

This is not a circular  
Owner/Occupier

As a company, we depend on the environment for the water and wastewater services we provide. We take our responsibilities to protecting the environment seriously and we invest around £1 million a day in improving and maintaining our networks.

We also know that customers want us to do more, especially to help protect the quality of our rivers such as the Usk. That's why we're investing £10 million in the Usk community over the next three years to improve the way our treatment works operates and also reduce the number of spills that come from our Combined Storm Overflow.

## What's the problem?

The quality of our main rivers is monitored by Natural Resources Wales. There is concern about the river water quality in parts of the Usk as they're not achieving what's called 'good' ecological status. This means that there are too many chemicals in the river such as 'phosphorous' which can cause algal blooms which can affect the amount of oxygen available in the water and harm wildlife.



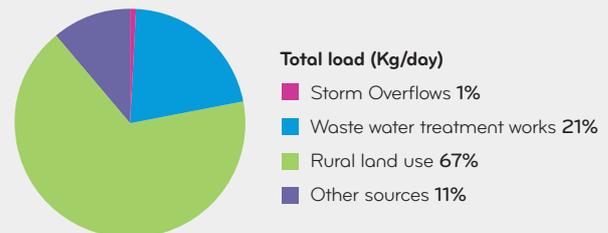
## Hello again

We're making progress on our £10 million investment to upgrade and improve the wastewater assets in Usk. We wanted to take this opportunity to write to you again and update you on our work as well as the additional investment we have made to help improve the quality of the river Usk.

## What's causing this?

There are a number of factors which can increase phosphate levels. This includes how we treat wastewater before it's returned to the environment. Our modelling of the river Usk for example shows that our assets (i.e. our treatment works, Combined Storm Overflows or CSOs) are responsible for between 21%-23% of the phosphates in the main water bodies, with CSOs only responsible for 1%. The remainder – over 75% – is caused by other factors such as agricultural run-off and animal faeces, urban surface water drainage, misconnected drains, as well as private septic tanks.

However, we understand that this is an important matter for local residents and we are committed to playing our part to doing what we can to reduce our impact on the river Usk.



Source: Welsh Water and Natural Resources Wales (provisional)

## Our investment

You may recall that we recently wrote to let you know about our £10 million investment in the community of Usk to improve the way the sewerage system operates and to reduce the number of spills that come from our Combined Sewer Overflows. The first phase of our work to upgrade some of the assets at the Sewerage Pumping Station is now complete. We are planning to do some further work at the Wastewater Treatment Works and possibly within the highway to ensure that our sewers are able to effectively deal with the waste that it receives and treats before safely returning it to the local environment.

We have a significant amount of work to do which will take time, but we are committed to making continuous improvement year on year. That's why our work will be carried out over in the following phases:

**Phase 1 – Work at Usk Sewer Pumping Station – Completed**

Just before Christmas, we completed our work to upgrade the assets at the Sewerage Pumping Station. This included installing a screening chamber which will remove any heavy particles – such as rags, wet wipes and large objects – from the waste water that the station receives.

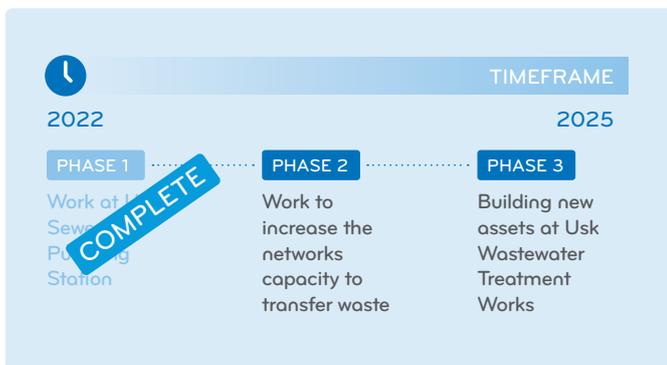
**Phase 2 – Work to increase the networks capacity to transfer waste**

Our sewer network relies on gravity for waste to be taken away from homes and businesses. Where this is not possible, the Sewerage Pumping Station will help pump the waste to the local wastewater treatment works where it can be safely treated. We'll be making improvements to the network that runs between the sewer pumping station and the wastewater treatment works, increasing its capacity so more waste can be treated and returned to the environment safely.

**Phase 3 – Building new assets at Usk Wastewater Treatment Works**

By transferring more waste to the wastewater treatment works, we need to ensure that it has the capacity to treat the waste. Using the latest technology, we'll be installing brand new assets and storage tanks to do this.

There are sometimes factors beyond our control that may delay or change the scope of work, but we'll always minimise any potential disruption where possible. Phases 2 and 3 are currently in the planning and design stages, but we aim to have them completed by the end of 2025. Once we are ready to start work on these phases, we'll let you know.



**Additional investment to improve river quality**

During the summer, we committed to investing an extra £100 million before the end of 2025 to help reduce Phosphate discharges from our wastewater treatment works and to reduce the impact of Combined Storm Overflows (CSOs). This is in addition to the £836 million that we have already budgeted in our Business Plan for 2020-2025.

Investment work is already underway at some of our sites, such as in Brecon where we have just begun a £9 million investment site. Keep an eye on our website at [dwrcymru.com/riverusk](http://dwrcymru.com/riverusk) where we'll share more information about our investment projects as they get underway.

**Community fund**

As part of this major investment scheme, community groups in the town can apply for funding from a £10,000 community fund that we have made available to our community.

Many groups have already benefited from the fund, including Usk Hot Food Kitchen who secured £500 earlier this year. They have put the additional money towards food costs, cleaning materials and the upkeep of cooking materials.



The grant is available to local community groups or organisations to thank them for bearing with us as we undertake this major investment work. It forms part of our wider Community Fund that supports community initiatives throughout our operational area. For more information and details of how to apply, visit [dwrcymru.com/usk](http://dwrcymru.com/usk)

**Find out more**

You can stay up to date with our progress on our website, just visit [dwrcymru.com/inyourarea](http://dwrcymru.com/inyourarea). Here you can register to receive updates by email or text about Welsh Water work in your area.

We also have a lot of useful information on our website about our role in improving river water quality on our website. Just visit [dwrcymru.com/riverwaterquality](http://dwrcymru.com/riverwaterquality) or scan this handy QR code.

