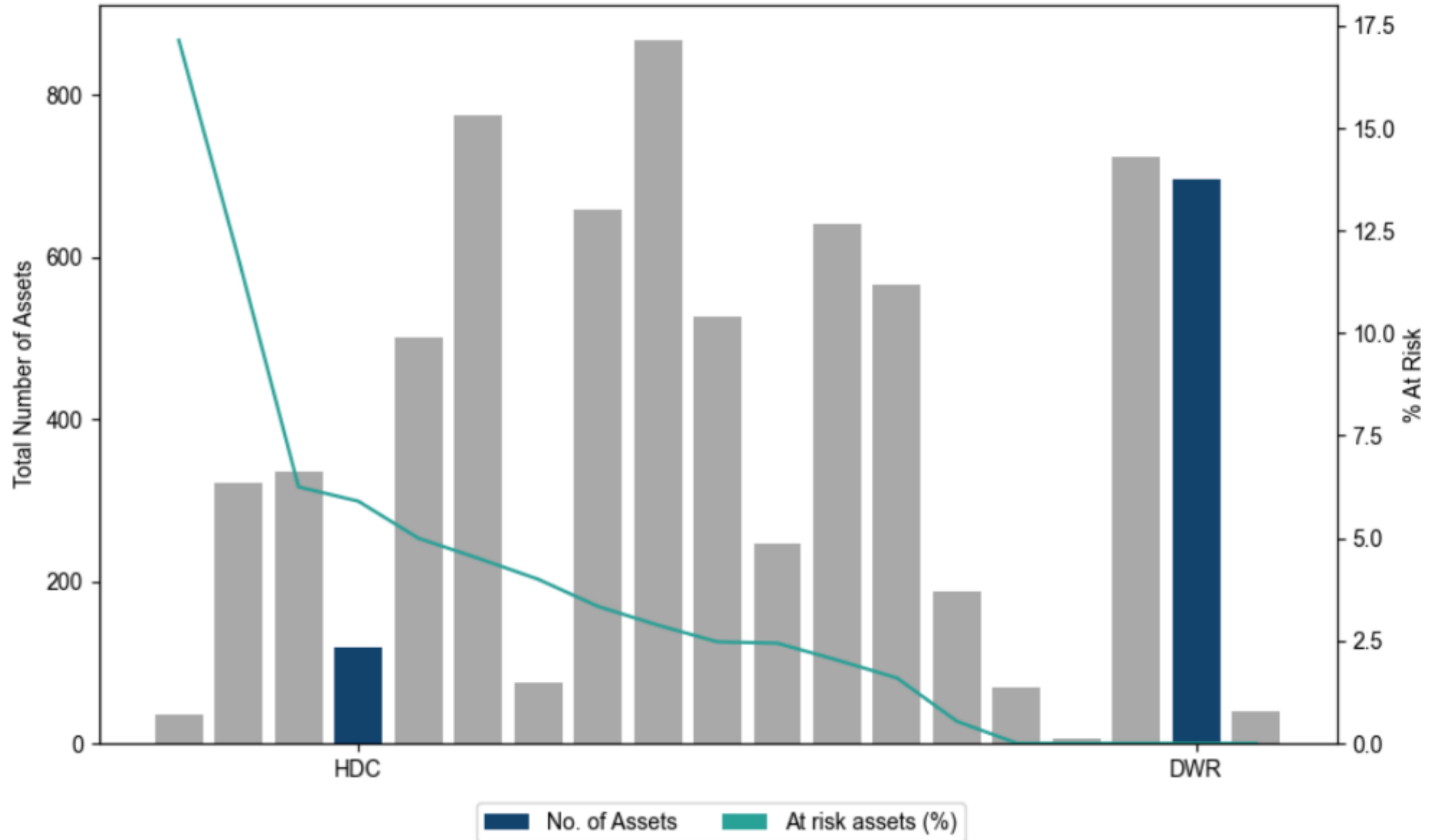
- Damage to 24-inch service reservoir inlet main caused by company's waste water contractors.
- Downstream loss of supply.
- Reactive audit of alternative supplies deployment and management.
- Resulted in enforcement action and a r.28 notice.

Abergavenny – air valve damage



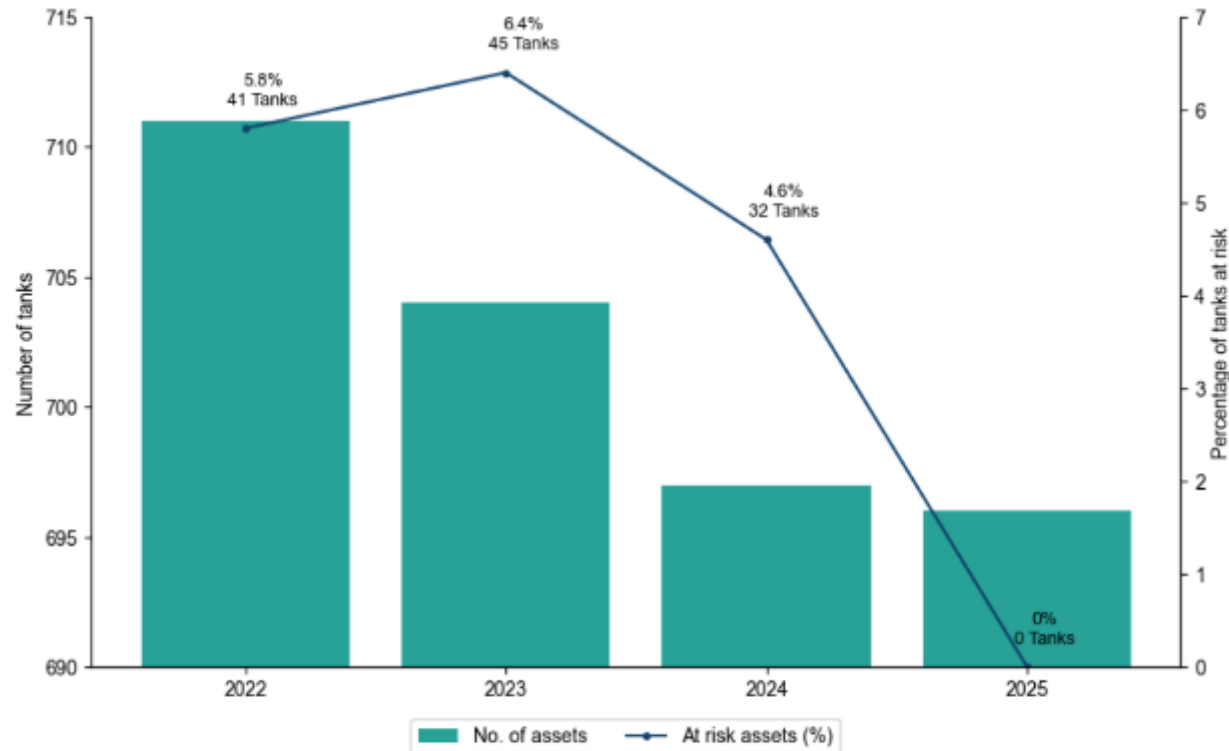
- Air valve sheared on 12-inch high-pressure main by a plough.
- Caused loss of supply and discolouration.
- Valve was not 'critical' therefore not routinely inspected.

