

Leep Networks Water Limited (LNWL)

Draft Drought Plan 2027



Version 1.0



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Statement and Representations

The purpose of this note is to confirm that in line with the appropriate legislation due consideration has been given to the exclusion of sensitive information from the Leep Networks (Water) Limited's draft 2027 drought plan on the grounds of national security and / or commercial confidentiality and a summary of our findings is set out below:

Commercial Confidentiality

No exclusions have been made on the grounds of commercial confidentiality.

Exclusions on the Grounds of National Security

Under Section 37B(10)(b) of the Water Industry Act 1991, as amended by the Water Act 2003 ("the Act"), the Secretary of State can direct companies to exclude any information from published drought plans on the grounds that it appears to him that the publication would be contrary to the interests of national security. No information has been excluded from this plan.

1. Introduction

1.1 Background

Leep Networks (Water) Limited (LNWL) is a Water & Sewerage Undertaker in England and Wales operating within the New Appointments & Variations (NAV) market, currently providing water supplies to around 54,000 customers, with a mix of residential and commercial use buildings. LNWL is owned by Leep Utilities and is a merger of SSE Water Ltd (purchased by Leep Utilities in May 2019) and Leep Water Networks Ltd (LWNL). The latter company operated two sites in Manchester and produced its own Drought Plan. This plan replaces the LWNL plan and the two sites (MediaCityUK and LIBP) are now covered here and will also be covered by the LNWL Water Resource Management Plan [<https://www.leeputilities.co.uk/lnwl-wrmp-final>].

Our water supply system is based on a treated water import from the previous incumbent supplier under bulk supply contracts. These contracts include a statement of the maximum demand for any given site and contain an element of additional headroom to account for uncertainty in demand.

The bulk supply contracts include a requirement that, should the supplying company plan to impose restrictions on its customers, it will inform LNWL as soon as reasonably practicable and LNWL shall, in turn, apply the same or more stringent conditions on its own customers.

1.2 Relevant stakeholders & Legislation

LNWL is an undertaker wholly or mainly in England and for appointed areas in England, the relevant consultees with regard to applications for drought actions will be Defra and the Environment Agency.

The Water Industry Act 1991 (as amended), Section 39B & 39C, the Drought Plan Regulations 2005 and the Drought Plan Direction 2020 form the primary basis of the preparation and implementation of this plan.

1.3 Application of this Drought Plan to a Bulk Supply–Only Undertaker

As LNWL is a New Appointments and Variations (NAV) water company and does not operate water abstraction, treatment or water storage assets. All water supplies to customers are imported under bulk supply agreements with incumbent water companies.

As a result, this Drought Plan focuses on governance, communications, demand management measures and the coordination and alignment of LNWL actions with the drought plans and actions of the relevant bulk suppliers. Measures relating to source-side interventions and water resource management are implemented by the bulk supplier and are reflected in this Plan through LNWL's commitment to mirror and support those actions where applicable.

2. Defining a Drought

There is no single definition of drought. Whilst a drought will be caused by a shortage of rainfall, it can be exacerbated by high temperatures leading to a loss of water from the ground due to evaporation and transpiration processes. The impact of the lack of rainfall (and high temperatures) will lead to reduced flows in rivers, lower lake and reservoir levels and lower water levels in underground aquifers. If these conditions persist for several consecutive months, additional pressure is placed on water sources that form the “backbone” of the public water supply systems. These pressures can be enhanced by increased demand for water by customers in response to dry and/or hot weather conditions.

If the dry weather continues, the available water resources to feed the public water supply system will be depleted, leading to a “water supply drought”.

“Water supply droughts” do not follow any particular pattern and can occur at any time of year, exhibiting differing characteristics. Consequently, our plan sets out a range of options available in the event of drought, and the processes and timescales required for their implementation. The plan is applicable to any drought condition, including those more severe than any previously recorded.

3. LNWL Levels of Service

Our bulk water supply agreements intrinsically link our levels of service with those offered by the Bulk Supplier. Our levels of service with regards to possible restrictions therefore mirror those listed in **Appendix 1**.

