



Dŵr Cymru  
Welsh Water

Delivering for  
our business  
customers





Who we are...



At Welsh Water, we provide water and sewerage services to over three million people across most of Wales, Herefordshire and Deeside — including 100,000 business customers.



Our not-for-profit operating model means we concentrate solely on providing high-quality drinking water, wastewater and other related services — at an affordable price.

We're different to other utility companies. We don't have shareholders. This means we can work to reduce costs, keep bills down and put every single penny we make back into maintaining and improving our services

to customers, now and for years to come. We plan for the long-term, and we think this is a much better way of doing things.

We also have the highest credit rating of all the utility companies in the UK. This enables us to borrow money at low interest rates which helps us keep our operating costs lower, benefiting both the company and our customers.



# How we do it...

We listen to our customers...

Our vision is to earn the trust of our customers every day.





Our values...

**proud**

Proud to put customers first

**trusted**

Trusted to do the right thing

**excellence**

Excellence in everything we do

**open**

Open to new ideas

**honest**

Honest with everyone

**safe**

Safe at all times



# Here for our business customers...

The Business Services Team has been created to offer our business customers a single point of contact and dedicated account manager.







# What we can do to help your business...

We know that managing your water and wastewater effectively can improve your performance and reduce costs for your business. It can also improve your environmental and sustainability performance.

**At Welsh Water, we can help add value to your business through a range of tailored services including:**

## **Account Management**

A dedicated Account Management team to ensure you get the service and advice that's right for your business.

## **Process Audits**

We can arrange for an industrial process engineer to look at water, waste and energy usage to identify clear savings and efficiencies within your site's production and operational processes.

## **Telemetry**

We can ensure customers are provided with an accurate and flexible way of recording and monitoring usage, safeguarding premises and helping to identify any wasteful water usage or leakage.

## **Domestic Water Audits**

We can arrange to audit the domestic areas within a commercial premises to help identify savings and efficiencies by reducing the amount of water you use.



We are currently working hard to bring you more services that can benefit your business.

**Upcoming services include:**

**Leakage Detection**

We can help detect and repair any leaks on your network, reducing your costs by avoiding any unnecessary high bills.

**Map your private networks**

Help map the private network in your property, or on your land, to identify efficiencies and improvements that may be needed.



# Working with our customers...

We currently work with a wide range of customers, from small businesses and public sector organisations to multi-site manufacturers and large industrial sites. We help them manage their on-site water and wastewater networks.

We are proud that independent research shows that around **90%** of our business customers are satisfied with the service they receive.

Further research from statutory consumer body, the Consumer Council for Water, showed levels of trust in water companies was significantly higher among business customers in Wales than in England.

We provide a dedicated account management service to help customers with their different requirements.

## What our customers say...

“

We identified with Welsh Water that we were using around 59m<sup>3</sup> per day — the equivalent of over 6,500 toilet flushes — at the stadium on days when we weren't holding any events. Given our commitment to sustainability and sustainable development, we investigated this and found that we could implement some simple measures in terms of our urinals and lavatories. This has led to some big savings — around £20,000 per year.

”

**Darren Crossman**

Facilities Manager, Principality Stadium, Cardiff



# What our customers say...

“

I was looking for a telemetry solution to help me identify usage trends and provide benchmarks for detecting any leaks and wastage.

The solution offered by Welsh Water was cost-effective compared to solutions from other companies. They also provided the added benefit of an easy to use web-based monitoring tool which allows me instant access to graphed consumption data.

”

**Mike Baldwin**  
Operations Manager, Rougemont School, Newport

“

The efficiency benefits to South Wales Police from reduced time spent processing numerous separate invoices has not only reduced the associated running costs, it has also allowed us to reinvest that time in undertaking more added value activities. This includes beginning to undertake benchmarking of water consumption across our sites as the first step in driving the efficiency of usage across our estate.

”

**Don Ferris MSc**  
Estates Manager, South Wales Police



“

The help and assistance given by the Business Services Team has been invaluable, enabling the University to meet the criteria set out in the Green Dragon water reporting and management criteria to achieve a Level 5 award (the highest level).

The Business Services Team have provided an excellent service. They have been instrumental in:

- Dealing efficiently and professionally with day to day requests regarding our accounts, including billing information
- Setting up site meetings with meter inspectors to ensure our meters are correctly located
- Continuous support through catch up meetings
- Moving forward with the development of e-procurement
- Providing confidence that Welsh Water are now becoming a forward thinking company.

”

**Duncan Morgan**

Principal Officer, Carbon Reduction,  
University of Wales Trinity Saint David



# Get in touch...

**As a company owned on behalf of its customers,  
we are proud that we always put our customers first.**

We'd like to understand what our business customers want from us and what we can do to help add value to your business. We welcome any ideas you may have for new products and services.

Email us to find out more about our services.

**You can contact us at:**



**[bst@dwrcymru.com](mailto:bst@dwrcymru.com)**



**0800 260 50 52**