

Roch Cheroux

Chief Executive Officer, Dŵr Cymru Welsh Water

12 March 2026

Dear Roch,

Session with Dŵr Cymru Welsh Water and other matters

Thank you for attending the Committee's meeting on 5 March 2026. The Committee would like to thank you for your time and for offering your early insight into the challenges and opportunities facing Dŵr Cymru Welsh Water (DCWW).

We questioned you on the statement made by Australian Services Union following your departure from Sydney Water. You assured us that during your tenure employee satisfaction improved consistently and your relationship with workers was very good. We would encourage you in your new role to engage constructively with trade unions and build positive relationships with the workforce. We reiterate the importance of building staff morale and supporting wellbeing, particularly in light of the Trawsnewid programme.

Despite not being accountable to the Senedd, Dŵr Cymru has engaged constructively with the Committee throughout the Sixth Senedd. We hope that such engagement continues between our successor committee and Dŵr Cymru in the Seventh Senedd, particularly as water reform is likely to be a priority policy area for our successor.

The Committee is disappointed to learn that Ofwat has found serious and unacceptable failures in the operation and maintenance of Dŵr Cymru's wastewater treatment works (WWTW) and sewer networks. We expect to see appropriate and urgent action taken to address these issues. We welcome the focus and investment the company intends to make, and expect these to translate rapidly into demonstrable improvements for both the environment and the public.

In light of assessments by both Ofwat and Natural Resources Wales, which highlight continued underperformance by Dŵr Cymru, we welcome your commitment to improving performance and



customer satisfaction, and reducing the number of pollution incidents and leakages. We anticipate that our successor committee will wish to monitor progress closely in these areas.

Yours sincerely,



Llyr Gruffydd MS,
Chair, Climate Change, Environment and Infrastructure Committee

Croesewir gohebiaeth yn Gymraeg neu Saesneg | We welcome correspondence in Welsh or English.