Service reservoirs overdue for inspection

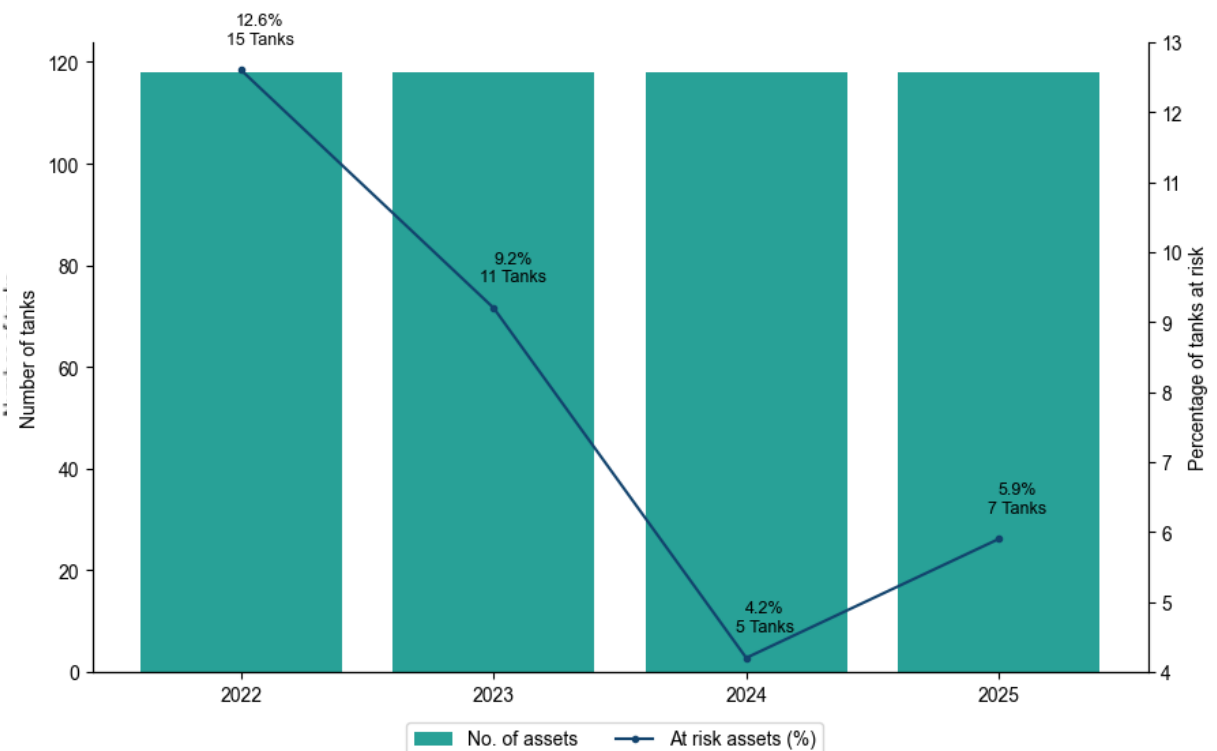


Percentage of reservoirs >10yrs service

DWR



HDC



Pangarnddu old service reservoir – animal remains



- Single compartment.
- Built in 1915.
- Roof added 40-50 years ago.
- No record of the tank ever being drained and inspected.
- Two notices coincide (1 - build a new tank, 2 – inspect 10-year tanks.

Audits in Wales

DWR	Call centre	25/03/2024
DWR	On site alternative supplies provision	05/05/2024
DWR	Felindre works and Pentre service reservoir	05/06/2024
DWR	DWSP Audit Bryn Cowlyd site audit	17/06/2024
HDC	Sugn y Pwll, Bronwylfa, and Gronwen service reservoirs	07/08/2024
DWR	Cwellyn	21/08/2024
DWR	Pen y bont	03/09/2024
DWR	Desktop audit - Air Valves	03/12/2024
HDC	Desktop audit - Air Valves	03/12/2024



Sugn y Pwll reservoir

Felindre works



Fencing altered to fit tank supports, leaving a gap.

GAC regeneration dates. Six over the nine-year maximum set by the company.

Filter	Works	Date
1	Felindre	7/13/2011
2	Felindre	04/01/2018
3	Felindre	10/01/2011
4	Felindre	10/01/2020
5	Felindre	3/27/2012
6	Felindre	04/09/2010
7	Felindre	3/22/2013
8	Felindre	6/13/2019
9	Felindre	7/16/2013
10	Felindre	02/01/2022
11	Felindre	05/03/2019
12	Felindre	4/18/2019
1	Felindre	01/09/2023
8	Felindre	08/07/2023

Felindre Works



July 2025

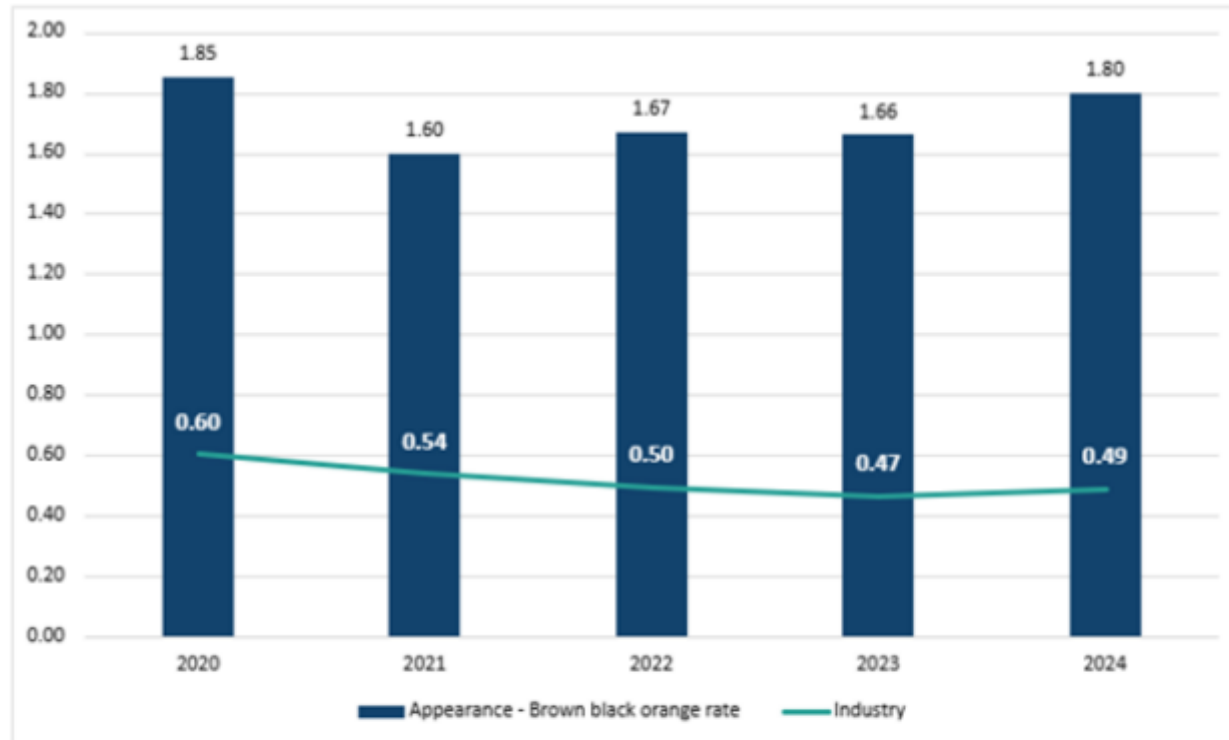
Bottle storage



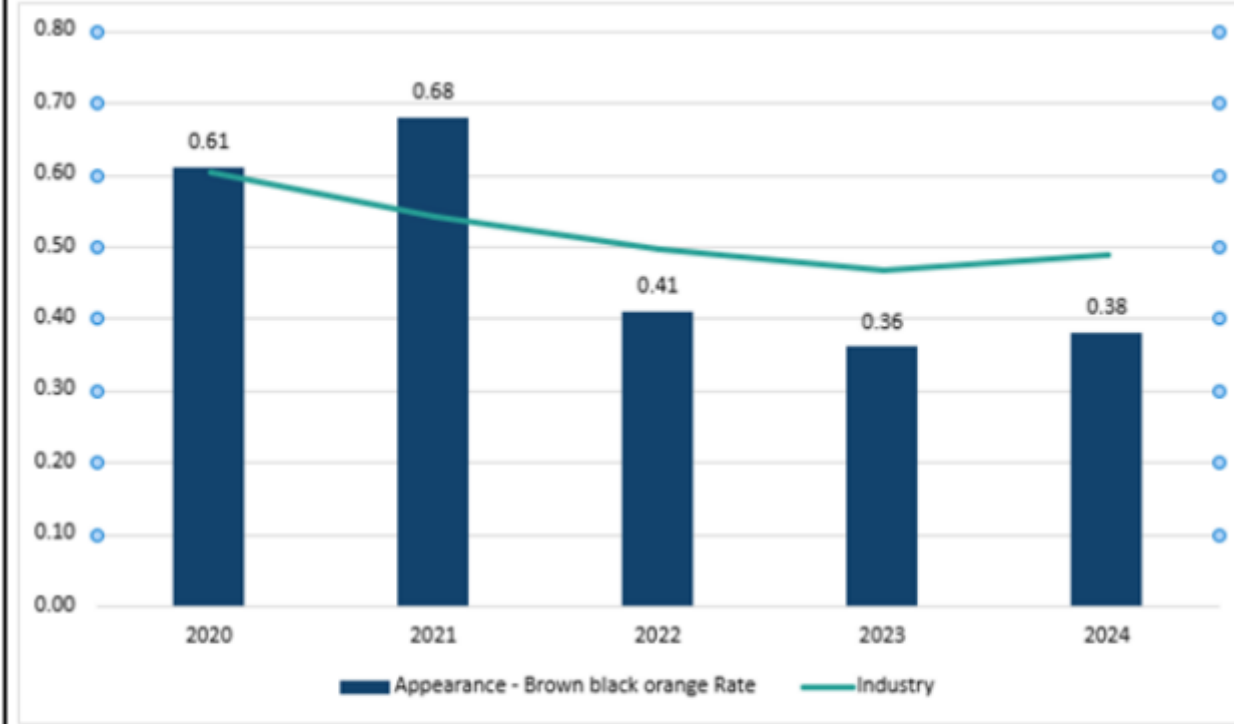
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Discolouration

