

I refer to your email sent to us on behalf of the residents of Llandrillo about compensation some customers are receiving, due to how they are affected by burst water mains in the area.

I'm sorry for any confusion that this might have caused and I understand why some residents may need clarification about who is eligible. I'm writing to offer an explanation.

Our 'Worst Served' performance commitment is firstly based on reviewing the status of all properties in the designated area of a supply interruption, using flow and pressure data, along with considering the associated property heights.

Subsequently, we are then able to determine how long properties were interrupted for and all those identified as being without water for 3 hours or more will be considered further to determine if they qualify for the 'Worst Served' criteria. Those who are identified as being interrupted repeatedly over a 3 year period will be eligible for a compensation payment known as WaterFair.

It is important to point out that not all neighbouring properties in one area will be eligible for the WaterFair compensation, as every property is reviewed separately in this process - it isn't the area that has been compensated, but the individual properties.

I understand that some residents may be contacting you as their neighbours have received a payment, but they themselves haven't. If any residents would like to query their eligibility, we would ask them to contact us so that we can investigate further.

If you have any questions or other issues that you would like to raise, please call me on 03300413307, extension number 50031. I'm generally available from Monday to Friday 8am until 4pm. You can also contact us via our website [www.dwrcymru.com](http://www.dwrcymru.com).