Clean water process

Rainwater is collected in a reservoir and this water is then piped to one of our treatment works where it is cleaned. This process turns the water into drinking water of the highest standard.

We have 65 water treatment works that take water from rivers and reservoirs and clean it for you to use.

Screening
Mechanical screens remove some of the larger debris that can be found in rivers and reservoirs such as branches, twigs and leaves.

Some of our water pipes are over 100 years old, which is why we're working really hard to replace them.

Clarification
A chemical is added to the water which causes smaller particles to cling together. These particles build into larger clumps which are then easier to remove.

Filtration
We filter the water through a layer of sand and gravel. This removes any small particles remaining.

Disinfection
Finally, chlorine is added to kill any bacteria left in the water.

pH Adjustment
Sometimes it may be necessary to add chemicals to adjust the pH of the water.

Service Reservoirs
Treated water is stored in a service reservoir ready to be used.

We look after 27,000km of water mains, which would be long enough to go from Wales to the North Pole, and then, to the South Pole.

We clean and supply over 800 million litres of water every day.