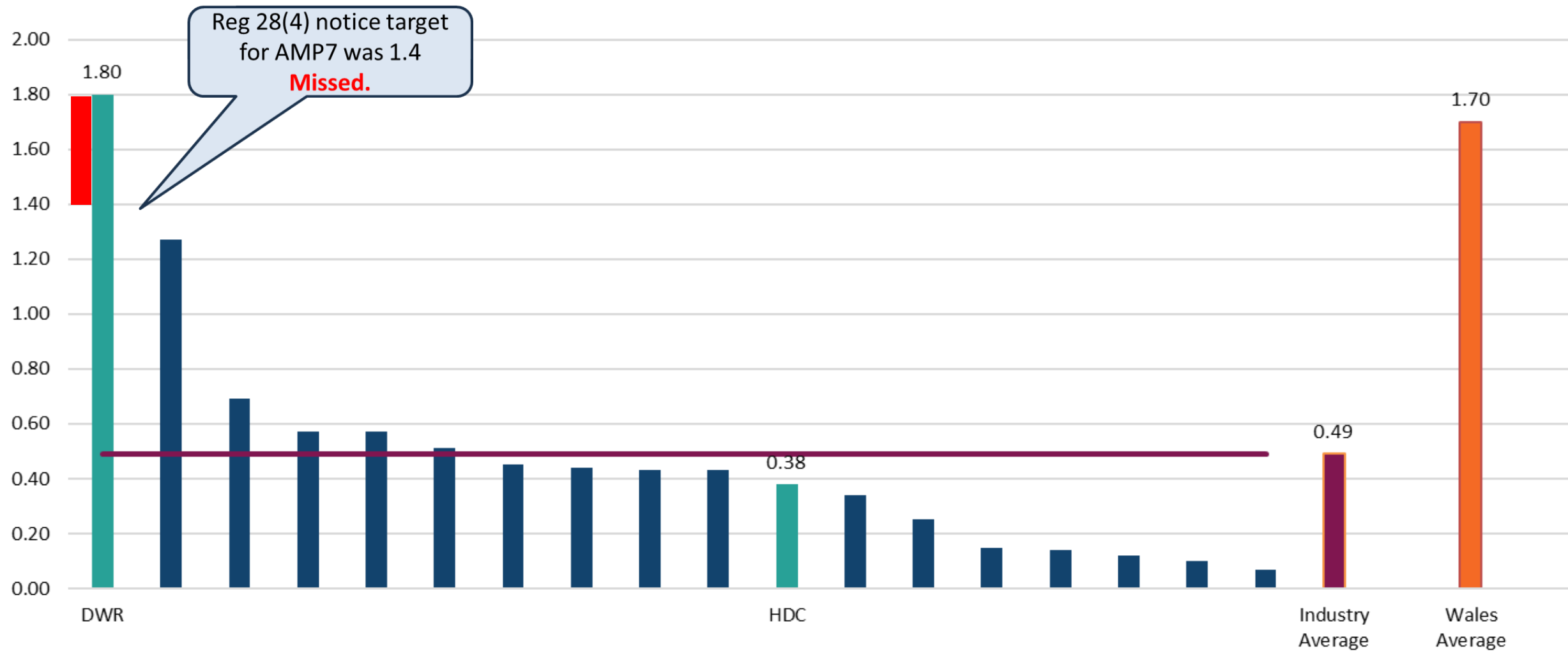
DWR



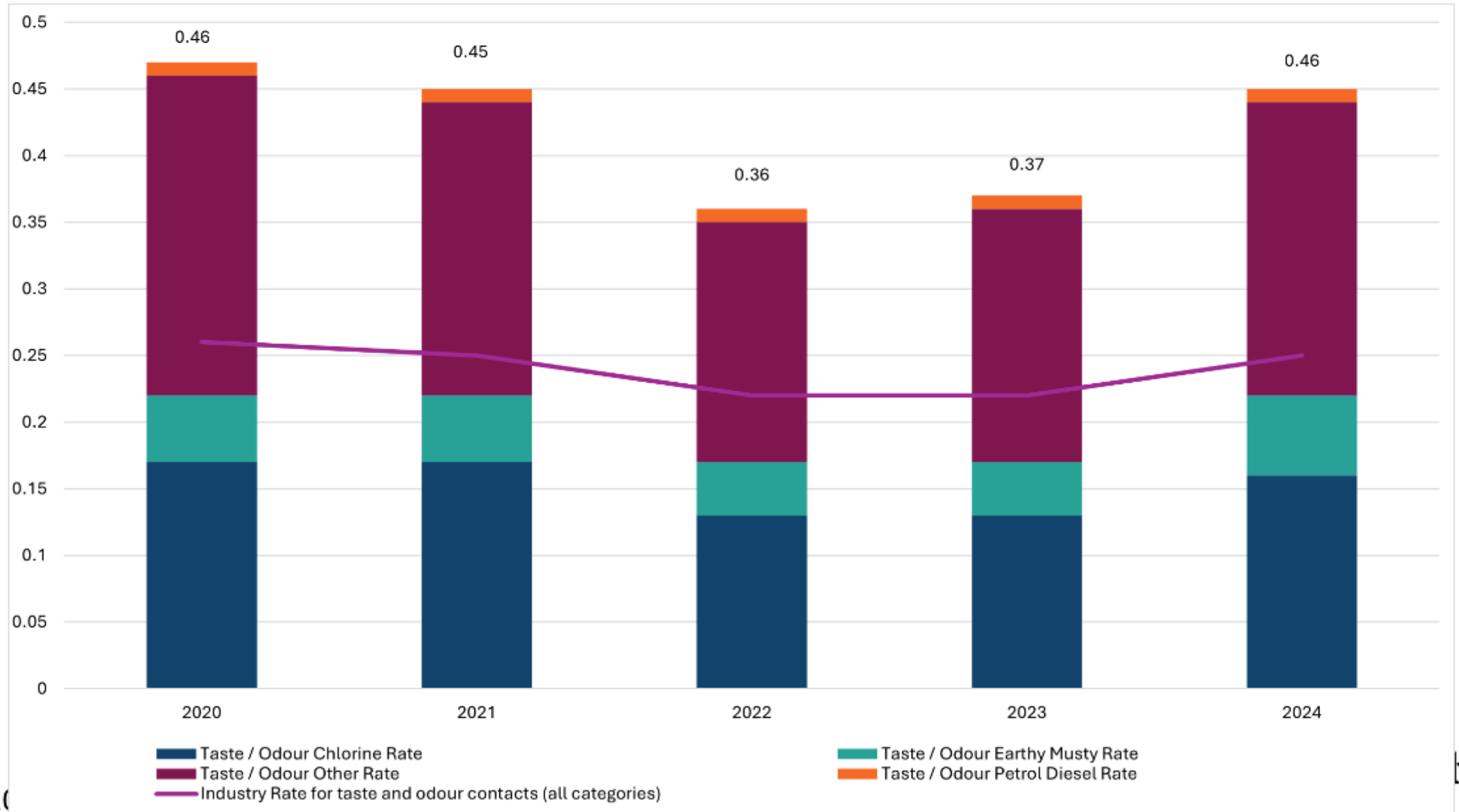
HDC



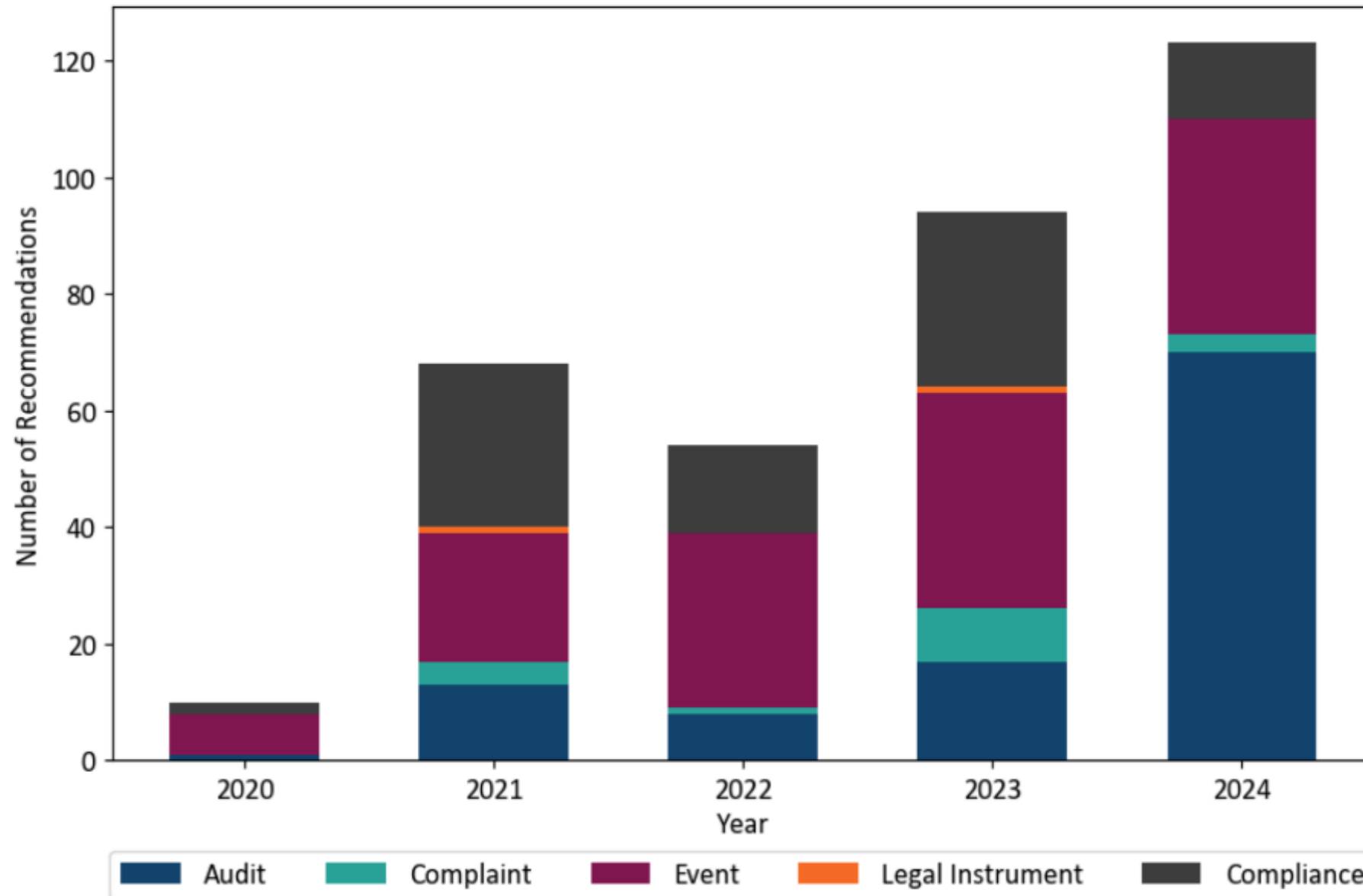
Discolouration 2024



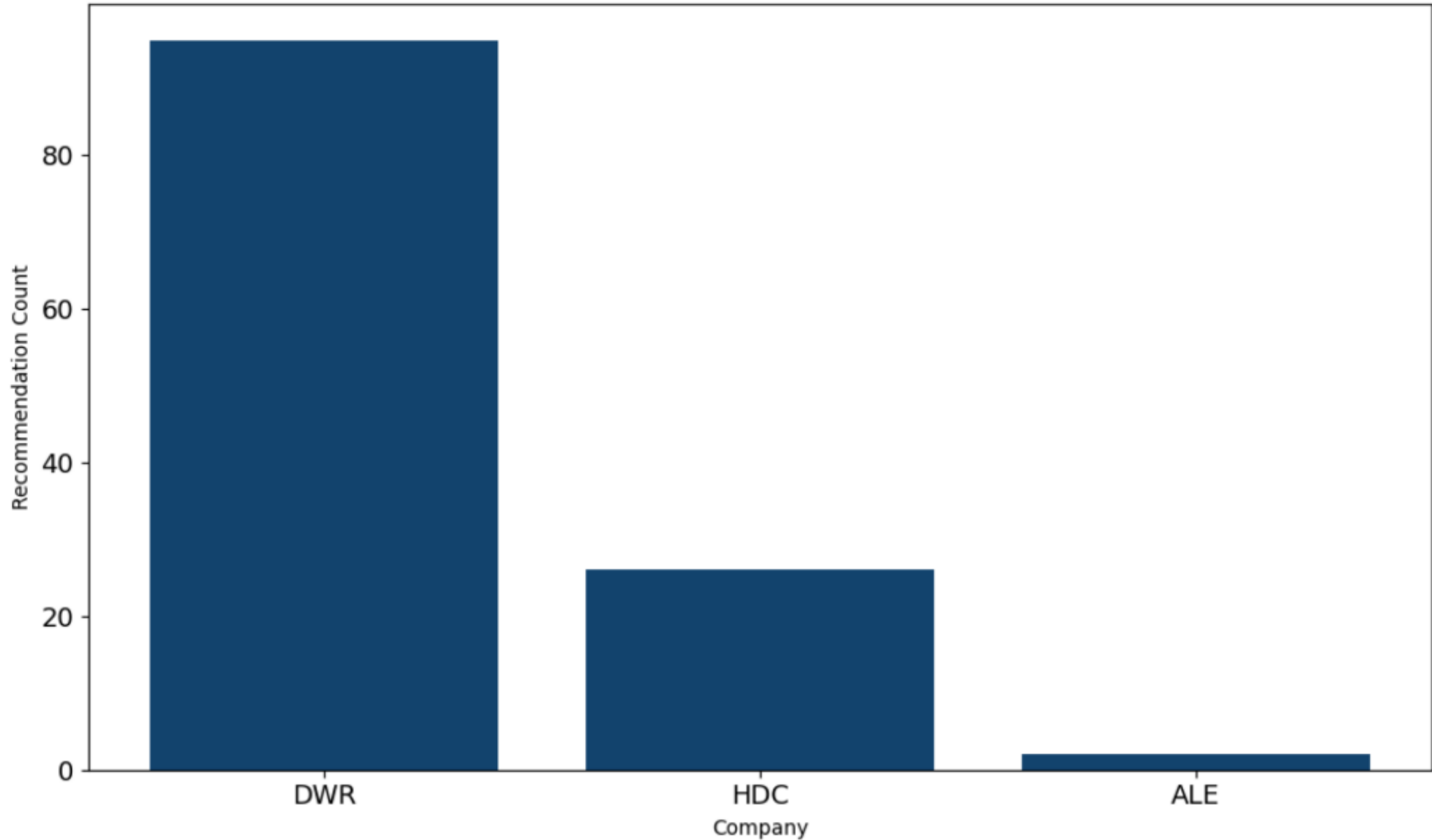
Taste and Odour 2024



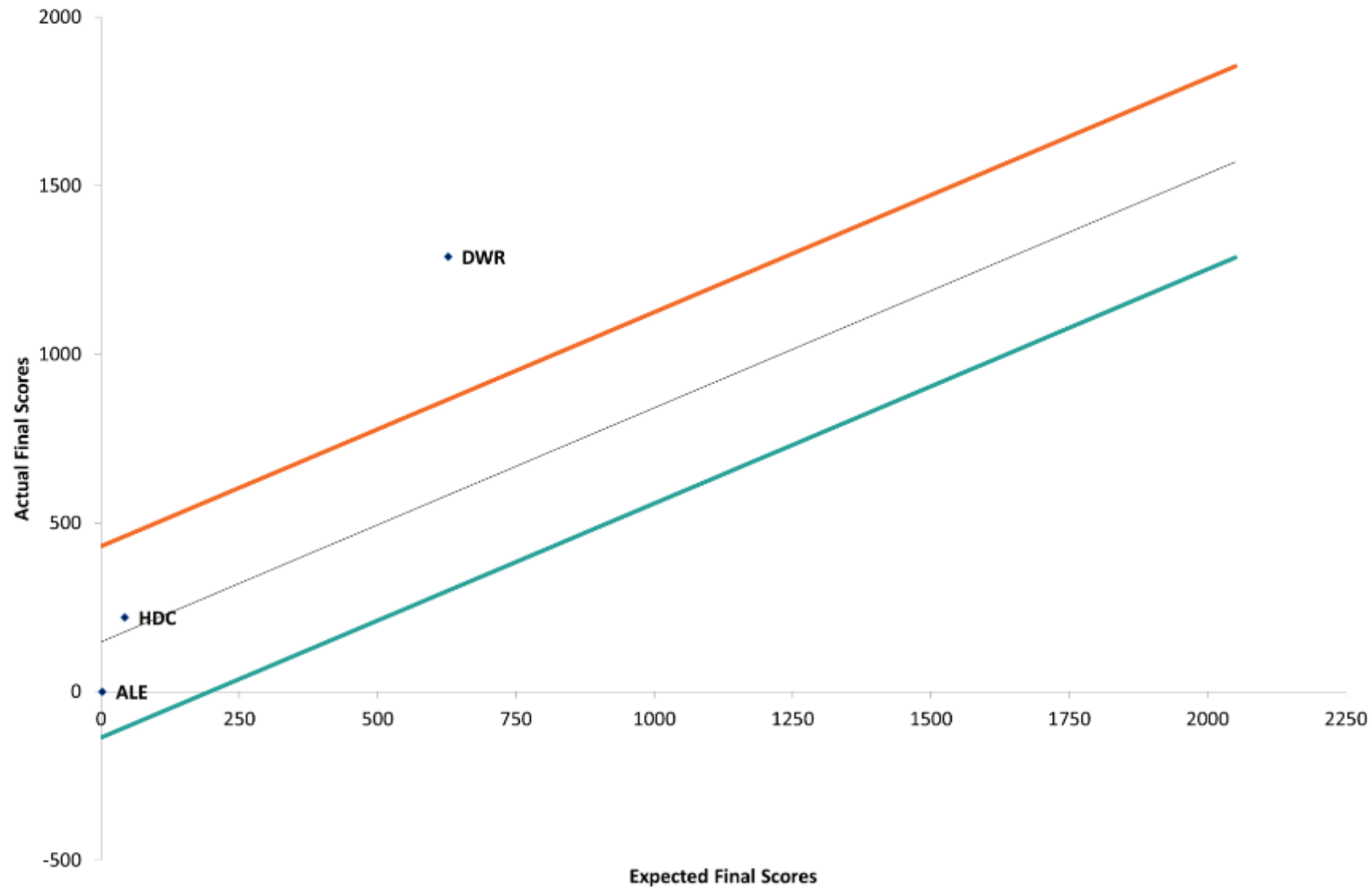
Wales recommendations - five years



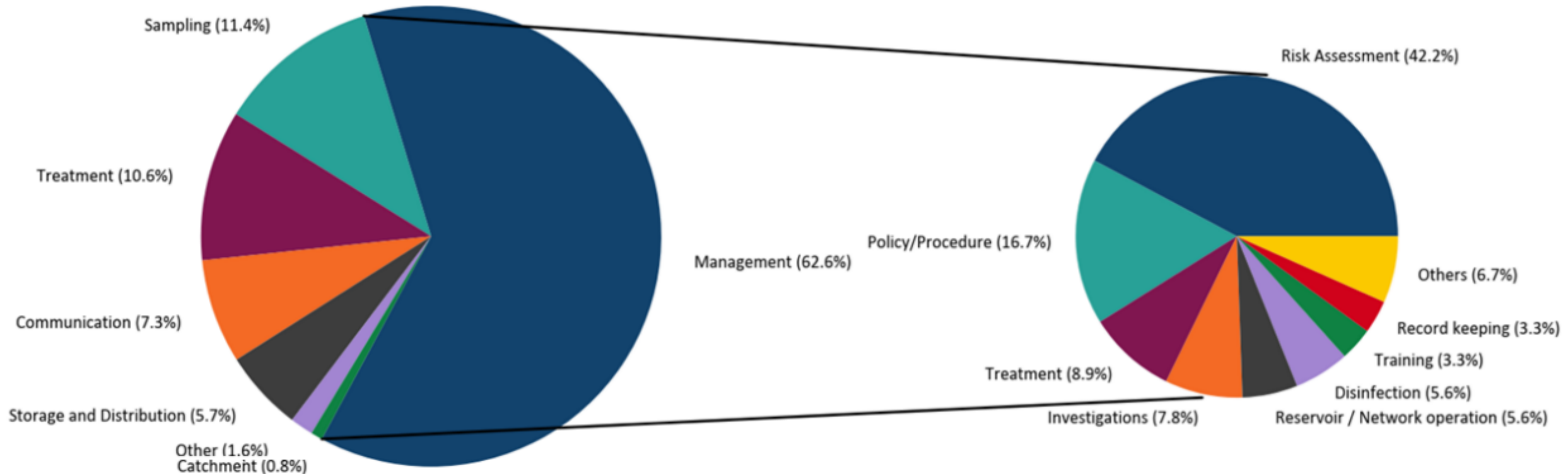
Recommendations by company and type



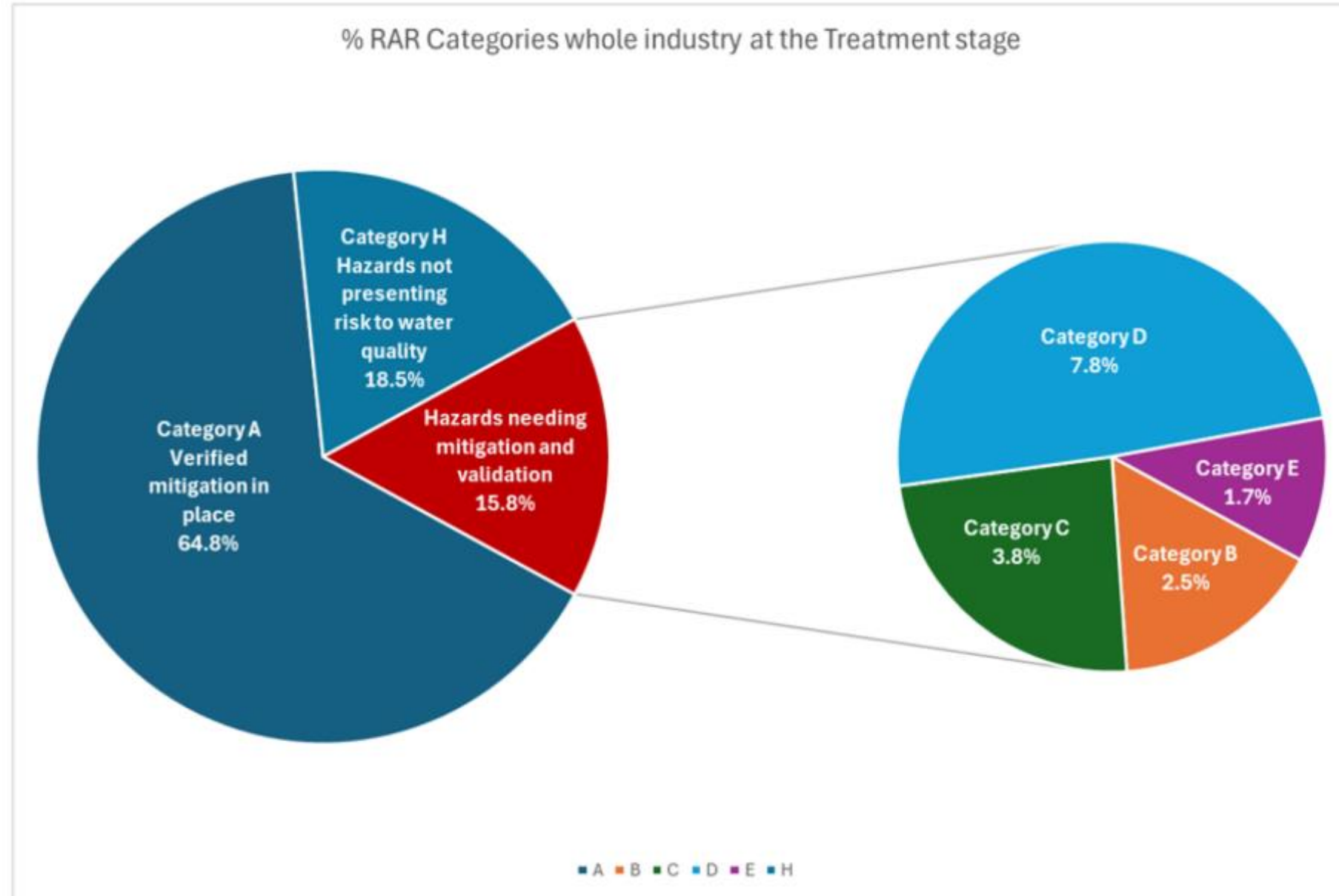
Recommendation risk index



