

Heatwave update

We are experiencing exceptionally high demand for water across parts of Wales- in particular across Pembrokeshire, Ceredigion and Carmarthenshire- as well as in Herefordshire.

Due to weather forecasts advising there will be little to no rain for at least another week, we are asking customers and visitors to use water as efficiently as possible.

We have experienced several weeks of sustained demand significantly above normal levels, with over 1,000 megalitres a day put into the network for the last 7 days – up to 20% more than usual.

Sustaining this level of demand is unprecedented and increasingly challenging as the long, dry, hot spell continues.

So far we have maintained supplies by operating treatment works at maximum capacity, moving water around the network, using our entire tanker fleet 24/7 and deploying frontline teams around the clock to repair leaks and respond to local supply pressures.

This challenge is not due to insufficient water in reservoirs. Instead this is due to the level of water demand from customers being so high, and for a much longer period of the day. The result of this is that treated water storage in the network cannot be replenished quickly enough.

Expected demand

With schools breaking up this week and the busiest part of the summer holiday season beginning, demand is expected to remain particularly high at this time.

Several water companies in England have already introduced temporary restrictions this summer following prolonged periods of exceptionally high demand.

Next steps

We would prefer not to put any restrictions on customer water use.

However, to maintain supplies for all customers, we are asking people to work with us, be careful not to waste water, and to help reduce the risk of any impact on supplies.

If this level of demand continues, we will need to consider all the options available in order to protect essential water supplies.

We are continuing to monitor demand and local storage levels closely and will provide further updates if the position changes.

How can customers play their part?

Customers can help us avoid restrictions.

Small changes, made by large numbers of people, can save millions of litres of water and make a significant difference to the resilience of local supplies.

We have information, advice, and tips available on our website to help people. This can be accessed [here](#)

We will keep you updated on any further updates.