We consider it is appropriate to ask our customers to make a contribution to conserving water supplies in a drought and this Drought Plan sets out the actions we will take to ensure we meet the required levels of service and take the appropriate actions during periods of drought. Further details on water use restrictions are set out in **Section 5** of this Drought Plan.

4. Force Majeure

Our bulk supply contracts require LNWL to respond accordingly in circumstances where a drought or threat of drought exists. The relevant clauses require us, as a minimum, to mirror the bulk supplier’s actions. The bulk contracts also contain a reference to ‘Force Majeure’, whereby supplies may be limited in the event of a drought reaching Level 4. We expect that use of this clause would only be taken after all actions had been taken under service levels 1 – 3 (**Section 5** of this document).

5. Codes of practice & compensation

Our published Customer Codes of Practice sets out our commitment to customers and may be found at: <https://www.leeputilities.co.uk/wp-content/uploads/2025/10/LWNL-Customer->

COP-2025-Updated.pdf. If there were to be a Level 4 situation which resulted in water supplies to customers being cut off, we guarantee to make a payment of £10 to each customer for each day, or part of each day, that they are without water. The maximum compensation we will pay out is equal to the bulk supplier's average household bill for the previous year for a given area.

6. LNWL Drought Management

To ensure security of supply to its customer, LNWL has an Incident Response Policy which covers emergency situations including drought.

Determination of LNWL's drought response actions will be made by the LNWL Drought Management Group, acting in coordination with the relevant bulk supply company and in accordance with the terms of the applicable bulk supply agreement.

We will also co-ordinate our activities with the Environment Agency and keep Defra, Ofwat and the Consumer Council for Water informed of our drought management measures.

6.1 Management Structure and Communications

- Our drought management actions will be overseen and managed by an appropriately senior Drought Manager (DM) appointed by the LNWL Managing Director. The DM will be supported by a Drought Management Group comprising some or all of the below:
- Head of Operations
- Customer Services Manager
- Water Operations Manager
- Head of Regulations
- LNWL Managing Director
- Board

The Drought Management Group will meet at least monthly (and more frequently if drought conditions intensify).

Consultation with Government, regulators and stakeholders, including the media, will be directed through the Drought Manager. Our Customer Services Manager and Senior Marketing & Communications Manager will lead the communications with our customers, including direct contact via text, email or social media and updates to our website and engagement with external delivery, such as print media. **SECTION 6 provides details on our**

approach to drought communications with stakeholders and customers.

Drought Triggers

Our management of drought conditions will be principally guided by levels of service ranging from Level 1 to Level 4. Each level sets out the actions to be taken as a drought progressively intensifies. Determination of the appropriate response to any given drought situation will lie with the Drought Group. **SECTION 5 of our Plan provides details on our levels of service and corresponding actions.**

6.2 Drought Trigger Levels and Actions

LNWL and the bulk supplier will work together to ensure that as a drought develops all parties have a clear understanding of the situation, the measures required to protect water supplies and the environment, and the communications necessary. The key actions to be taken at each of the four identified service levels are set out below and will be aligned to the service levels of the relevant bulk supplier.

Where we need to apply for a drought order, we will base our application on the supplying company's affected resource zone, such that all LNWL sites within that affected zone will be included in the application. Further information on the types of drought order and how they will be applied is included in Appendix 4.

Customer and stakeholder communication actions are discussed in Section 6.

6.2.1 Service level 1 (L1):

L1 is a developing drought or increased drought risk. At this stage the Drought Manager (DM) will convene the Drought Management Group (DMG) for an initial review. At this trigger level, the DMG will comprise the Customer Services Manager and Water Operations Manager. The DM will hold discussions with the relevant incumbent bulk supplier/s and Defra. A review of the respective drought plans of the relevant incumbent/s will take place to ensure parity. A media / direct communication with customers will be initiated to encourage conservation of water, by following some water-saving suggestions. An example of the communication is included in Appendix 3. Internal planning for the implementation of a Temporary Use Ban (TUB) and Non-essential Use Ban (NEUB) will take place.

