

**WATER WATCHDOG WELCOMES CONSULTATION ON GLAS CYMRU'S PROPOSED
ACQUISITION OF D•R CYMRU WELSH WATER.**

The local independent water watchdog, the Ofwat Customer Service Committee for Wales, has welcomed proposals for widespread public consultation on WPD's proposal to sell D•r Cymru Welsh Water to the newly formed Glas Cymru Ltd.

The CSC for Wales Chairman, Archdeacon Raymond Roberts, said:

"The Glas Cymru proposals sound most interesting and the emphasis they place upon putting customer service first is encouraging. This is of course, imperative and we will need now to examine in detail the model for achieving it, which is very different from the traditional equity-based structures.

"Ofwat will be organising the widest and deepest consultation and the CSC will play a major part in this. I hope that customers will take part to make it abundantly clear what they think."

Notes for Editors:

1. Customer Service Committees (CSCs) are the local independent water watchdogs representing the interests of all water and sewerage customers in their region. They were set up by the Director General of Water Services (the Director). They have their own statutory identity and duties. They are concerned solely with the interests of customers and do not have the Director's wider duties which he has to exercise and balance as a regulator. CSCs work by:

- investigating and resolving complaints;
- making sure companies are aware of, and responsive to, concerns

about the range and quality of services available; and,

- representing customers' interests to the Director, so that he can take customer concerns into account in making his decisions.

2. The Customer Service Committee for Wales represents customers of Dŵr Cymru Welsh Water and Dee Valley Water.

3 Minutes of meetings and copies of the agendas may be obtained from Clive Sterl at the Ofwat Customer Service Committee for Wales, Room 140, Caradog house, 1-6 St Andrew's Place, CARDIFF, CF10 3BE

MEDIA ENQUIRIES TO THE CSC SECRETARY, CLIVE STERL, ON 29 20239852

CSC press notices can be found on Ofwat's website at:

www.ofwat.gov.uk

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