

Biodiversity and Resilience of Ecosystems in Wales

December 2025

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Wales & West Utilities has a duty to report on the Gas Distribution's Biodiversity and Resilience of Ecosystems under Section 6 of the Environment (Wales) Act 2016 Part One.

This report follows on from those published in December 2019 and 2022, and summarises our responsibilities, commitments and actions.

In accordance with the Environment Act (Wales) 2016, this report has been submitted to National Resources Wales (NRW) and made publicly available in 2025 and, subsequently, will be updated every third year thereafter.

The report reviews our actions and confirms our plans to conserve natural capital, focusing on biodiversity, the resilience of ecosystems and supporting ecosystem services, whilst delivering a safe and reliable gas network for our customers and communities.

This report supports delivery against our ambitious overarching Environmental Action Plan (EAP) which can be found on our [website](#), along with several other key business strategy documents and reports detailing our net zero journey.



Who we are

We are Wales & West Utilities. We look after the pipes that keep the gas flowing to heat homes, power businesses and keep the lights on across Wales and southwest of England. We respond to gas emergencies, connect new homes and businesses and invest **£3m every week** so the gas network is fit for the future.

The way we make, move and use energy is changing. Biomethane, hydrogen, wind and solar power are replacing fossil fuels like gas and coal, and homes and business are adopting new technologies. As your gas distribution network, we have committed to making changes to help our customers and the rest of the UK **reach net zero emissions**.

As well as distributing reliable energy every day, we're investing and innovating to make net zero a reality, exploring how we can re-use our **35,000km of pipes** for green gases like **hydrogen and biomethane**. We go the extra mile for our vulnerable customers, offering additional services and partnerships to keep them safe and warm.

Since Wales & West Utilities was established in 2005, we've proudly maintained an environmental management system (EMS) accredited to the ISO 14001 standard.

Our strategic pillars aligned with global and national goals



Sustainability and achieving net zero is about the journey, not just the destination. We have a responsibility to deliver cleaner and greener energy to customers in a way that is fair, whilst doing what we can to look after our environment.

In 2023, we launched our first [Sustainability Strategy](#), setting out clear actions to create a cleaner, greener future to benefit everyone. By supporting the decarbonisation of heat, power, industry, and transport, we aim to support the UK and Wales to deliver our Net Zero goals.

Our [Environmental Action Plan \(EAP\)](#), first launched in 2021 and updated in 2025, is our dedicated strategy for identifying and reducing our direct and indirect environmental impacts. It translates our high-level ambitions into specific goals across our operations.

Strategic Alignment

To reflect that our impact is both global and local, we have aligned our goals with these United Nations Sustainable Development Goals (SDGs) and the Wellbeing of Future Generations Act (Wales). Our efforts to enhance biodiversity and improve air, land, and water quality aim to support environmental net gain and strengthen our communities.

“Biodiversity is valuable in its own right, but it is also essential to the success of the ecosystem services on which we depend. We recognise our responsibility to protect and enhance biodiversity in our operations.”

The importance of protecting biodiversity and natural resources has been reinforced by policy and legislative drivers, recognised by the Environment Act 2021, where the government has highlighted the importance of biodiversity through mandating biodiversity net gain (BNG). In Wales, key policy includes The Environment Act (Wales) 2016 and Planning Policy Wales (2021), and Future Wales; the national plan 2040 (2019); in England, these include the Environment Act (2021) and the DEFRA 25 Year Environment Plan.

Internationally, the global political drive is cemented by the Kunming-Montreal Global Biodiversity Framework (GBF), agreed at COP15 in December 2022, which set four overarching global goals and 23 targets to address biodiversity loss and restore natural ecosystems by 2030. For Wales, the Second State of Natural Resources

Report (SoNaRR2) was published in 2021 (following the first edition in 2016), as required by the Environment (Wales) Act 2016. SoNaRR2 serves as the primary evidence base on the current condition of Welsh natural resources, providing the critical information needed to set priorities for action at the national level, in the form of the National Natural Resource Policy (NNRP).

The 11th Edition of Planning Policy Wales (PPW), released in 2021 and remaining current in 2025, states that “developments should not cause any significant loss of habitats or populations of species, locally or nationally, and must provide a net benefit for biodiversity.” Future Wales: The National Plan 2040, released in 2019, outlines a plan which ensures the sustainable delivery of Wales’s ambitions, keeping biodiversity and the protection of the natural environment at

the forefront of strategic planning and placemaking. The Environment (Wales) Act 2016 and the Natural Environment and Rural Communities Act 2006 (The NERC Act) continue to place a statutory responsibility on WWU, as a statutory undertaker, to conserve and embed the consideration of biodiversity and ecosystems into the policies, plans, and projects undertaken whilst managing a gas distribution network.

The Environment Act (Wales) 2016 defines the sustainable management of natural resources as:

“...using natural resources in a way and at a rate that maintains and enhances the resilience of ecosystems and the benefits they provide. In doing so, meeting the needs of current generations without compromising the ability of future generations to meet their needs, and contributing to the achievement of the well-being goals set out in the Well-being of Future Generations Act.”

“It’s our ambition to help communities and the environment thrive by delivering reliable, affordable and sustainable energy that will help power a green recovery and get the UK to net zero.”

