

4 December 2025

Dear

ATISN 24616

Thank you for your request which I received on 25 November 2025. You asked for information as shown at Annex 1, relating to the water and wastewater usage.

Further to our acknowledgement letter, as we did not hear back from you, we have proceeded based on our interpretation of your request and this response is therefore in relation to Welsh Government's administrative estate only.

The information provided is for financial year 2024/25.

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

or e-mail: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex 1

The following data covers the financial year 2024/25: -

- Your total billed water/sewerage usage?
13,141 m³
- Your total billed water/sewerage cost?
£28,945
- Name of your water provider?
Welsh Water and Hafren Dyfodwr (for one office)
- Are you on a standard water tariff or negotiated/contracted rate i.e. via a framework/direct?
Standard water tariff
- Have you switched water supplier?
No
- Have you ever commissioned or undertaken a water and wastewater audit, with a review to reducing your water and wastewater costs?
Yes in 2013 and 2019
- Is funding prohibiting you from implementing a water and wastewater cost reduction project?
Yes
- Have you ever carried out a water consumption benchmark exercise to all of your buildings? If so, what is the water consumption per person per year?
3.1m³ per person
- Do you have a future water strategy, if so, please supply details.
We have a Sustainability Strategy 2020-2030 which includes a commitment to water management and reduction.
Seven of our largest offices hold the Waterwise Checkmark
Between 2010/12 and 2019/20 we reduced our water consumption from 16m³ per person per annum to 5.6 m³ per person per annum. We have achieved this considerable decrease by undertaking the following actions:
 - **Regular building checks across all offices to ensure water fixtures and fittings are working correctly**
 - **Installation of waterless urinals at the majority of our sites across Wales**
 - **Installation of water efficient toilets and taps**
 - **Monitoring and measuring of data where available**
 - **Inclusion of 2 grey water systems at our 2 newest offices**
 - **Site wide water audits in 2013 and 2019**