6.2.2 Service level 2 (L2):

L2 is the point at which the incumbent operator formally advises LNWL that it is intending to put a TUB in place. LNWL will continue with its actions at L1 and will use L2 to make its own preparations, drawing up public notices in readiness and assessing what, if any, actions may be taken at affected sites. These actions may include more engagement with customers and closer monitoring of use, particularly at sites which are still under construction. The LNWL customer services teams will be advised on responses to customer queries, but with emphasis placed upon encouraging customers to consider their water use. LNWL will inform customers and stakeholders of its implementation of a TUB and will make an application for a NEUB.

6.2.3 Service level 3 (L3):

L3 is the implementation of an NEUB. We will continue with L1 & L2 actions and increase our media campaign. Increased consultation with applicable parties, such as CC Water, Ofwat, EA, Defra and NRW will be held. LNWL will also review customer records to identify any major consumers whose business or activity may be affected by the action. LNWL will review customers on its Priority Service records, to ensure that these customers are kept informed and taken into account at L4. An application for an emergency drought order will be made and we will engage with businesses and third-party Retail Licensees to conserve water. Note that in some resource zones, the bulk supply company may introduce pressure management during this service level phase to avoid moving to Level 4. More information on this and other extreme measures is in Appendix 4.

6.2.4 Service level 4 (L4)

At L4, we will continue the preceding actions and will implement the Emergency Drought Order, including rota cuts and standpipes. Vulnerable groups will be given additional support.

6.3 Decision tree

The above actions will be determined and controlled by members of the Drought Group, with other members of Leep Utilities co-opted as required. Table 1 below indicates the level of control for each drought trigger level and the associated actions:

Trigger Level	Control	Management Team	Actions
L1	<ul style="list-style-type: none"> Drought Manager 	<ul style="list-style-type: none"> Operations Manager Customer Services Manager 	<ul style="list-style-type: none"> Media and direct communications with customers Communication with incumbent's drought team Advise EA and CCW Plan for implementation of TUB and NEUB

L2	<ul style="list-style-type: none"> • Drought Manager • Head of Operations 	<ul style="list-style-type: none"> • As above plus Head of Regulations 	As above plus: <ul style="list-style-type: none"> • Implement TUB • Apply for NEUB • Media campaign and direct communications with customers • Review priority service register • Advise Defra, EA and CCW • Monitor consumption at affected sites
L3	<ul style="list-style-type: none"> • Drought Manager • Director 	<ul style="list-style-type: none"> • As above plus Head of Operations 	As above plus: <ul style="list-style-type: none"> • Implement NEUB • Advise EA and CCW • Increased media campaign and direct communication with customers •
L4	<ul style="list-style-type: none"> • Board-level control 	<ul style="list-style-type: none"> • As above plus LNWL Director 	As above plus: <ul style="list-style-type: none"> • Implementation of rota-cuts and standpipes • Implementation of Incident Response Policy

Table 1.0

7. Communications and Consultation

It is an essential part of the drought management process to ensure that all stakeholders are aware of a developing drought and that they are a part of the decision-making process before any drought actions are put in place. LNWL is committed to ensuring that communications with our customers and any subsequent actions will closely mirror those of any incumbent supplier and we will ensure that messages are consistent and accurate, detailing what we are asking our customers to do. A key consideration is that a drought developing in different resource zones at different times will require communication to be tuned to each zone. Our customer services function is familiar with dealing with multiple sites and our customer contact system is aligned with the resource zones and associated postcodes. The Drought Management Group involves our Customer Services Manager from the very earliest stages of a developing drought and it will be a function of the group to ensure that communication is appropriate, timely and focussed.

During a developing drought, all stakeholders and customers need to be made aware of the water supply situation and the part which they can play in managing the drought conditions and protecting the environment whilst ensuring the on-going security of water supply. Specific stakeholders are identified below, along with details as to how and when communication will take place during a developing drought event.