Preserving and enhancing our environment is a top priority for us, but while we’re progressing toward net zero, we acknowledge that aspects of our work can have a negative impact. We accept our responsibilities and strive to reduce and eliminate them, recognising the complexities of our role as a gas distribution network and the ecosystems we work in.

Transparency is key to our journey. We publish information through:

Our Annual Environmental Report (AER)

This is our primary environmental report which tracks progress against specific Environmental Action Plan targets—including waste, carbon, and energy reduction—which are critical drivers for supporting long-term biodiversity. Our 2025 report is available on our website.

Our Sustainability Report

A comprehensive overview of how our long-term ambitions align with our goals and our performance to date. Our 2025 report is available on our website.

These reports are updated regularly and can be found, along with other business publications, on the publications section of our website:

[Company Reports & Publications | Wales & West Utilities](#)



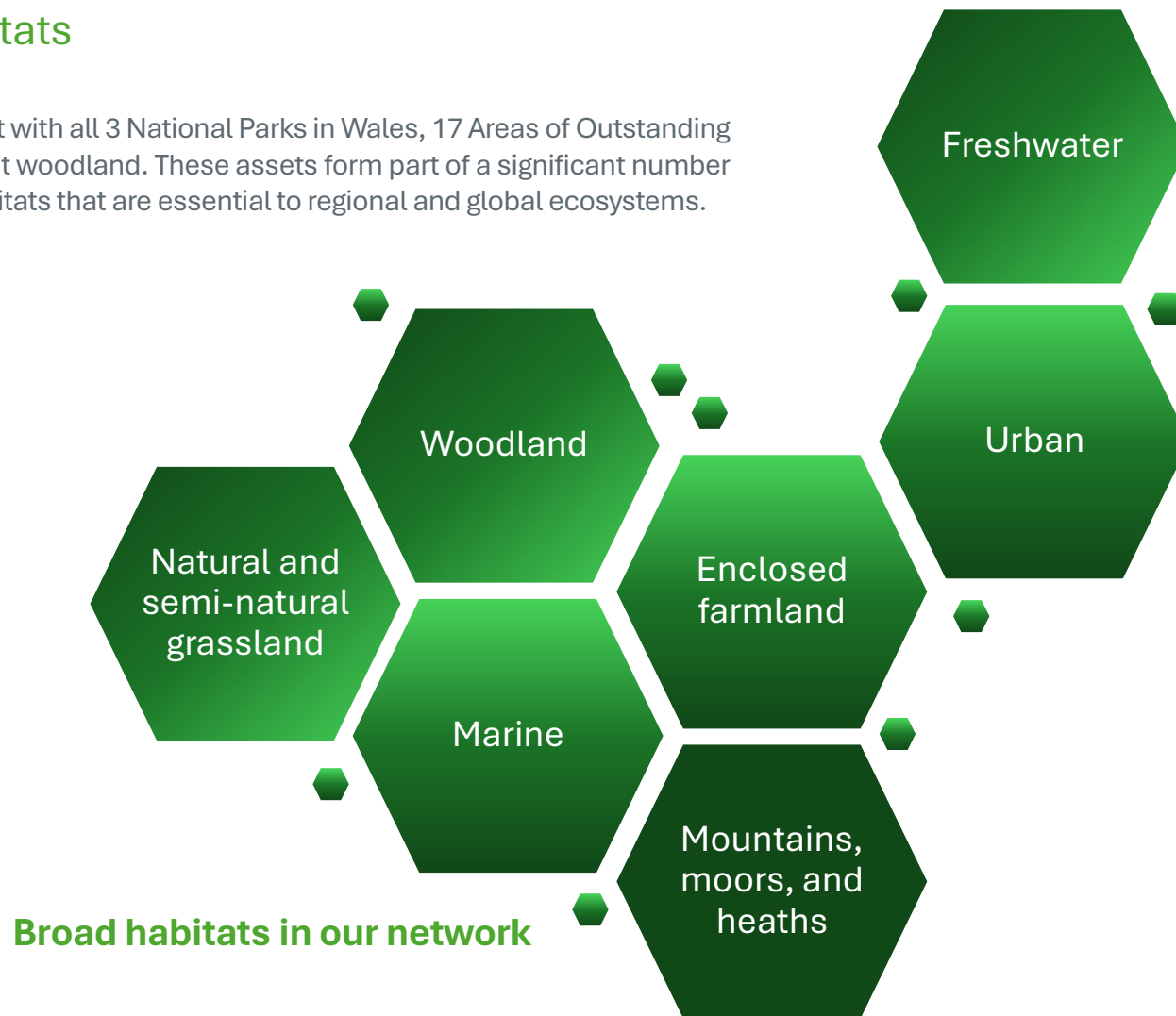
Our Operational Footprint Across Vital Habitats

Our network covers a vast and ecologically critical area. We intersect with all 3 National Parks in Wales, 17 Areas of Outstanding Natural Beauty (AONBs), and over 55,000 parcels of precious ancient woodland. These assets form part of a significant number of both legally protected sites and Biodiversity Action Plan (BAP) habitats that are essential to regional and global ecosystems.

Our operational area also encompasses an extensive number of legally protected sites, reflecting the high ecological value of the region.

