

**P-06-1312 To help improve water quality in the River Usk by upgrading sewage systems in the Usk valley, Correspondence – Petitioner to Committee, 05.03.23**

Dear Committee,

.

As I have stated previously, I am pleased that Welsh Water plan to upgrade the sewage systems at Brecon, Llanfoist and Usk.

This should lead to a considerable improvement in water quality when they are completed.

.

I am also pleased that Natural Resources Wales has just issued a licence which greatly restricts the quantity of water that can be abstracted at Brecon for the Brecon to Newport Canal. With more water flowing down the river, this should improve water quality.

.

On the negative side, I remain concerned about the poor performance of Natural Resources Wales.

NRW have provided a 24 hour service line 03000 653000.

Yet this number is notoriously unreliable.

For example:

On 27/1/23 I rang this number. After several recorded messages in Welsh & English, the number rang for 2 minutes and then went dead.

I then sent e mails to several members of staff. Holly Sisley responded promptly.

On 31/1/23 I tried to phone this number at around 2.30 pm.

After several recorded messages in Welsh & English I was informed that all operators were busy, to leave my name & telephone number and they would get back to me. I did as advised - but no-one got back to me.

Perhaps NRW could afford another telephone line with someone actually answering the phone?

.

Despite the good intentions of The Future Generations Act, it appears that that there is little concern in the Senedd about the poor quality of Welsh rivers.

.

I hope that you can address these points.

.

Yours sincerely,

Michael Cowburn