

10 June 2026

Dear

Thank you for your email of 12th May 2026, setting out further questions related to the Water (Special Measures) Act 2025, I have been asked to reply.

You raised questions regarding customer panels and the responsible body for those panels. The powers set out in Section 1 of the Water (Special Measures) Act 2025 allow Ofwat to issue rules in relation to water company arrangements for involving consumers in decision making. The first set of rules in respect of this were issued in November 2025 and are attached for your information. If you have any further queries in respect to how these rules operate, you need to contact Ofwat directly.

You also asked questions regarding sewage discharge, enforcement and Dŵr Cymru's environmental performance.

Pollution in our waterways comes from a wide range of sources including agricultural land use, surface run off and from sewage. However, we expect water companies to reflect carefully on performance and delivery against the breadth of current water sector and environmental challenges that need to be addressed.

By 2030 Dŵr Cymru Welsh Water have committed to reduce ecological harm from their infrastructure by 90% and they aim for 100% by 2032.

To help achieve this they committed £140m investment between 2020-2025 and a further £1.1 bn between 2025-30 to tackle overflow spills and help ensure that they all have 'no or very low environmental impact' by 2040.

However, we are working closely with water companies, NRW and Ofwat to ensure compliance with commitments and seek reassurance that robust plans are in place to address any underperformance to restore confidence in water companies in Wales.

Your email contained one valid FoI/EIR request, where you asked for copies of information regarding any guidance by Ministers or commencement orders related to consumer panels.

After reviewing your request, we have established that this information does not exist as the powers related to consumer panels are set out in the Water (Special Measures) Act 2025 which received royal assent 24th February 2025, becoming UK law as an Act of Parliament. There are no commencement orders relevant to the section 1 powers in the Water (Special Measures) Act 2025 as these are commenced automatically under section 17(2) of that Act.

If you are dissatisfied with the Welsh Government's handling of this FoI/EIR request, you can ask for an internal review within 40 working days of the date of this response. Please note that the Internal Review process will only consider whether or not we have complied with our obligations under the FoIA / EIRs. 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 Email:

Freedom.ofinformation@gov.wales

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

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

I hope you find this information helpful.

Yours sincerely,