- ***The bulk supplier*** – As LNWL is reliant on water supply management by another undertaker, communication channels are defined in the bulk supply contracts to ensure that any situation which could impact both companies is managed in a co-ordinated manner. As set out later in this plan, operational actions to co-ordinate the management of a potential drought event will commence when the relevant bulk supplier declares drought trigger level one as defined in that supplier’s drought plan. This will initiate weekly drought communications between LNWL and the bulk supplier. If the drought intensifies beyond trigger level one, our communications will increasingly focus upon the management of depleted water resources, supply forecasts, the likelihood of the drought situation escalating further and the actions required to minimise impact on the environment and customers.

If the drought event continues to worsen and moves to drought trigger level three, LNWL and the bulk supplier will work together to ensure that all customer and media communications are aligned and reinforce the “use water wisely” message and the timing of an NEUB. We will ensure that a common set of data is provided to Defra, the EA and other stakeholders.

- ***Government, Regulatory and other parties*** – Timely communication with government, regulatory bodies (including Defra, Environment Agency and Ofwat) and the Consumer Council for Water is an essential component of our drought communications plan.

We will communicate by email, telephone call and letter as appropriate with each regulatory body and ensure regular communication is maintained. Our liaison with each organisation will comprise updates on the measures we are taking to conserve water as well as the risks of needing to introduce water use restrictions. We will provide each organisation with a single point of contact for any drought queries and co-operate fully with any specific or industry-wide requests for information and data. We will also contribute as appropriate to the multi-agency Drought Group comprising senior managers from the Environment Agency, Natural England, Canal and River Trust and other relevant parties.

Communication will become more frequent if the drought intensifies. At this stage, our communications will not only involve informing Defra and regulatory bodies of the water supply situation, but we will also be discussing any requirements and plans for water use

restriction measures. Communications will be regular and timely to enable feedback and discussion prior to any final decisions being made.

Regular communication will continue with all the regulatory bodies during Trigger 2, when discussions may include possible requirements for an ordinary drought order to ban further non-essential water use and an information exchange on the benefits of the Temporary Use Ban.

- **Customer Communications** – Drought communications with our **customers** is the responsibility of LNWL and these will build on our existing communication channels and customer water efficiency promotion activities. As the resource situation deteriorates, we will enhance our water efficiency communications on our website. If the drought intensifies, we will progressively increase our customer communications to promote using water wisely and highlighting the link between water use and falling reservoir and groundwater / river levels and the consequent impact on sensitive, designated habitats.

As the situation reaches L1, we will use our website to set out more information on the drought conditions, the environmental impacts and reinforce the message about “using water wisely”. We will also utilise wider communication media available to LNWL, to enhance our messages and encourage customers to visit the LNWL website, where further detail will be available on the environmental impact of water use on the resource zone, water saving ideas and to provide the opportunity for customer feedback. Our aim will be to encourage customers to voluntarily restrain their non-essential uses of water, with tips and ideas provided by LNWL to help them reduce their water consumption.

Once L1 is reached and a decision is taken to consult on a Temporary Use Ban, we will provide our customers with details of the proposed water use restrictions in accordance with the regulations and best-practice guidance, including the process for customers to make any representations and, further, to explain what exemptions and concessions would be made (for example, for vulnerable customers and registered disabled customers). Our consultation period will be 14 days.

Similar messages and consultation will also be provided to customers and site management companies should it be decided that an application is to be made to the Secretary of State for an ordinary drought order to further restrict non-essential water uses.

In the event that a Temporary Use Ban is implemented, we will ensure that details of the restrictions, exemptions and concessions are clearly provided to our customers via our website and direct contact. We will also explain our decisions in relation to the water uses we are prohibiting, the exemptions and concessions we have made, as well as our response to any representations at the consultation stage. We will provide details of the

telephone number for customers to contact us with any questions or concerns. We will also follow up our communications with proactive telephone calls or face-to-face meetings with our major commercial customers or their Retail Licensee. We will communicate with our customers in a similar manner in the event of being granted an ordinary drought order to further restrict non-essential water use.