This includes 12 Ramsar (International treaty for conservation of wetlands) sites of international wetland importance, nearly 200 Special Protection Areas (SPAs) and Special Areas of Conservation (SACs), and nearly 2,000 Sites of Special Scientific Interest (SSSIs).

The network is also home to over 100 National Nature Reserves (NNRs) and approximately 250 Local Nature Reserves (LNRs), all requiring careful consideration in our planning and operations.





In addition, in compliance with Section 41 of the NERC Act, English Ministers have published a list of species and habitats considered to be of principal importance (SPI or HPI) for conserving biodiversity in England under the UK Post-2010 Biodiversity Framework.

HPI habitats which occur within the network include:

Bogs: Blanket bog, Raised bog

Grasslands & Moorlands: Calaminarian grassland, Lowland dry acid grassland, Lowland meadows, Purple moor grass and rush pastures, Upland calcareous grassland, Upland heathland

Coastal: Coastal grazing marsh and floodplain grassland, Coastal saltmarsh, Maritime cliff and slopes

Wetlands: Lowland fens and reedbeds, Upland flushes fens and swamps

Rocky Habitats: Inland rock outcrop and scree habitats, Limestone pavement

Woodland & Scrub: Mountain heaths and willow scrub, Traditional orchards, Wood pasture and parkland

Developed Land: Open mosaic habitats on previously developed land

The main threats to biodiversity

Naturally occurring and human-influenced factors are having a direct and indirect impact on biodiversity globally, nationally, and within Wales and the West Country. The severity of the impacts of these threats on biodiversity in Wales was highlighted in 2021, when the Welsh Parliament, and local LPAs declared a 'nature emergency'.

The State of Nature UK (2019) report listed the key drivers causing threats to biodiversity in the UK. These included:

- Urbanisation
- Pollution
- Hydrological change
- Certain agricultural and woodland management techniques
- Invasive non-native species.

These threats are causing a net loss of nature in the UK and acutely in Wales. Impacts to biodiversity include species abundance decline, habitat loss and fragmentation, and overall, a reduction in ecosystem functioning, which as previously mentioned we are reliant on. Given the breadth of impacts that influence biodiversity, globally and within our network, we believe that taking a holistic approach to the protection and enhancement of the environment and natural capital is essential to maximising the benefits to biodiversity.

Environmental Management and Natural Capital Protection

Preserving biodiversity and natural capital already play a key role in our business practices. To achieve this, we've been focusing on minimising our impact and ensuring we are meeting, and where possible, exceeding legal compliance.

Our independently accredited (ISO 14001) environmental management system (EMS) is a driver in our continued environmental improvement.

It has contributed to the protection and enhancement of natural capital and biodiversity by developing policies and procedures which:

- **Set high standards for sustainable development and asset management.**
- **Minimise our environmental impact and protect against pollution.**
- **Improve land quality and return unused land assets back to beneficial use.**
- **Engage with employees to increase their understanding of their impact and our environmental ambition.**

We've included some examples of the important work we've been doing on the following pages.



Our Environmental Management System
is certified to ISO 14001:2015

Our progress so far – Tree planting

Planting five trees for every one we cut down

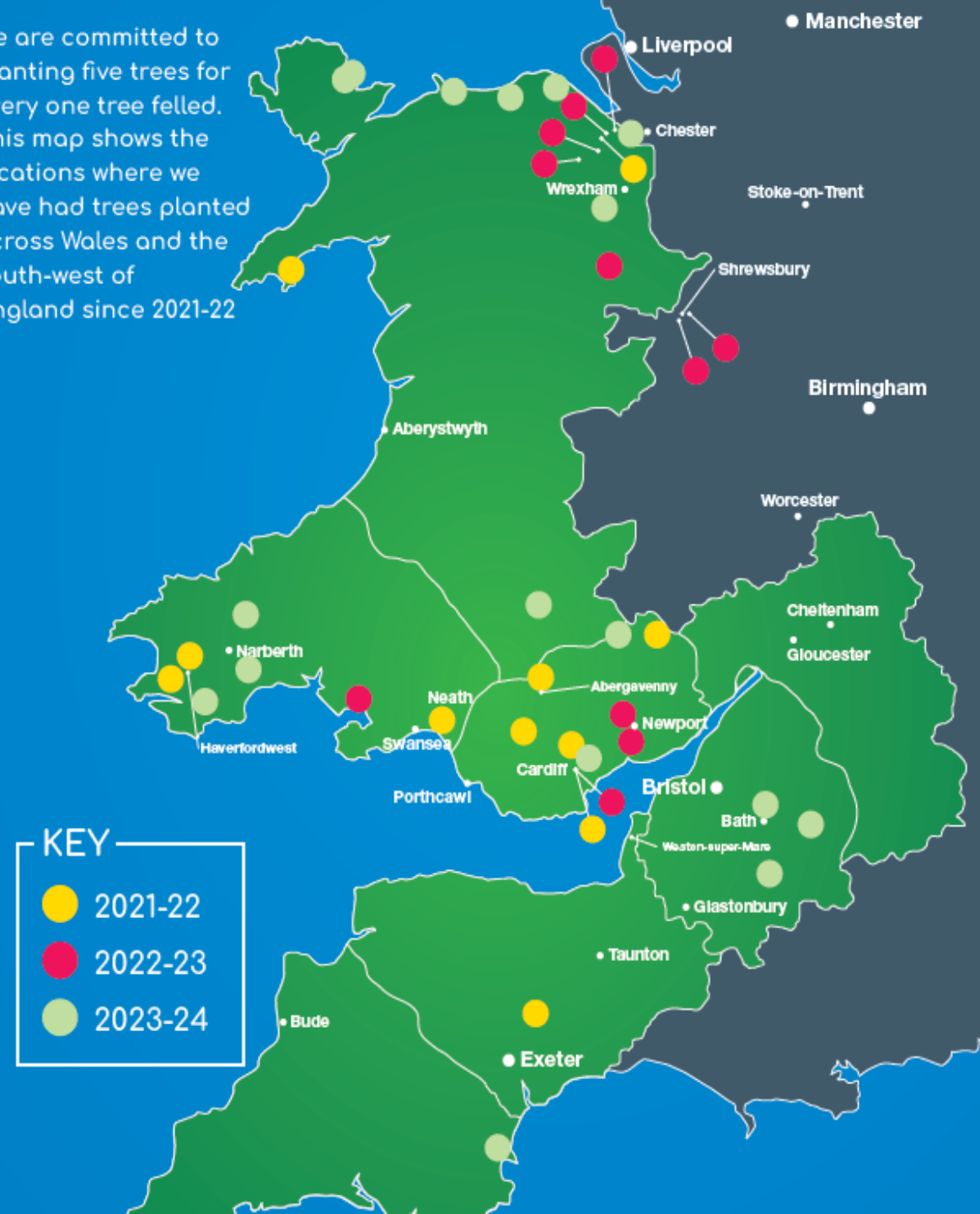
To ensure the integrity of the network we are sometimes required to remove trees which represent a risk to the pipeline and the communities in which we work.

