



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

## COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Hafren Dyfrdwy

Issue date – 13/08/2024

Standard number:	Standard	Imposition day:
<b>Class:</b>	<b>Service Delivery Standards</b>	
1	If you receive correspondence from a member of the public in Wales (“P”) in Welsh, you must reply in Welsh (if an answer is required), unless P has indicated that there is no need to reply in Welsh.	13/08/2025
2	Unless you send all system generated correspondence in Welsh to a member of the public in Wales (“P”), when you send system generated correspondence to P for the first time, you must ask P whether P wishes to receive system generated correspondence from you in Welsh, and if P responds to say that P wishes to receive system generated correspondence in Welsh you must— (a) keep a record of P’s wish, (b) send any system generated correspondence you send to P from then onwards in Welsh.	13/08/2025
3	When you send the same correspondence to several members of the public in Wales, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	13/08/2025
4	If you don’t know whether a member of the public in Wales (“P”) wishes to receive system generated correspondence from you in Welsh, when you send system generated correspondence to that P you must provide a Welsh language version.	13/08/2025
5	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	13/08/2025
6	You must state—	13/08/2025

	(a) in correspondence to members of the public in Wales, and (b) in publications and notices that invite members of the public in Wales to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	
7	When a member of the public in Wales (“P”) contacts you on your account enquiries helpline numbers or your service helpline numbers and a Welsh language service is available, you must inform P that a Welsh language service is available.	13/02/2026
9	When a member of the public in Wales (“P”) contacts you on your account enquiries helpline numbers, you must deal with the call in Welsh if that is P’s wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter, and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	13/02/2026
11	When a member of the public in Wales (“P”) contacts you on your service helpline numbers, you must deal with the call in Welsh if that is P’s wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter, and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	13/08/2026
12	When you advertise telephone numbers, helpline numbers or call centre services and where the anticipated audience includes members of the public in Wales, you must not treat the Welsh language less favourably than the English language.	13/02/2026
13	When you publish your account enquiries helpline numbers and your service helpline numbers and where the anticipated audience includes members of the public in Wales, you must state (in Welsh) that you welcome calls in Welsh.  <b>You must comply with this standard in relation to publishing the service helpline numbers by 13/08/2026.</b>	13/02/2026
14	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	13/02/2026

15	Your main telephone call answering service (or services) must inform members of the public in Wales calling, in Welsh, that they can leave a message in Welsh.	13/02/2026
16	When there is no Welsh language service available on your account enquiries helpline numbers or your service helpline numbers, you must inform members of the public in Wales calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.  <b>You must comply with this standard in relation to informing members of the public when a Welsh language service will be available on your service helpline numbers by 13/08/2026.</b>	13/02/2026
17	Any automated telephone systems that you have must provide the complete automated service in Welsh where the anticipated audience includes members of the public in Wales.	13/02/2026
18	If you invite one member of the public in Wales (“P”) only to a meeting to be held in Wales— (a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh, or, if necessary, provide a translation service from Welsh to English for that purpose, and (b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or a consecutive translation service from Welsh to English to be available at the meeting.	13/08/2025
19	If you invite more than one person to a meeting to be held in Wales, you must ask each member of the public in Wales invited whether they wish to use the Welsh language at the meeting.	13/08/2025
19A	If you have invited more than one person to a meeting to be held in Wales, and at least 10% of the members of the public in Wales invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or a consecutive translation service from Welsh to English to be available at the meeting.	13/08/2025
20	If you arrange a meeting to be held in Wales that is open to members of the public in Wales and at which public participation by a member of the public in Wales is allowed, you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	13/08/2025
21	When you send invitations to a meeting to be held in Wales that you arrange which is open to members of the public in Wales and at which public participation by a member of the public in Wales is allowed, you must send the invitations in Welsh.	13/08/2025
22	If you arrange a meeting to be held in Wales that is open to members of the public in Wales and at which public participation by a member of the public in Wales is allowed, you must ensure that a	13/08/2025

	<p>simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh—</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p>	
23	If you produce and display any written material at a meeting held in Wales that you arrange which is open to members of the public in Wales, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	13/08/2025
24	If you organise a public event to be held in Wales, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	13/08/2025
25	If you organise a public event to be held in Wales, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event, and in relation to audio announcements made at the event).	13/02/2026
26	Any publicity or advertising material that you produce must be produced in Welsh where the anticipated audience includes members of the public in Wales, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	13/08/2025
27	Any material that you produce and display in public in Wales must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	13/08/2025
28	Any material that you produce and display at a public exhibition in Wales organised by you must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than you treat an English language version.	13/08/2025
29	<p>If you produce a document which is available to members of the public in Wales, you must produce it in Welsh—</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p> <p><b>You must comply with standard 29 in every circumstance, except the following documents:</b></p> <ul style="list-style-type: none"> <li>○ <b>Business Plan submissions to Ofwat</b></li> </ul>	13/08/2025

