

Mr Daniel South  
1 Stuart Street  
Aberdare  
CF44 7LY

Date: 12/10/2015  
Enquiries: 02920 740365  
Our Ref: RH/HQ569/46

Dear Sir

**Re: Request for information regarding Stuart Street, Aberdare, CF44 7LY**

I refer to your request for information under the Environmental Information Regulations 2004 ("the regulations"), received by us on 14<sup>th</sup> September 2015 wherein you requested information regarding leakage within 200 metres of CF44 7LY for the past 2 years and also in relation to Dwr Cymru's policy on repairing burst water pipes and preventing water from being wasted. The information you have requested is set out below:

**1) Please can you advise how many burst water mains there were within 200 metres of CF44 7LY in the past 2 years?**

Details of these leaks and their repairs are attached for your information. Please note that in accordance with Regulation 13 of the Environmental Information Regulations 2004, we have not included any information that is protected by the Data Protection Act 1998.

The Codes within the information are as follows:

- Zone – the reference for the trunk main that feeds a specific area
- MB – Leak on water main
- MF – leak on mains fittings
- CB – leak on communication pipe
- Notification type – Y1 – raised by customer service staff
- Notification type – Y4 – raised by leakage staff
- TMA – The Traffic Management Act is relevant
- DG3 – there has been a report of no water
- Task no – different stages of a job
- Task group – Clean X – mains task
- Task group - Clean Y – raised by a Dwr Cymru Inspector
- Task group – Clean G – raised by RPS, our leakage contractor
- Task codes – ERU – Mains repair under 200mm – Emergency
- Task codes – RLF – repair leaking ferule

Task codes – NRU – Mains repair, under 200mm – non emergency  
Task codes – CLP – repair leaking communication pipe  
Task codes – SLR – repair leaking stop tap  
Task codes – RLA – repair leaking apparatus (repaired by inspector)  
Task codes – CRP – repair communications pipe  
Task status, TSCO – task complete  
Task status, RELC – released to contractor  
Task status, AB03 – task aborted

If you have any questions in relation to this chart, please do not hesitate to contact me to discuss.

1)

a. **What are the procedures to ensure that burst water pipes are being repaired throughout Wales?**

b. **What is being done by Welsh water to stop the amount of the water being wasted?**

a) There are different types of leaking water pipes and our approach to their repair depends on the impact they are having on customers and services. For instance, some leaking water mains fail catastrophically resulting in a complete loss of supply to customers. Where this occurs we will try to isolate the supply and return water to as many customers as possible by reconfiguring our network, installing temporary overland supplies or tankering water into mains. We will then plan a repair as quickly as possible on the same day.

If a water main has a leak but we are still able to maintain supplies to customers we will plan this repair to be undertaken within 5 working days. Occasionally because of highways constraints, road embargoes, strategic users or the need for specialist fittings we may need to take longer; it is important for us to work safely and as far as possible maintain supplies to customers whilst we carry out the repair.

During the winter months we take into consideration factors such as freezing conditions and public safety as part of our process for planning a repair.

Some water leaks are not visible and these are identified through our planned leak detection activity. These leaks are more difficult to locate and require specialist equipment. This moves into the next question of what are we doing to stop the amount of water being wasted.

b) The way in which leakage reduction targets are set is by a group of stakeholders which include the Water Services Regulator (Ofwat) and Natural Resources Wales (NRW) through a process involving calculating the sustainable economic levels of leakage; this looks at how much leakage costs not only in terms of water produced but the impact it has on the environment through use of water resources and building more assets. By 2020 we have targeted to reduce our leakage levels from 181Million litres a day to 169Million litres a day through a mixture of increased repairs, replacement of poor condition mains and pressure reduction programmes.

In conjunction with this, we believe that our customers can also help with avoiding wasting water and so we run a number of initiatives to try and improve customer

awareness. These include advice on "using water wisely" and educating water customers of the future at our 3 Education Centres, together with providing advice on metering.

We also, when necessary, utilise our powers under Section 75 of the Water Industry Act 1991 in order to prevent damage (to persons or property) and the waste of water.

I hope that this response is clear. Should you have any questions, please do not hesitate to contact me. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 working days of the date of receipt of this response and should be addressed to General Counsel and Company Secretary, Heol Pentwyn, Nelson, Treharis, Mid Glamorgan, CF46 6LY.

If you are dissatisfied with the outcome of any internal review, you can apply to the Information Commissioner, who will consider whether Dwr Cymru has complied with its obligations under the Regulations and can require Dwr Cymru to remedy any problems. You can find out more about how to do this, and about the Regulations in general, on the Information Commissioner's website at: [www.ico.org.uk](http://www.ico.org.uk). Complaints to the Information Commissioner can be made via the "report a concern" section of the Information Commissioner's website.