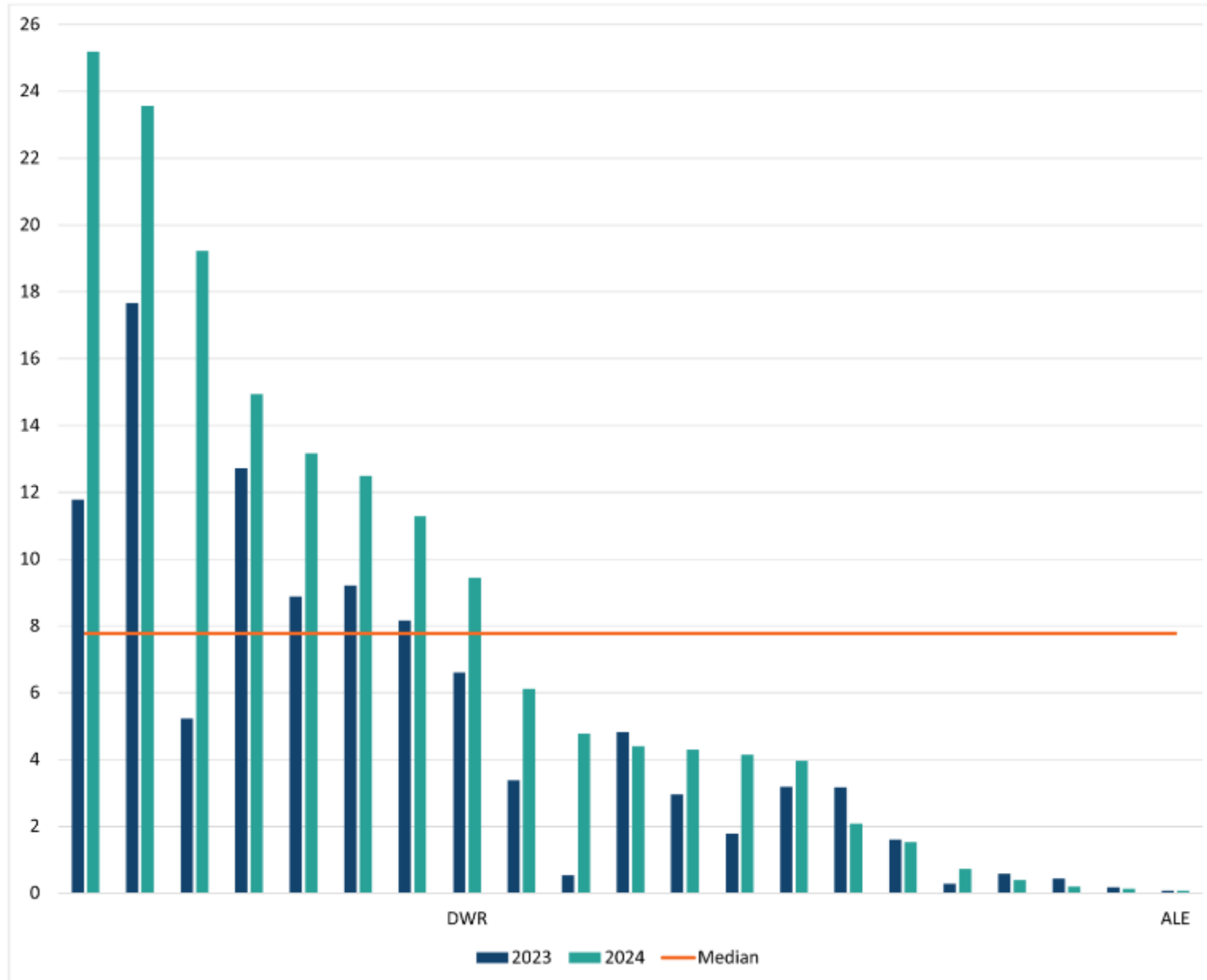
Recommendations by category



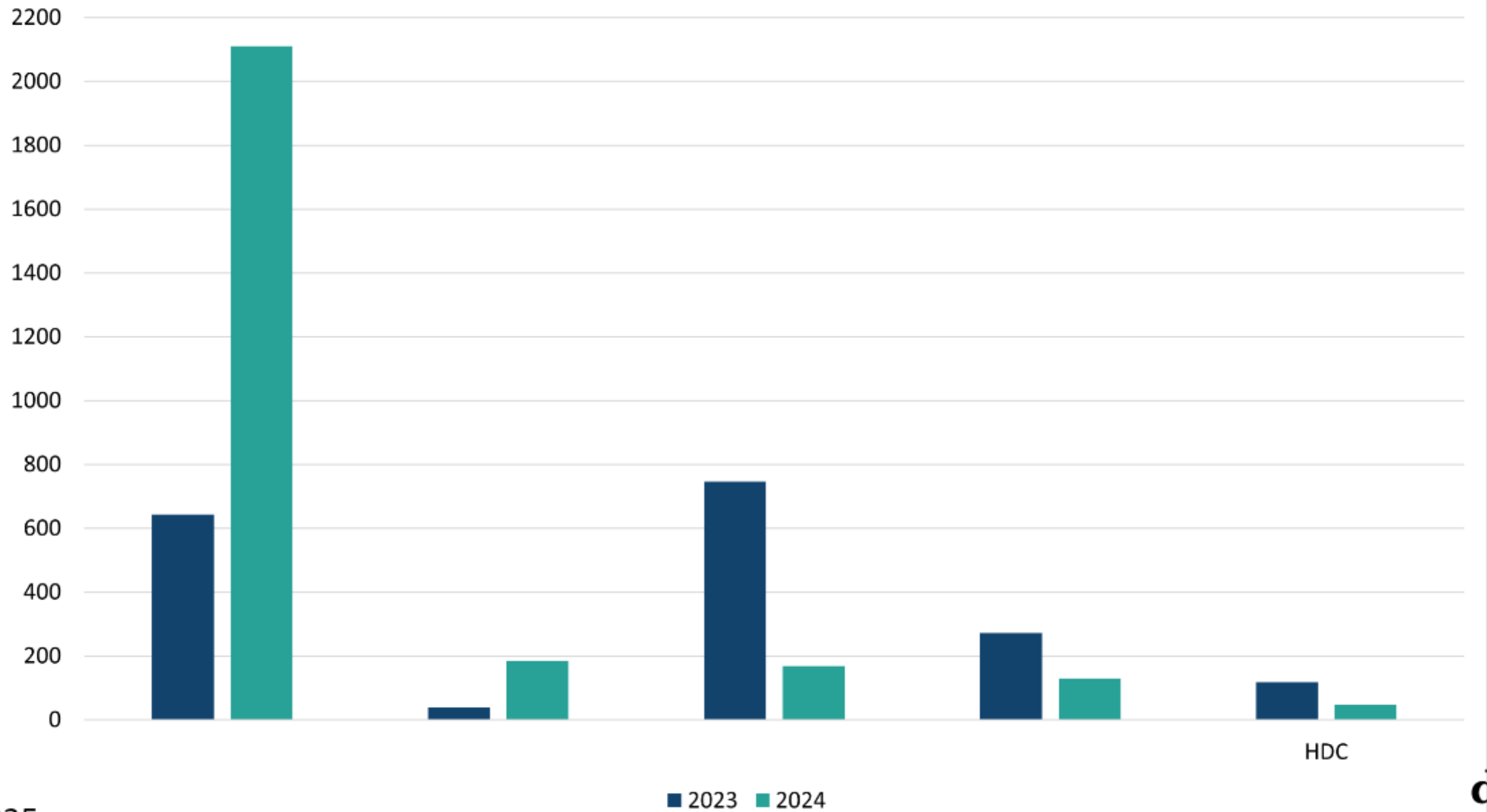
Recommendations by category



RARI

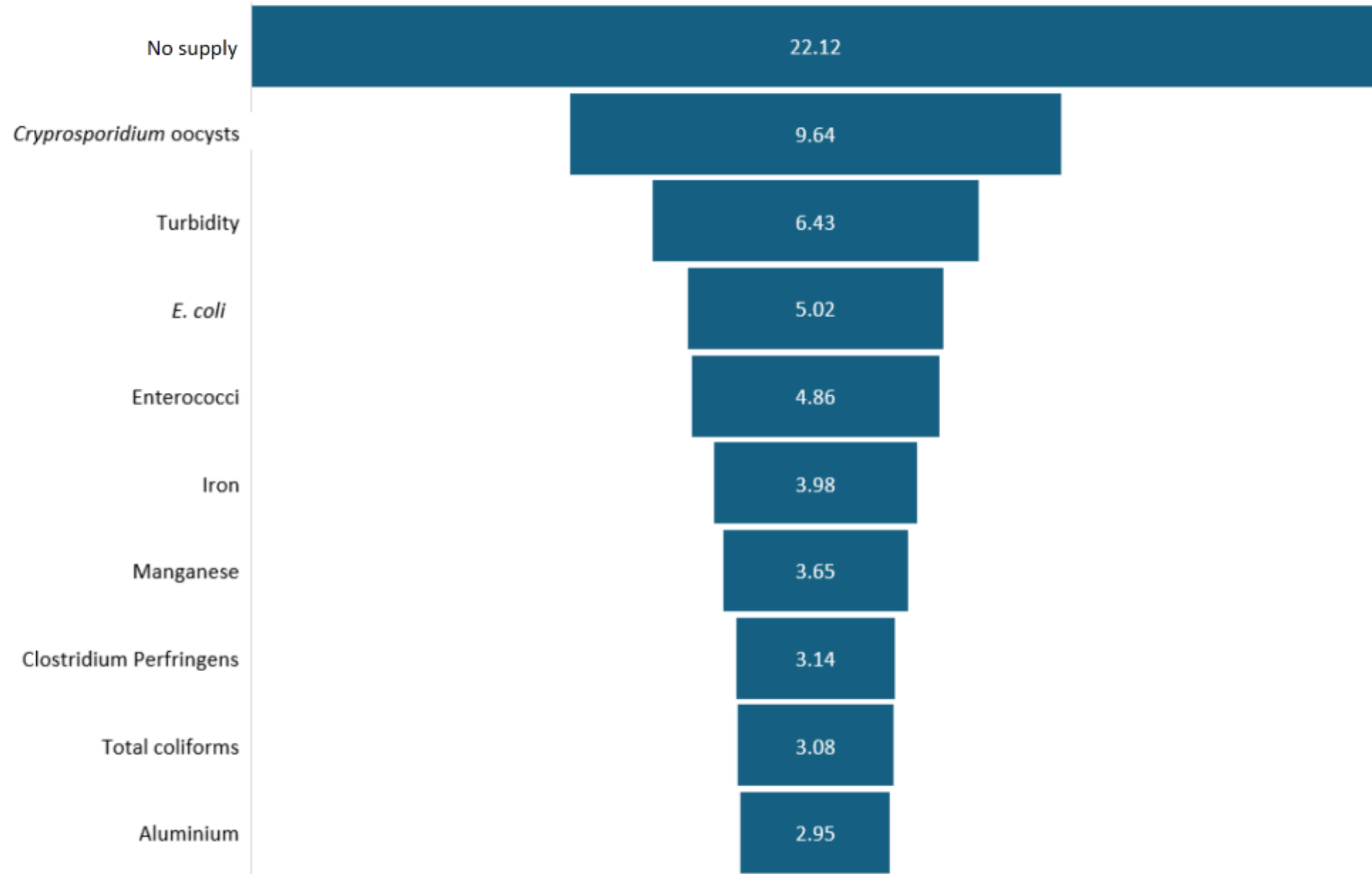


RARI

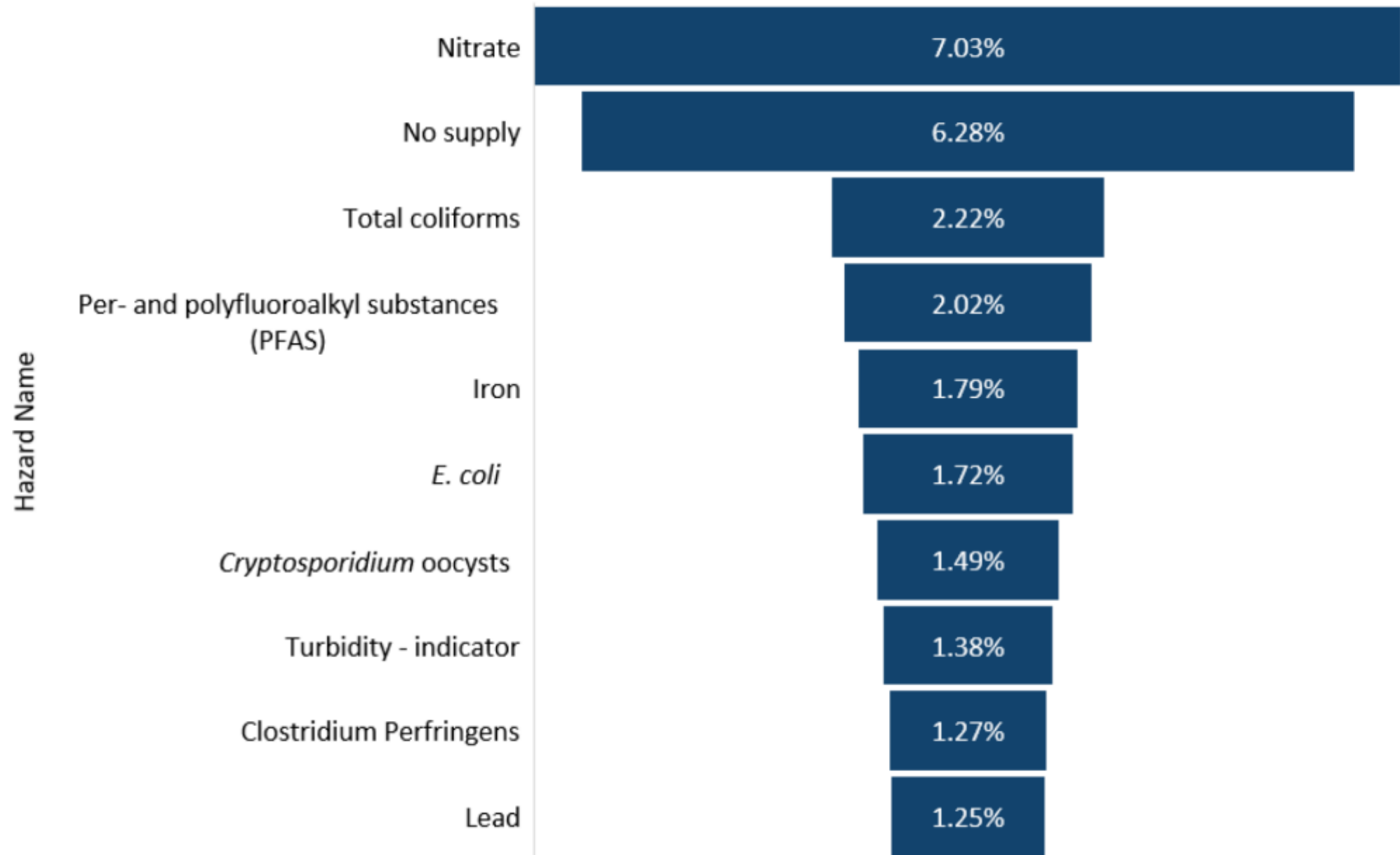


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Current risks - Wales



Future Risks - Industry



PFAS surveillance

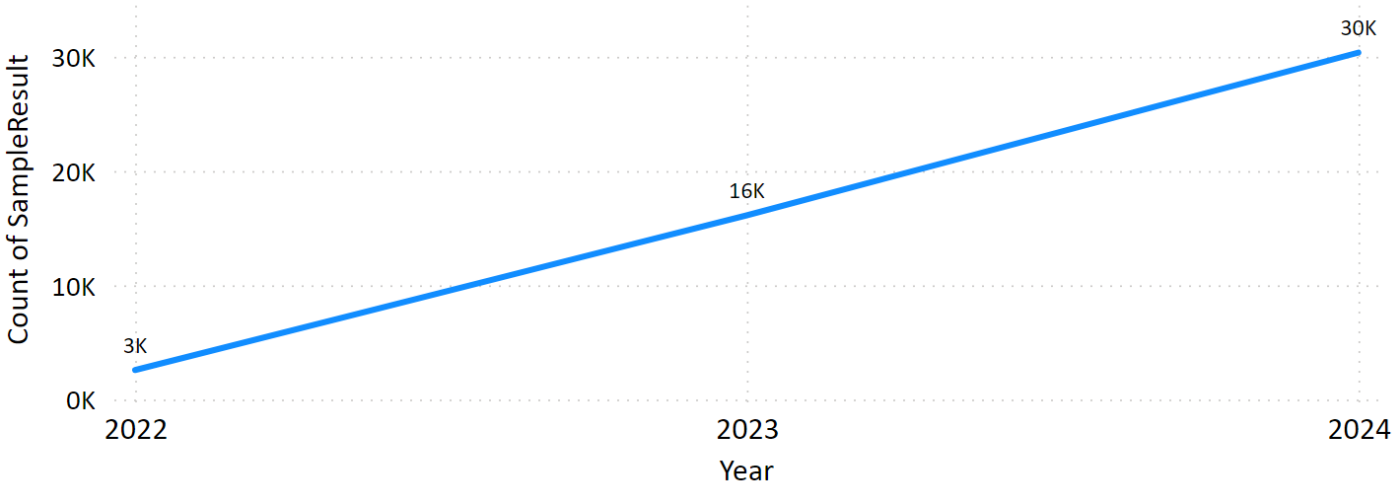
PFAS tests above detection limit

Tier	Operational	RawWater
Tier1	443	75
Tier2		6
