

Jane Hutt AS/MS
Ysgrifennydd y Cabinet dros Gyfiawnder Cymdeithasol, y
Trefnydd a'r Prif Chwip
Cabinet Secretary for Social Justice, Trefnydd and Chief Whip



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref:JH/OQ/62257/25

James Evans MS

James.Evans@senedd.wales

12 February 2025

Dear James,

Thank you for your oral question on 5 February in Plenary regarding water meters on residential park sites.

Water resale is a matter for Ofwat, as the independent water regulator for the water industry in England and Wales, it therefore not be appropriate for Welsh Government to intervene in any dispute.

You may be aware, however, that park homeowners can request a water meter for their properties, however, park owners are under no obligation to install them. Where install is not possible anybody who resells water or sewerage services must charge no more than the amount they are charged by the water company, however they are entitled to charge a reasonable administration charge.

Ofwat, has issued [guidance](#), underpinned by the Water Resale Order 2006, made under section 150 of the Water Industry Act 1991, to support homeowners and landowners. This would apply to residential park homeowners.

If park home owners have concerns about the amount they are being charged they can obtain free independent legal advice from the Leasehold Advisory Service <https://parkhomes.lease-advice.org/>. The Consumer Council for Water (CCW) can advise on water resale guidelines: advice on how to raise an issue with them can be found on their [website](#). Consumers may also seek advice from Ofwat, a solicitor, county court or Citizens' Advice Cymru.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

If residents suspect there is a leak they have the right to ask their water company to investigate it. If one is found the water company will serve notice on the site owner for it to be repaired. It is worth checking for leaks on the site, as this could lead to higher bills if the leak remains undetected. The water company may be able to identify leaks through detection work and work with the site owner to remedy them if found. If leaks are detected and are not fixed the water company may have legal powers to have the leak repaired.

Thank you for raising this important issue, The Welsh Government sees water affordability as a high priority.

Yours sincerely,

A handwritten signature in black ink, reading 'Jane Hutt'. The signature is written in a cursive style with a large initial 'J' and a distinct 'H'.

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