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www.ofwat.gov.uk

Tuesday 11 November 2025

By email c/o petitions@senedd.wales

Dear Carolyn Thomas MS,

Thank you for your letter dated 23 October 2025.

We appreciate the concerns raised by park home residents and fully understand the frustration this situation has caused.

Section 150 of the Water Industry Act 1991 gives Ofwat the power to make an Order limiting charges for water resale (i.e., where a person (reseller) obtains a piped supply from a water/sewerage undertaker and then on-sells to others). The Water Resale Order 2006 sets out the rules that apply when someone is reselling water/sewerage services in England & Wales.

However, whilst Ofwat sets the maximum prices, we do not have powers to resolve disputes regarding the resale of water, as these are considered to be a private matter. Unfortunately therefore, we are unable to assist in this matter other than to advise on the water resale guidelines, which can be found on our website: <https://www.ofwat.gov.uk/households/your-water-bill/waterresale>

The site owner is not required to install meters (it would be for them not the water company to do so). However, they do need to be apportioning charges by one of the prescribed methods and they must not make a profit on the recovery of charges. We understand the residents have used their right to ask their water company to investigate and following this, Dŵr Cymru Welsh Water have asked the site owner to repair the leaks. A water company can use its powers under section 75 of the Water Industry Act 1991 to get involved if there is any water likely to be wasted, misused or unduly consumed (e.g. a leak) but this is not a legal requirement.

The UK and Welsh Governments will shortly publish a white paper ahead of plans to legislate for water reform across Wales and England. This presents an opportunity to amend existing legislation to better protect customers and ensure fairer outcomes. We will continue to engage with Welsh government and stakeholders to highlight these issues and support

improvements that benefit all customers. Please do not hesitate to contact us if you would like to discuss this further or to share additional insights from customers.

Yours sincerely,

Kate Evans

Head of Wales