Tier 3 detections in treated water		
0		
Number of species found in raw water		
21		
Number of species found in treated water		
27		

Number of PFAS tests taken in the year

30,366

PFAS tests results per year



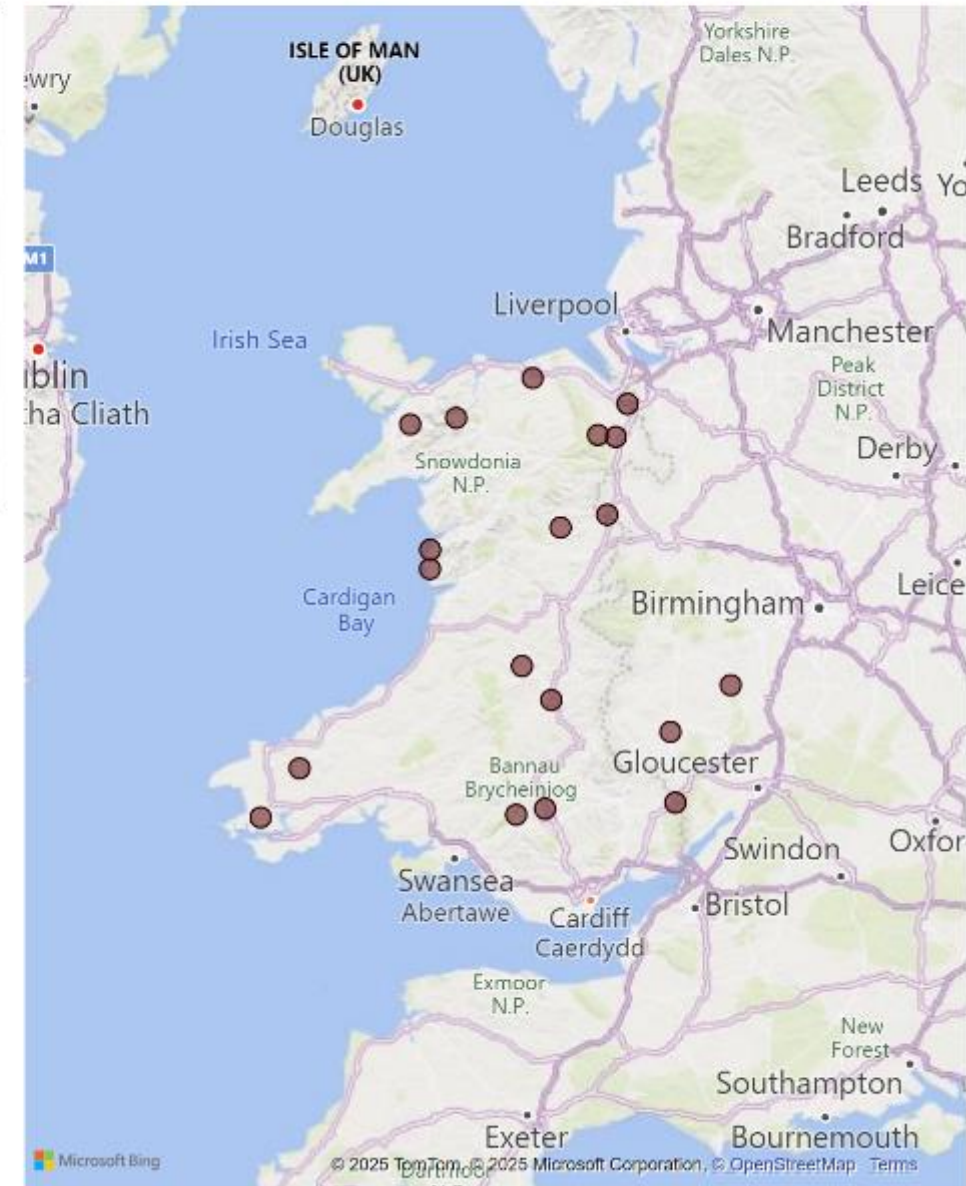
Most common species found

Raw water	
Name	Number
PFBS	23
PFBA	19
PFOA	11

Treated water	
Name	Number
PFBS	216
PFHxA	47
PFOA	39

Enforcement - areas of active enforcement

Legal Instrument type	AMP 8 (2025 - 2030)	Not Linked to AMP	Transformation Programme	Total