We recognise that this has a negative impact on biodiversity within our network. As such we are committed to addressing this impact by collaborating with stakeholders within Wales and the southwest to support afforestation across the network in long-term managed schemes.

To support our commitment, we have commissioned the **planting of 10,758 since the start of our price control period in 2021.**

This planting programme supports our local environment by providing natural habitat for wildlife whilst also improving air quality through pollutant absorption. It also benefits people in the surrounding area by having a positive effect on mental health and wellbeing, reducing stress, and encouraging outdoor exercise.

We are committed to planting five trees for every one tree felled. This map shows the locations where we have had trees planted across Wales and the south-west of England since 2021-22





Community Partnership for Woodland Creation

To help in our goals to re-plant trees and support habitat development within our network, we have proudly partnered with Stump Up for Trees, an ambitious community-based charity dedicated to woodland creation and enhancing biodiversity in the Bannau Brycheiniog area of south-east Wales (previously known as the Brecon Beacons). We directly contributed £10,000 towards their planting programme, enabling the planting of more than 1,660 trees in the natural valleys and river catchments of south Wales, bringing 1.4 hectares of landscape back into management for nature.

By planting the right trees in the right places, and with an ambition to plant one million trees, Stump Up for Trees aims to enhance local ecosystems and inspire the next generation to appreciate the value of trees and take direct environmental action.

These new woodlands will bring a multitude of benefits to the Bannau Brycheiniog, including enhanced biodiversity with new habitats, improved carbon reduction to combat climate change, and better water management. The positive impact on water management is a crucial ecosystem service, as trees reduce flood risk by slowing rainfall run-off, increasing infiltration, and reducing soil erosion in the valleys of South Wales.

This project is an example of how strategic partnerships can deliver significant positive impact on critical environmental challenges, providing multiple co-benefits—such as climate mitigation, biodiversity, and flood resilience—from a single investment.





Integrating Environment and Education: Tree Planting and Safety at Croesyceiliog Primary

Our commitment to afforestation and biodiversity is demonstrated through our ongoing planting program and we continuously look for opportunities to deliver this program in a way that provides maximum benefit to our local communities. This approach is strategically aligned with several goals of the Wellbeing of Future Generations (Wales) Act 2015. Our event at Croesyceiliog Primary School highlights how we integrate our environmental obligations with community engagement.

In December 2023, a day of positive environmental action and safety awareness at Croesyceiliog Primary School couldn't be dampened by the rain, with huge efforts that resulted in more than 100 trees planted by Year 6 students, staff, and members of our own Future Generations Network. The planting at Croesyceiliog Primary School was part of the 1,850 trees we commissioned following felling works in 2022-23.

Collaboration with stakeholders throughout Wales and the southwest of England is an important part of the process to support afforestation across the network. Our team of all ages certainly enhanced the biodiversity in Cwmbran, and we further supported the school by providing a range of recycled plastic benches, picnic tables and planters so that students and faculty could enjoy watching their new trees thrive in sustainable comfort.

We concluded the day with an educational and interactive gas safety session with our Gas Safety Ambassadors.

Gas Safety Ambassador Sessions

Our free gas safety sessions are delivered by our knowledgeable Gas Safety Ambassadors.

These sessions are designed to educate people of all ages about staying safe around gas and raising the awareness of dangers of carbon monoxide (CO) – all in a fun, interactive, and engaging way.

