

By email: [petitions@senedd.wales](mailto:petitions@senedd.wales)

Dear Chair,

**Petition P-06-1521: Give park home residents in Wales the right to a water meter**

I write in response to your letter dated 10 December 2025, with further questions regarding Petition P-06-1521: Give park home residents in Wales the right to a water meter.

I can confirm that we have not served a formal notice under Section 75 of the Water Industry Act 1991 ("the Act"). As the petitioner notes, Section 75 of the Act enables us to take action to remedy leakage on a private supply, where those responsible do not, and recover the costs of doing so. It is not practicable or economical for us to step in and fix all private leakage using this power. In this case, we were clear that the leakage needed to be remedied and, whilst this was not resolved as quickly as requested, we recognised that the size of the site meant that locating and repairing the leak could be complex and expensive.

We have not prosecuted in relation to the water lost because of the leakage. We do have statutory powers to do so pursuant to Section 73 of the Act, in circumstances where water supplied is wasted, misused or unduly consumed. The offence is subject to the relevant tests set out in Section 73 of the Act, which also details the applicable defence. You will appreciate that the decision to prosecute is a serious matter and one which we consider carefully and independently of customer influence. We consider the circumstances of each matter, including the actions of a potential defendant in addressing the leakage.

All homeowners/occupiers connected to a shared supply are responsible for its maintenance and repair and may be required to resolve leakage as the consumer(s) and an owner or occupier of relevant premises may be prosecuted under Section 73 of the Act (where the relevant offence is made out). Our decision-making included consideration of this and that the site owner did engage and eventually remedied the leakage which does not happen in many cases.

Yours sincerely

Rebecca Price

Customer Services Director