Acknowledged Actions	1			1
NIS Regulation 17(1) Notice	2			2
DWQ s.19 Undertaking	3			3
SEMD s.19 Undertaking	5			5
DWQ Regulation 28(4) Notice	4	5	5	14
Total	15	5	5	25



Purpose of Regulation 31



It is the responsibility of the water supplier to ensure that products used in the production, supply and distribution of drinking water meet the requirements of regulation 31 or are appropriately approved, under regulation 31(4) (a), or meet the requirements of regulation 31(4) (b) or (c) before introducing them into the water supply.

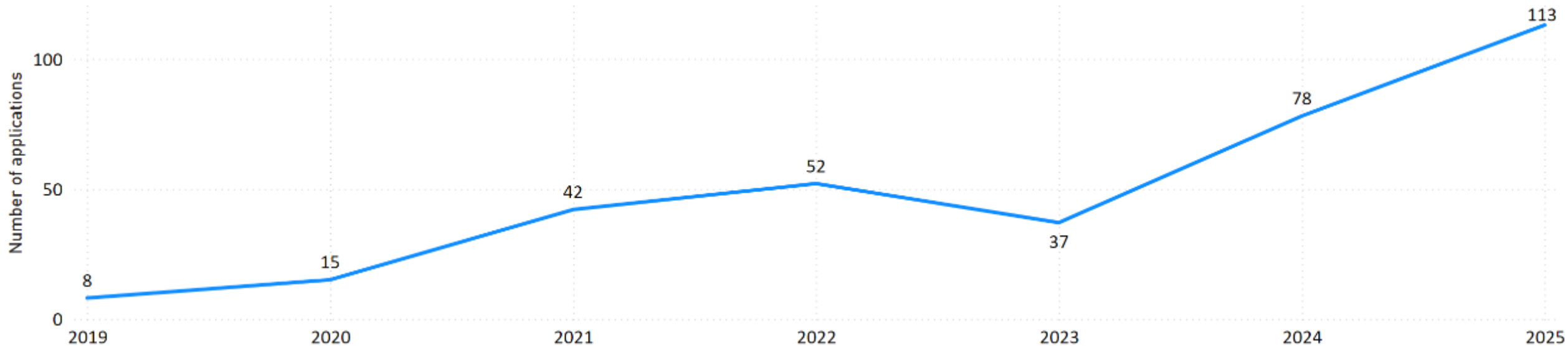


Regulation 31

2 new staff
members recruited

5 new BS6920
laboratories accepted

Applications received



Current number of approved products	Current number of change applications	Current number ongoing applications	Current number of reapprovals	Current number of expired and revoked products
328	35	49	8	6

Regulatory strategy

Recognition of Gaps

Water Supply Regulations

New Contaminants, Responsible Person, Regulatory Reach
Sampling Schedules

Sufficiency and Resilience

This is likely to become more of an issue with climate change impacts such as more extreme weather events and the resilience of network infrastructure

Resource and Recycling

Absence of Clarity on who Regulates and what is Regulated

Advisory group work

Recommendation to update regulations ?

Schedule SI legislation ?