For more information on our gas safety sessions, please visit our website at:

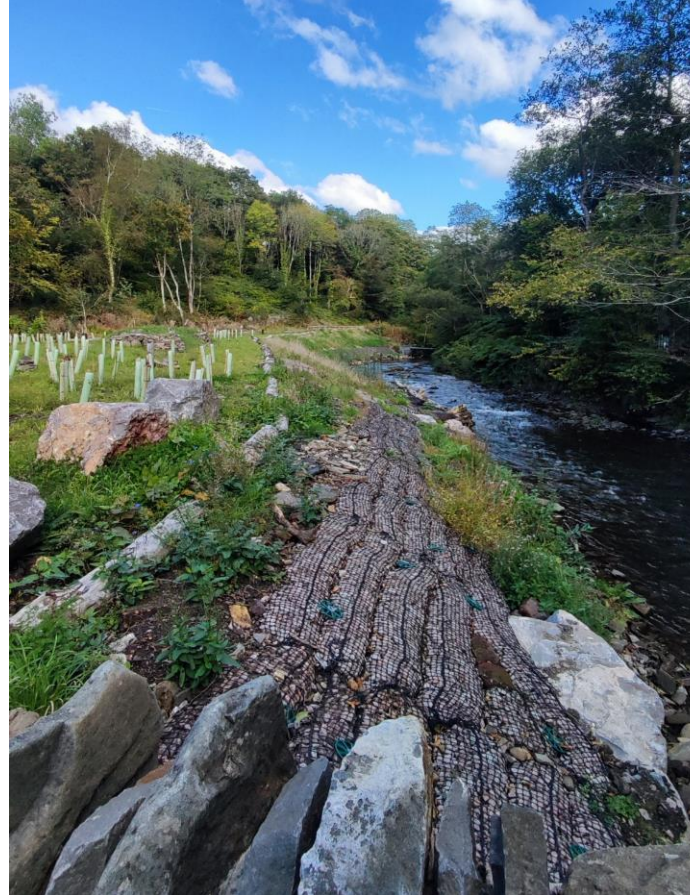
[Gas Safety Ambassador | Wales & West Utilities](#)



Transforming Legacy Sites: Remediation for Biodiversity and Risk Reduction

We own a portfolio of former gas production sites and maintain a duty of care to manage these assets responsibly. As part of our long-term land management programme, we proactively arrange assessments, monitoring, and remediation where appropriate. These activities are carried out under environmental legislation (including the Contaminated Land regime, Part 2A of the Environmental Protection Act 1990) to ensure our sites do not pose a significant risk of significant harm to human health, controlled waters (surface and groundwater bodies), and the environment.

It is important to recognise that land remediation fundamentally supports biodiversity by removing or stabilising contaminants (such as former gasworks wastes) that could otherwise be acutely toxic to soil invertebrates, flora, and aquatic life, or severely restrict the range of species that can thrive. By mitigating these risks, our work creates the pre-conditions for a healthier, functioning ecosystem.



As stated in our Business Plan (2021–2026), our long-term ambition is to reduce environmental risks to a minimum and divest sites, where appropriate, to reduce ongoing costs to consumers.

Our recent project at a site in Treharris has been the largest and most logistically challenging remediation project undertaken in RIIO-GD2. Pre-works included significant public engagement including a dedicated drop-in event to engage with the local community and creation of a public website for providing project updates. Ahead of the main works commencing in 2024, significant ecological surveys were also undertaken.

The main remedial works included the excavation and treatment of approximately 413m³ of impacted material including removal of gross tar material associated with a former tar tank and former processing areas. A total of 4,059m³ of material was turned over with only 51m³ of material sent off site for disposal (~1%). The contamination was stabilised and solidified within an area of the site away from the river.



Due to on-going erosion and the potential for failure of the riverbank, approximately 86m of riverbank was re-engineered using a soft-engineering approach (using live willow) with the design agreed with Natural Resources Wales (NRW) under a Flood Risk Activity Permit (FRAP).

Biodiversity enhancements were also undertaken at the site post-works including the establishment of hibernacula, bug hotels, an otter holt, two kingfisher nest boxes, bird and bat boxes (installed on mature trees at the site boundary) and the planting of over 800 trees/ shrubs across site. Two benches and two information boards constructed of recycled plastic were also installed at the site. The boards focus on the gasworks history of the site and the ecology of the river. This site is now under short to medium term monitoring to demonstrate the remediation has been successful.

Recognition

We are incredibly proud that this challenging and successful project was shortlisted for two 2025 Brownfield Briefing Awards in the categories: 'Best Sustainable Re-Use of Materials' and 'Best Biodiversity Net Gain or Enhancement on a Brownfield Project'.

This project also went on to win Gold at the 2025 Green Apple Awards for the Utilities - habitat and diversity category.

Our progress so far – Eryri (Snowdonia) National Park high-pressure pipeline

This project demonstrates how we successfully replaced a vital gas pipeline while making a strong commitment to the environment and the local landscape, particularly within the beautiful and sensitive Eryri National Park (Snowdonia).

Why the Pipeline Needed Replacing

In 2025, we completed the replacement of approximately 15km of high-pressure gas pipeline located in the Eryri National Park. The existing pipeline, which delivers a safe and reliable gas supply to around 5,000 customers including local homes, schools, and businesses, needed replacing due to its age and condition. This proactive replacement removed the risk of future leaks and deterioration, ensuring the long-term integrity of the gas distribution network.