Yours faithfully



Nyana Edmunds  
Dwr Cymru Welsh Water

Ops Area	Zone	Status	Job Category	DMA	LCA Ref	Notification	Notification Type	Order	User Status	Task No	Task Group	Task Code	Priority
Central	8113	Repaired	MB	113C0103	1PVN7M74	312809454	Y1	92910818	TMA RECH BILL	3	CLEAN-X	ERU	#
Central	8113	Repaired	CB	113C0103	1PVN7M74	313054212	Y4	93120848	TMA	1	CLEAN-G	CLP	2
Central	8113	Repaired	CF	113C0103	1PVN7M74	313055043	Y1	93121460	TMA	3	CLEAN-Y	SLR	#
Central	8113	Repaired	CF	113C0103	1PVN7M74	313100346	Y4	93160639	TMA	1	CLEAN-G	SLR	2
Central	8113	Repaired	CB	113C0103	1PVN7M74	313100347	Y4	93160702	TMA	1	CLEAN-G	CLP	2
Central	8113	Repaired	CB	113C0103	1PVN7M74	313187252	Y4	93237437	TMA	1	CLEAN-G	CLP	2
Central	8113	Repaired	CB	113C0103	1PVN7M74	313187253	Y4	93237438	TMA	1	CLEAN-G	CLP	2
Central	8113	Repaired	CB	113C0103	1PVN7M74	313187254	Y4	93237440	TMA	1	CLEAN-G	CLP	2
Central	8113	Repaired	CB	113C0103	1PVN7M74	313221181	Y1	93266674	TMA	5	CLEAN-Y	CRP	#
Central	8113	Repaired	CF	113C0103	1PVN7M74	313236786	Y1	93280631	TMA	3	CLEAN-Y	SLR	#
Central	8113	Repaired	CB	113C0103	1PVN7M74	313250652	Y4	93292422	TMA	3	CLEAN-G	CLP	2
Central	8113	Repaired	CF	113C0103	1PVN7M74	313250694	Y1	93292169	TMA	3	CLEAN-Y	SLR	#
Central	8113	Repaired	CB	113C0103	1PVN7M74	313285120	Y4	93322925	TMA	2	CLEAN-G	CRP	2
Central	8113	Repaired	CB	113C0103	1PVN7M74	313285235	Y4	93323159	TMA	1	CLEAN-G	CLP	2
Central	8113	Repaired	CF	113C0103	1PVN7M74	313289286	Y4	93326798	TMA	1	CLEAN-G	SLR	2
Central	8113	Repaired	CB	113C0103	1PVN7M74	313430096	Y1	93451663	TMA	5	CLEAN-Y	CRP	#
Central	8113	Repaired	AP	113C0103	1PVN7M74	313557950	Y4	93566864	NTMA	1	CLEAN-W	RLA	3
Central	8113	Repaired	CB	113C0103	1PVN7M74	313557981	Y4	93566868	TMA	1	CLEAN-G	CLP	3
Central	8113	Repaired	CF	113C0103	1PVN7M74	313762467	Y4	93752614	TMA	1	CLEAN-Y	SLR	1
Central	8113	Outstanding	CF	113C0103	1PVN7M74	313763060	Y4	93752656	TMA	1	CLEAN-Y	SLR	1
Central	8113	Repaired	MF	113C0201	1T811372	312932110	Y1	93018805	TMA	3	CLEAN-Y	LF	#
Central	8113	Repaired	CF	113C0301	1PVN7M74	312929279	Y1	93016246	TMA	3	CLEAN-Y	SLR	#
Central	8113	Repaired	MB	113C0301	1PVN7M74	312994158	Y1	93071094	TMA DG3	4	CLEAN-X	ERU	#
Central	8113	Repaired	MF	113C0301	1PVN7M74	313331881	Y4	93364201	TMA	4	CLEAN-G	ERU	1
Central	8113	Repaired	CB	113C0301	1PVN7M74	313354880	Y4	93384880	TMA	1	CLEAN-G	CRP	1
Central	8113	Repaired	CF	113C0301	1PVN7M74	313393390	Y1	93418973	TMA	3	CLEAN-Y	CRP	#
Central	8113	Repaired	MB	113C0301	1PVN7M74	313063028	Y1	93127975	TMA	1	CLEAN-X	NRU	#
Central	8113	Repaired	MB	113C0301	1PVN7M74	313331881	Y4	93364201	TMA	4	CLEAN-G	ERU	1
Central	8113	Repaired	CB	113C0301	1PVN7M74	313354880	Y4	93384880	TMA	1	CLEAN-G	CRP	1
Central	8113	Repaired	CF	113C0301	1PVN7M74	313498340	Y1	93512843	TMA	3	CLEAN-Y	SLR	#
Central	8113	Repaired	CF	113C0301	1PVN7M74	313719127	Y1	93712909	TMA	6	CLEAN-Y	CRP	#
Central	8113	Repaired	CF	113C0301	1PVN7M74	313744094	Y1	93735207	TMA	3	CLEAN-Y	SLR	#
Central	8113	Repaired	CB	113C0301	1PVN7M74	313749472	Y4	93740182	TMA MSET	3	CLEAN-G	CRP	2
Central	8113	Repaired	CB	113C0301	1PVN7M74	313749660	Y4	93740295	TMA	1	CLEAN-G	CLP	2
Central	8113	Repaired	CB	113C0301	1PVN7M74	313749697	Y4	93740794	TMA MSET	1	CLEAN-G	CLP	2
Central	8113	Repaired	MF	113C0301	1PVN7M74	313755539	Y1	93745683	TMA	1	CLEAN-Y	RLF	#
Central	8113	Repaired	CB	113C0301	1PVN7M76	312976058	Y1	93055882	TMA RECH BILL	3	CLEAN-Y	CER	#
Central	8113	Repaired	CF	113C0301	1PVN7M76	313753847	Y1	93744191	TMA	4	CLEAN-Y	SLR	#
Central	8113	Repaired	MB	113C0301	1PVN7M76	313763134	Y1	93752572	TMA RECH	9	CLEAN-X	ERU	#
Central	8113	Outstanding	CB	113C0301	1PVN7M76	313769981	Y1	93759201	TMA	5	CLEAN-Y	CRP	#