Once the water use restrictions are lifted, we will communicate with our customers to make sure they are aware and to thank them for their help in conserving water supplies. We will also ask them to continue to use water wisely to protect the water environment.

- **Media communications** - Media communications relating to drought conditions and management measures will be carefully co-ordinated with the bulk supplier, the Environment Agency (or Natural Resources Wales) and the Consumer Council for Water to ensure there is no confusion in the public perception.

7.1 Monitoring the effectiveness of our communications

We will monitor our drought communications to inform any necessary adjustments to our communications strategy. We will:

- Monitor how demand changes in light of our customer communications activities;
- Carry out a sample survey of our customers to gather feedback on the effectiveness of our communications in relation to the specific drought management measures being communicated;
- Review these data and the customer feedback to determine whether modifications to our communications approach is required;
- Maintain dialogue with the bulk supplier on its communications activities and their assessment of its effectiveness, and vice versa, so that any findings are shared between both companies.
- Obtain regular bulk meter readings from the incumbent, weekly if possible, to gain a clearer understanding of the effectiveness of the actions taken.

8. Sites In Wales

The Company does not have any current or future sites in Wales.

9. Water Use Restrictions

9.1 Temporary Use Ban

The decision to introduce a Temporary Use Ban rests with the LNWL Board via the appointed Drought Group subject to satisfying the “serious deficiency of water available for distribution” criteria set out in the Water Industry Act 1991.

The legislation relating to a Temporary Use Ban is set out in Section 36 of the Flood and Water Management Act 2010. This replaces Section 76 of the Water Industry Act 1991, which only allowed water companies to prohibit or restrict the use of hosepipes (or similar apparatus) for the purposes of watering private gardens and the washing of private motor cars (usually known as a hosepipe ban). The new legislation gives water companies further powers to restrict water use by customers through what is commonly referred to as a Temporary Use Ban. The Act is accompanied by the Water Use (Temporary Bans) Order 2010 which sets out in more detail the types of water use that can be restricted and the processes to be followed in implementing the ban.

9.2 Exemptions and concessions

The legislation provides for water companies to apply exemptions or concessions to a Temporary Use Ban for certain reasons or groups of customers. In relation to the water uses identified above, we would provide automatic exemptions for reasons of health and safety and for registered disabled customers (i.e. those holding a Blue Badge). We would also exempt any vulnerable customers registered on our support tariff and any business directly affected.

9.3 Process for Implementation of Temporary Use Ban

Before proceeding with a Temporary Use Ban, we must be **satisfied** that our supply system “is experiencing, or may experience, a serious shortage of water for distribution” in accordance with the legislation. We will work with the bulk supplier and other relevant bodies as required to review the drought situation and we will assess the water saving benefits of a Temporary Use Ban relative to any benefits already achieved through requests made at L1 to customers to maximise water conservation efforts.

In line with legislation and best-practice guidance and, in tandem with the bulk supplier, we will publicly announce our intention to introduce a Temporary Use Ban and provide customers and stakeholders with a 3-week period for making any representations on the uses of water to be included in the ban and our proposed exemptions and concessions. Details on how representations may be made will be included in the formal legal notice to be published on the LNWL website as well as being advertised in two local newspapers as required by legislation. We will consider all representations made in discussion with the bulk supplier to ensure a consistency of approach as far as is possible.

Any additional exemptions or concessions will be dealt with in accordance with the UKWIR Code of Practice and Guidance on Water Use Restrictions (2013). We will follow the four principles outlined in this Code of Practice:

- Ensuring a consistent and transparent approach;
- Ensuring that water use restrictions are proportionate;
- Communicating clearly with customers;
- Considering representations in a fair way.

We will consider all representations fairly and equally, assessing the impact on demand and equitable treatment with other similar classes of customer or business. We will set out our response clearly in writing to each representation made.

Following the consultation and representation period, we will make any agreed changes to exemptions and concessions before implementing the Temporary Use Ban. We will support the introduction of the ban with continued customer communications as set out in Section 6.