Protecting Wildlife and History

Before any construction began, we conducted an intensive and extended environmental survey programme to fully understand and protect the environment, wildlife, and history along the entire proposed route. This comprehensive data gathering included over 80 individual surveys. Our ecologists conducted detailed checks for protected species like Badgers, Bats, Dormice, Otters, Water vole, Migratory fish, and Nesting birds, as well as documenting Ancient woodland, Hedgerows, and rare plants. Simultaneously, archaeological surveys, including geophysical tests and trial pits, were undertaken. These surveys

revealed two significant historical discoveries: a Potential Palaeolithic settlement (evidence of early human activity) and an animal enclosure.

The Low-Impact Route Design

The detailed survey information allowed our team to design a highly adaptive route that actively avoided sensitive areas, resulting in a significantly lower-impact solution. To directly mitigate potential harm, we implemented 25 re-routes away from protected species habitats, heritage sites, and valuable landscapes.

To avoid surface disturbance entirely in key areas, we utilised nine sections of Horizontal Directional Drilling (HDD)—a sophisticated underground tunnelling technique—to pass the pipeline beneath features like major rivers, roads, and sensitive habitats. Our final, low-impact design was rigorously scrutinised and approved by both the Department for Energy Security and Net Zero (DESNZ) and the Eryri National Park authorities, confirming that the work would have no likely significant effects on natural resources, as assessed through the Habitats Regulations Assessment (HRA).



Grass reinstatement along the route

Our progress so far – Eryri (Snowdonia) National Park high-pressure pipeline



Permanent gate installation

Our Biodiversity Net Gain Commitment

We are committed to Biodiversity Net Gain (BNG), which means we must leave the environment in a measurably better way than before our work started, ensuring long-term ecosystem resilience. This commitment was enforced across all stages of the project.

A key part of our promise was fulfilled by ensuring that all areas of land disturbed during construction have been appropriately reinstated following the project completion, as approved by regulatory bodies. Furthermore, the final scheme did not cause any significant change to the local shape of the land (topography) with only one tree requiring removal, which was done with care under ecology supervision.

This completed project is a strong example of how essential infrastructure upgrades can be delivered successfully while adhering to stringent environmental protection and BNG standards.

Collaboration and Local Economic Support

We focused on ensuring the project delivered benefits to the local area, both through high standards of work and by supporting the local economy.

Hiring Local: We were committed to sustainability by hiring local people to work on the site, ensuring project investment flowed directly back into the community.

Specialist Skills: To respect the unique character of the landscape, we employed a local stone wall specialist to meticulously rebuild stone walls disturbed during the work. This ensured the walls were reconstructed using traditional methods and materials, preserving local heritage.

Community Care: Working effectively with local landowners and farmers was essential. We ensured farming operations and livestock were protected by installing temporary fences, gates, and access points in collaboration with them. As a lasting benefit, we donated the fencing and gates to the farmers once the project was over.

Our progress so far – Eryri (Snowdonia) National Park high-pressure pipeline



In Progress: Site Enhancement Works

We're currently working closely with local tree nurseries, and we're in the process of planting additional hedges as part of the site enhancement works.

Current Progress: We have already planted approximately 240m of new hedges.

Planned Work: We're planning to plant a further 225m over the next few months.

Re-planting: We have also stored some of the original hedges that were removed during the project at a local nursery, and these are scheduled to be re-planted in January 2026.



Invasive species

As part of our commitment to responsible land and asset management our sites undergo regular inspections. This routine assessment is critical for identifying potential threats to the environment, such as pollution events and unauthorised dumping (fly tipping), as well as the presence of invasive species. These issues are proactively monitored because of their potential to severely impact local habitats and biodiversity. Following identification, we utilise a robust internal process to highlight these issues for ongoing management. We maintain a central register of all affected sites and then, where required, commission specialist contractors to promptly initiate a robust monitoring and treatment program aimed at controlling and managing these invasive species

Resource use and waste management

Effective resource use and waste management is critical for the conservation of natural resources, making it central to ensuring a sustainable future. As waste production grows globally, so does the urgency with which we must focus on reduction, re-use, and recycling. We are adopting a circular economy approach, where resources are kept in use in a closed-loop system rather than thrown away, wherever possible. This will help us cut our reliance on new raw materials and re-use previously used materials. The waste hierarchy is a fundamental principle that underpins our approach to waste management, and we use it to drive environmental improvement, moving away from disposal to the prevention of waste creation. Through RIIO-GD2 and RIIO-GD3 we have committed to a range of resource use and waste targets.

Climate Resilience

The risk from climate change has potential to impact on the resilience of our network, and we recognise the pivotal role we play in delivering a safe and secure supply of gas to our customers. We've committed to use up-to-date, government issued, climate change projections to assess the risk of climate change to our network.

In 2024, our physical climate-related risks were re-assessed and re-scored to produce an [Adaptation Reporting Power \(ARP\)](#) report which we have submitted to the UK Government's Department of the Environment, Farming and Rural Affairs (Defra). ARP reporting is an expectation for organisations with a public-facing function and enables the UK Government to support its assessment of national adaptation plans under the Climate Change Act 2008.