Created Date	Planned Start Date	Planned Finish Date	Complete Date	Header Group	Header Code	Task Status (System)	Task Status (User)
07-Jan-13	07/01/2013	08/01/2013	08/01/2013	Not assigned	Not assigned	TSCO	RELIC
04-Sep-13	04/09/2013	18/09/2013	19/09/2013	Detected Leakage	RPS	TSCO	RELIC
05-Sep-13	06/09/2013	05/12/2013	16/09/2013	Not assigned	Not assigned	TSCO	RELIC
20-Oct-13	21/10/2013	19/01/2014	21/10/2013	Detected Leakage	RPS	TSCO	RELIC
20-Oct-13	21/10/2013	04/11/2013	31/10/2013	Detected Leakage	RPS	TSCO	RELIC
23-Jan-14	23/01/2014	06/02/2014	24/01/2014	Detected Leakage	RPS	TSCO	RELIC
23-Jan-14	23/01/2014	06/02/2014	24/01/2014	Detected Leakage	RPS	TSCO	RELIC
23-Jan-14	23/01/2014	06/02/2014	24/01/2014	Detected Leakage	RPS	TSCO	RELIC
25-Feb-14	26/03/2014	09/04/2014	25/03/2014	D/Not assigned	D/Not assigned/Not assigned	TSCO	RELIC
12-Mar-14	13/03/2014	11/06/2014	27/03/2014	Not assigned	Not assigned	TSCO	RELIC
24-Mar-14	01/04/2014	15/04/2014	31/03/2014	Detected Leakage	RPS	TSCO	RELIC
24-Mar-14	24/03/2014	22/06/2014	24/03/2014	Not assigned	Not assigned	TSCO	RELIC
28-Apr-14	06/05/2014	20/05/2014	02/05/2014	Detected Leakage	RPS	TSCO	RELIC
28-Apr-14	28/04/2014	13/05/2014	08/06/2014	Detected Leakage	RPS	TSCO	RELIC
02-May-14	02/05/2014	31/07/2014	24/08/2014	Detected Leakage	RPS	TSCO	RELIC
22-Sep-14	23/09/2014	28/09/2014	22/09/2014	Not assigned	Not assigned	TSCO	RELIC
09-Feb-15	09/02/2015	09/02/2015	09/02/2015	Detected Leakage	RPS	TSCO	RELIC
09-Feb-15	09/02/2015	14/02/2015	23/02/2015	Detected Leakage	RPS	TSCO	RELIC
12-Sep-15	13/09/2015	13/10/2015	17/09/2015	Detected Leakage	DCWW	TSCO	RELIC
13-Sep-15	13/09/2015	13/10/2015	#	Detected Leakage	DCWW	TSRL	RELIC
11-May-13	13/05/2013	20/05/2013	13/05/2013	Not assigned	Not assigned	TSCO	RELIC
08-May-13	10/05/2013	08/08/2013	13/05/2013	Not assigned	Not assigned	TSCO	RELIC
11-Jul-13	11/07/2013	12/07/2013	12/07/2013	Not assigned	Not assigned	TSCO	RELIC
12-Jul-13	12/07/2013	19/07/2013	11/07/2013	Not assigned	Not assigned	TSCO	RELIC
08-Aug-13	20/08/2013	18/11/2013	28/08/2013	D/Not assigned	D/Not assigned/Not assigned	TSCO	RELIC
13-Sep-13	13/09/2013	27/09/2013	19/09/2013	Not assigned	Not assigned	TSCO	RELIC
16-Jun-14	17/06/2014	18/06/2014	17/06/2014	Detected Leakage	RPS	TSCO	RELIC
08-Jul-14	08/07/2014	22/07/2014	10/07/2014	Detected Leakage	RPS	TSCO	RELIC
14-Aug-14	15/08/2014	01/09/2014	26/08/2014	Not assigned	Not assigned	TSCO	RELIC
28-Aug-14	28/08/2014	04/09/2014	28/08/2014	Not assigned	Not assigned	TSCO	RELIC
27-Nov-14	28/11/2014	03/12/2014	03/12/2014	Not assigned	Not assigned	TSCO	RELIC
02-Dec-14	03/12/2014	02/01/2015	06/01/2015	Not assigned	Not assigned	TSCO	RELIC
27-Jul-15	03/08/2015	08/08/2015	31/07/2015	Not assigned	Not assigned	TSCO	RELIC
21-Aug-15	21/08/2015	20/09/2015	25/08/2015	Not assigned	Not assigned	TSCO	RELIC
27-Aug-15	03/09/2015	08/09/2015	02/09/2015	Detected Leakage	RPS	TSCO	RELIC
27-Aug-15	27/08/2015	01/09/2015	02/09/2015	Detected Leakage	RPS	TSCO	RELIC
27-Aug-15	27/08/2015	01/09/2015	03/09/2015	Detected Leakage	RPS	TSCO	RELIC
04-Sep-15	04/09/2015	09/09/2015	#	Not assigned	Not assigned	TSCO	RELIC
24-Jun-13	24/06/2013	25/06/2013	24/06/2013	Not assigned	Not assigned	TSCO	RELIC
02-Sep-15	10/09/2015	10/10/2015	15/09/2015	Not assigned	Not assigned	TSCO	RELIC
13-Sep-15	14/09/2015	15/09/2015	13/09/2015	Not assigned	Not assigned	TSCO	RELIC
18-Sep-15	29/09/2015	04/10/2015	#	Not assigned	Not assigned	TSRL	RELIC