The Temporary Use Ban will be lifted in tandem with the relevant bulk supplier when water resources have returned to a normal level of risk. We will follow the statutory process as outlined in the Water Industry Act 1991 and communicate with our customers as set out in Section 6.

9.3 Drought Order to Prohibit Non-Essential Water Use

In the event of reaching L2, we will discuss the appropriateness of an ordinary drought order application to ban non-essential water use with the bulk supplier, the Environment Agency (or NRW, the Wales Drought Liaison Group and the Welsh Government as appropriate), the Consumer Council for Water initially and subsequently with Defra. The decision to apply for an ordinary drought order ultimately rests with the LNWL Board.

We will consider whether we will be able to meet the legal criteria for applying for a Drought Order to restrict additional non-essential water uses should the bulk supplier apply for such a Drought Order for the relevant Strategic Resource Zone. This is due to the fact that our supplies are derived entirely from a bulk supply and the volumes of water involved are likely to be very small in comparison to the total demand in the relevant Resource Zone. Our bulk supply agreement has no clauses which restrict the supply of water in a drought. However, our bulk supply agreements contain clauses which, in general, have the following effect:

"In the event that [bulk supplier], acting as a reasonable and prudent operator, considers it necessary to impose a hosepipe ban or to seek a drought permit or drought order in respect of supplies to customers in that part of [bulk supplier's] area of appointment in which the point

of connection is situated, the appointee shall forthwith impose a hosepipe ban or seek a drought permit or drought order on like terms in respect of supplies to its customers within its area of appointment”.

It is considered that this clause may provide sufficient evidence, alongside drought evidence from the bulk supplier, to demonstrate to the Secretary of State that a “serious deficiency of supplies of water exists or is threatened” within the company’s supply area. The final decision as to whether a drought order should be granted following a valid application rests with the Secretary of State taking account of all the specific drought evidence provided.

We will also consult with any key customers who may be affected by the drought order and assess the likely socio-economic impact on our customers. We will review the prescribed uses that may be covered under a drought order as set out in the Drought Direction 2016.

Should the conclusion be that an application cannot be supported in law, we will nevertheless work with the bulk supplier and its customers to seek further **voluntary** restraint in their use of water.

More information on restrictions may be found in Appendix 4.

10. SEA

An SEA (Strategic Environmental Assessment) is designed to:

- Identify potentially significant environmental effect of the drought plan;
- Identify appropriate measure to avoid, mitigate or reduce those effects; and
- Give statutory bodies and other stakeholders the ability to comment on those effect and measures.

LNWL operates no sources of supply by way of abstraction and is wholly dependent upon bulk supplies of treated water. The contracts under which this treated water is obtained require LNWL to align its demand management and restrictions to those of the relevant bulk supplier. For this reason, we do not believe that an SEA is required.

11. Drought Recovery and Post-Drought Review Actions

11.1 Assessing a return to normal conditions

As part of our ongoing review of the water supply situation and our regular dialogue with the bulk supplier, we will monitor the water resources position within the relevant Strategic Water

Resource Zone. Only when the bulk supplier has determined that resource levels and expected weather conditions permit, will we consider that the water resources position has returned to normal conditions. At this point, we will communicate this recovery to normal conditions to regulators, stakeholders and our customers. We will take this opportunity to thank our customers for their help in using water wisely to help maintain essential water supplies and will programme our post-drought review.

11.2 Post-drought review actions

Once a return to normal conditions has been confirmed for a given resource zone, a review covering all LNWL sites affected within the relevant resource zone will be carried out by the Drought Manager of the lessons learned during the drought event and to identify any changes or improvements that may be required for future drought events.

The post-drought review will focus on the effectiveness of customer and stakeholder communications, coordination with bulk suppliers and the response of customers to demand-side measures implemented during the drought event.

A report and recommendations will be prepared by the Drought Manager within six months of the ending of drought measures and will be submitted to the LNWL Board. Once this report has been approved by the Board, the Drought Management Group will be stood down and no further meetings of the Group will be held.