In addition, we wrote a [Climate Resilience Strategy in 2024](#), as required by Ofgem for the business plan period RIIO-GD3 (2026-2031). This was concurrent with the ARP risk analysis and reporting process. The Strategy commits us to long-term climate change adaption and risk management up to 2100 and proposes RIIO-GD3 as a time for modelling and analysis to build the evidence case for investments in resilience in the 2030s and 2040s. We will be developing "adaptation pathways" from 2025 onwards. They will combine the risk scoring of ARP with long-term strategic priorities of the evolving CRS to inform investment and wider business planning.



We procure goods and services from over 1,100 suppliers who are key to supporting our environmental ambitions. We strive to find ways to improve supplier engagement, including the most effective ways to communicate our ambitions and expectations for a sustainable supply chain.

Sustainability and our Supplier Charter

Key to this communication is our Supplier Charter, refreshed at least annually to ensure that the topics which are important to our business now, and in the future, are clearly defined. The 2025 publication has been refined to better highlight the themes our suppliers will be asked to support, as we continue our sustainability journey. Established minimum standards of compliance remain. Whether legislative, contractual terms, or ethical standards, the core principles required to provide a safe and reliable service are reviewed to ensure they remain relevant and comprise the bulk of the Charter.

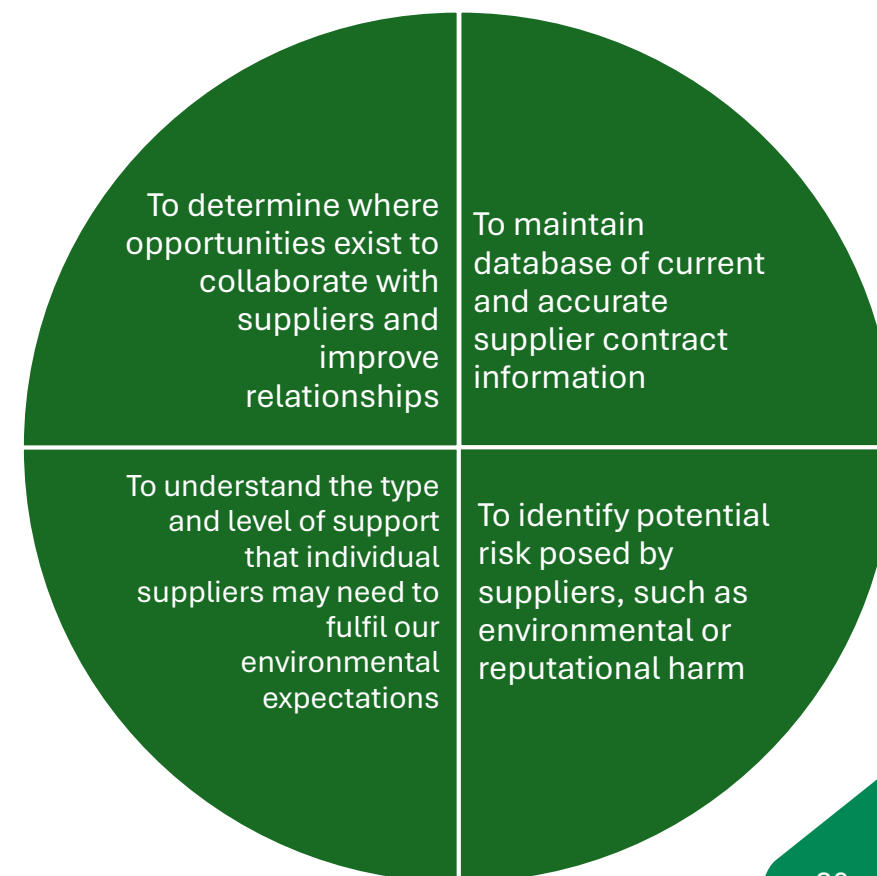
Decision making and sharing information

We make sure that the Charter correlates to our PQQ to ensure alignment with supplier acceptance protocols. A newsletter for the supply base is one of our new developments; to share the directions we are taking on environmental topics. Suppliers will be able to gain insight into how best to position themselves in support of our plans, whether in existing contracts or through winning new or additional business. “Pipeline: where ideas flow”, is a newsletter section within our Supplier Charter, that we will refresh more frequently and publish separate to the Charter if it proves to boost engagement.

Suppliers and support for our environmental plans

Mapping our supply base is an activity we continue each year, gaining useful insights into supplier awareness and measuring the effectiveness of our activities. Alongside data gathered in support of our Modern Slavery and Real Living Wage initiatives, we try to build a picture of which suppliers are best positioned to support environmental plans or offer potential collaboration. Knowing which suppliers are actively measuring their carbon footprint and developing carbon reduction plans, provides useful feedback to guide our sourcing of a digital solution to supplier data management. Additional questions have been included in this year’s survey on topics supporting the EAP, such as product lifecycle analysis and end of life opportunities. Where necessary, we supplement the survey through desktop analysis of a supplier’s web presence and publications.

2025 objectives of our supplier mapping



“Operating to protect and enhance our natural environment is a core value of our business.”

We recognise that the communities in which we work and live are dependent on the healthy functioning of natural ecosystems. Over many decades of development, this supporting ecosystem comprising a mosaic of habitats, has become fragmented. While our gas distribution network comprises many sites, most have limited land footprints, but they are part of the wider ecosystem, and some have potential to contribute to the reconnection of habitats.