Connection Object	CAM:40-CharStrName	CAM: District
9000711306	VICTORIA SQ	ABERDARE
9000584430	BOND ST	ABERDARE
9001381767	WIND ST	ABERDARE
9000780833	ALBERT ST	ABERDARE
9001368348	DUMFRIES ST	ABERDARE
9000776945	DUMFRIES ST	ABERDARE
9000338913	ALBERT ST	ABERDARE
9000780833	ALBERT ST	ABERDARE
9000116038	ALBERT ST	ABERDARE
9001355544	BRVNFYNON CL	ABERDARE
9000273287	THE CLOSE	ABERDARE
9000092603	WIND ST	ABERDARE
9001441660	OAK ST	ABERDARE
9000780915	CROSS ST	ABERDARE
9000341098	VICTORIA SQ	ABERDARE
9000780915	CROSS ST	ABERDARE
9000116146	WIND ST	ABERDARE
9000975254	WIND ST	ABERDARE
9001262648	BOND ST	ABERDARE
9000116146	WIND ST	ABERDARE
9000975192	UNITY ST	ABERDARE
9000994741	GRIFFITH ST	ABERDARE
9000273280	STUART ST	ABERDARE
9000273280	STUART ST	ABERDARE
9000187844	TANYBRYN ST	ABERDARE
9000944171	STUART ST	ABERDARE
9000944171	STUART ST	ABERDARE
9000078712	JENKIN ST	ABERDARE
9000115564	ELIZABETH ST	ABERDARE
9000912934	STUART ST	ABERDARE
9001368438	MARY ST	ABERDARE
9000775647	ELIZABETH ST	ABERDARE
9000775647	ELIZABETH ST	ABERDARE
9000775647	ELIZABETH ST	ABERDARE
9000775647	ELIZABETH ST	ABERDARE
9001545309	TREVOR ST	ABERDARE
9000543452	GLANNANT ST	ABERDARE
9000115923	STUART ST	ABERDARE
9000115923	STUART ST	ABERDARE
9000404529	HIGH ST	ABERDARE
9000404529	HIGH ST	ABERDARE
9000975101	MONK ST	ABERDARE
9000404529	HIGH ST	ABERDARE