	<ul style="list-style-type: none"> <li>○ <b>Water Resources Management Plan</b></li> <li>○ <b>Drainage and Wastewater Management Plan</b></li> <li>○ <b>Regulatory reporting.</b></li> </ul>	
30	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	13/08/2025
31	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	13/08/2025
32	When you send a form to a member of the public in Wales (“P”) for the first time, you must ask P whether P wishes to receive forms in Welsh, and if P responds to say that P wishes to receive forms in Welsh you must— (a) keep a record of P’s wish, and (b) send any forms you send to P from then onwards in Welsh.	13/08/2025
33	If you don’t know whether a member of the public in Wales (“P”) wishes to receive forms from you in Welsh, when you send a form to that P you must provide a Welsh language version.	13/08/2025
34	Any form that you make available to members of the public in Wales must be produced in Welsh, and— (a) if you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh; (b) if you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	13/08/2025
35	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in Wales (“P”) in order for P to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	13/08/2025
36	You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	13/08/2025

	<p><b>You must comply with standard 36 in every circumstance, except the following pages:</b></p> <ul style="list-style-type: none"> <li>○ <b>‘Our five year Business Plan for 2020-25</b></li> <li>○ <b>Previous plan 2015-20</b></li> <li>○ <b>Regulatory reporting’</b></li> </ul>	
39	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	13/08/2025
40	You must provide the interface and menus on every page of your website in Welsh.	13/08/2025
42	All apps that you publish for use by members of the public in Wales must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	13/08/2025
43	If you have a live chat facility for use by members of the public in Wales, you must provide it in Welsh.	13/08/2025
43A	You must state (in Welsh) on your website that your live chat facility is available in Welsh and how it can be accessed.	13/08/2025
44	When you use social media, you must not treat the Welsh language less favourably than the English language.	13/08/2025
45	If a member of the public in Wales contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	13/08/2025
46	You must ensure that any self service machines that you have in Wales function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	13/08/2025
47	When you create a sign to be erected in Wales (whether permanent or temporary), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	13/08/2025
48	When you create a sign to be erected in Wales (whether permanent or temporary) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	13/08/2025

51	If you have no face to face Welsh language reception service available at your reception, you must ensure that a Welsh language reception service is available over a phone in your reception.	13/02/2026
52	You must display a sign in your reception which states (in Welsh) that members of the public are welcome to use the Welsh language at the reception.	13/02/2026
53	Any notice that you publish or display in Wales must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	13/08/2025
54	When you publish or display a notice in Wales that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	13/08/2025
55	Any documents that you publish which relate to applications for a grant which members of the public in Wales may apply for, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	13/08/2025
56	When you invite applications for a grant which members of the public in Wales may apply for, you must state in the invitation that applications from members of the public in Wales may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	13/08/2025
56A	You must not treat applications for a grant which members of the public in Wales can apply for submitted in Welsh by a member of the public in Wales less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications, and in relation to the time-scale for informing applicants of decisions).	13/08/2025
58	If you receive an application in Welsh from a member of the public in Wales for a grant which members of the public in Wales can apply for, and it is necessary to interview the applicant as part of your assessment of the application, you must— (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	13/08/2025
59	When you inform an applicant of your decision in relation to an application for a grant which members of the public in Wales can apply for, you must do so in Welsh if the application was submitted in Welsh by a member of the public in Wales.	13/08/2025

60	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	13/08/2025
61	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	13/08/2025
62	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	13/08/2025
64	If you offer an education course in Wales that is open to members of the public in Wales, and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.	13/02/2026
65	If you offer an education course in Wales to members of the public in Wales, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.	13/02/2026
<b>Class: Record Keeping Standards</b>		
66	You must keep— (a) a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards; (b) a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	13/08/2025
67	You must keep a copy of any written complaint that you receive concerning the Welsh language that relates to the provision by you of specified services (whether or not that complaint relates to the standards with which you are under a duty to comply).	13/08/2025
<b>Class: Supplementary Matters</b>		
68	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website.	13/08/2025
69	You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and	13/08/2025



	(b) publish a document that records that procedure on your website.	
70	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must ensure that a current copy of your annual report is available on your website.</p>	13/08/2025
71	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	13/08/2025
72	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	13/08/2025
73	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website.	13/08/2025
74	<p>You must—</p> <p>(a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the record keeping standards with which you are under a duty to comply, and</p> <p>(b) publish a document that records that procedure on your website.</p>	13/08/2025
75	You must provide any records you have kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	13/08/2025