These primarily serve functional purposes like gas assets and storage equipment, offices, or depots but within the limitations of gas safety, they could be adapted to support biodiversity. This varied portfolio structure means a one-size-fits-all approach to natural capital valuation is not the most efficient use of resources.

We currently take a targeted approach using the approved Defra metric for individual site assessments. It is our ambition to use Global Information System software and data to increase our understanding of the biodiversity potential of our land portfolio. This will allow us to tailor our efforts to areas with the most significant potential for improvement and deliver the greatest value for our customers.

We have not set a de-minimis area limit; although some of our sites may be small, we will continue to look for potential natural capital enhancement where appropriate.

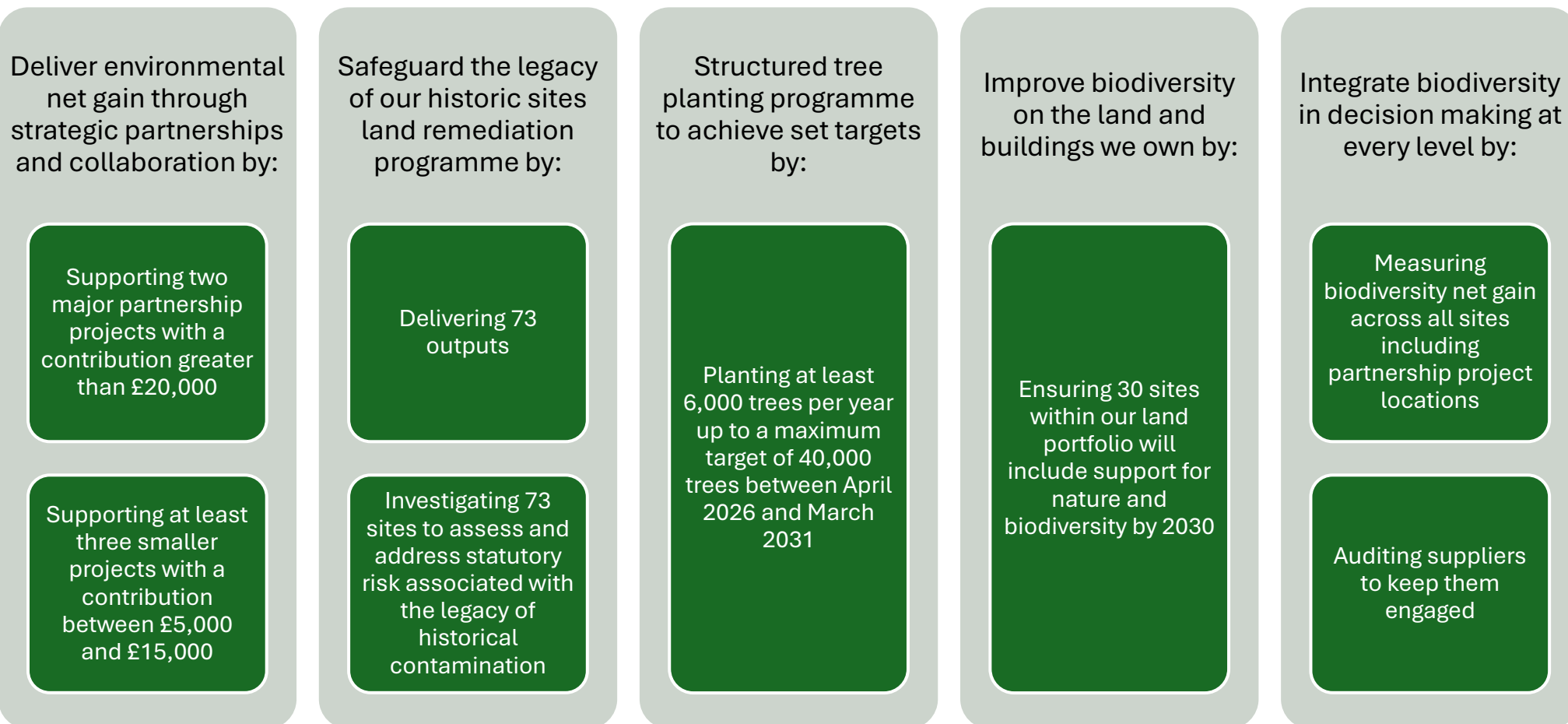


A Badger visiting the wildlife pond at our biodiversity site in Bristol

Our biodiversity ambitions for the future cont.

In 2024-25, we collaborated with key internal and external stakeholders and industry experts to update our EAP for the next regulatory period, RIIO-GD3, which starts in April 2026 and runs through to March 2031. We've leveraged our experiences and our long-term ambitions to lay out the next phase of our environmental journey. This action plan forms a key part of our overall Business Plan which is published on our [website](#).

Our Natural Capital ambitions for the RIIO-GD3 period are outlined below.





@WWUtilities



@WWUtilities



wwutilities

Wales & West Utilities Limited

Wales & West House

Spooner Close

Celtic Springs

Coedkernew

Newport NP10 8FZ

**For Emergency 24-hour gas escape
call 0800 111 999**

**For General enquiries call
0800 912 2999**