Any recommendations approved by the Board will then be implemented in accordance with a programme of work agreed by the Board. This will be overseen by the Head of Operations. Our Drought Plan will be updated as necessary as part of the agreed programme of work.

12. Accessibility of the Drought Plan

During the Drought Plan development, we will publish the draft plan on our website to facilitate consultation with statutory and non-statutory consultees as well as to seek feedback from our customers. The final Drought Plan, once approved by the Secretary of State, will be readily available on our website and may be viewed in hard copy format at our registered office.

13. Summary

Although LNWL has no water sources and there would be minimal impact on overall water resources in taking “demand-side” actions, we do recognise the part that we play in ensuring that our customers and the public are made aware of developing drought situations and the

importance of conserving water in the workplace and at home. We are committed to working alongside our bulk suppliers during a drought to safeguard essential regional water supplies and protect the environment.

Appendix 1

The table below lists the current appointed areas of LNWL, along with the bulk supply company name, water resource zone and levels of service for L2 – L4. Where a zone is stated as ‘Single Zone’, the resource zone covers the entirety of the bulk supplier’s area. The LNWL Resource Zone is numbered in the order the sites were appointed and is for internal use in our Water Resource Management Plan.

LNWL Resource Zone	Site	Bulk Supplier	Supplier's Resource Zone	Temporary Use Ban (L2)	Non-essential Use Ban (L3)	Rota Cuts, Standpipes (L4)
WRZ001	Old Sarum	Wessex Water	Single Zone	1 in 30 / 3.3%	1 in 100 / 1%	1 in 200 / 0.5%
WRZ002	Not Used	Not Used	Not Used	Not Used	Not Used	Not Used
WRZ003	Hale Village	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ004	Kennet Island	Thames Water	Kennet Valley	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ005	Bromley Common	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ006	Park View	Sutton & East Surrey Water	Single Zone	1 in 10 / 10%	1 in 20 / 5%	1 in 200 / 0.5%
WRZ007	Graylingwell Park	Portsmouth Water	Single Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ008	Kingsmere	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ009	Great Western Park	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ010	New South Quarter	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ011	Barking Riverside	Essex & Suffolk Water	Essex	1 in 150 / 0.66%	1 in 200 / 0.5%	1 in 200 / 0.5%

LNWL Resource Zone	Site	Bulk Supplier	Supplier's Resource Zone	Temporary Use Ban (L2)	Non-essential	Rota Cuts, Standpipes (L4)
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					Use Ban (L3)	
WRZ012	Farndon Road	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ013	Brewery Square	Wessex Water	Single Zone	1 in 30 / 3.3%	1 in 100 / 1%	1 in 200 / 0.5%
WRZ014	Marine Wharf	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ015	Riverlight	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ016	Norwich Common	Anglian Water	Norwich & the Broads	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ017	Hills Farm Lane	Southern Water	West Sussex	1 in 10 / 10%	1 in 20 / 5%	1 in 500 / 0.2%
WRZ018	Newlands	Portsmouth Water	Single Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ019	Heart of East Greenwich	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ020	Embassy Gardens	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ021	Emersons Green	Bristol Water	Single Zone	1 in 15 / 6.7%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ022	Kingsbrook	Thames Water	Slough Wycombe Aylesbury	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%

LNWL Resource Zone	Site	Bulk Supplier	Supplier's Resource Zone	Temporary Use Ban (L2)	Non-essential Use Ban (L3)	Rota Cuts, Standpipes (L4)
WRZ023	Millharbour Central	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ024	RAM Quarter	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ025	Prince of Wales Drive	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ026	White City	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ027	Chatham Waters	Southern Water	Medway West	1 in 10 / 10%	1 in 20 / 5%	1 in 500 / 0.2%
WRZ028	Media City	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ029	Trafford Wharf	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ030	Castle Irwell	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ031	Oxted Gardens	Sutton & East Surrey Water	Single Zone	1 in 10 / 10%	1 in 20 / 5%	1 in 200 / 0.5%
WRZ032	Queen Street	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ033	D'urton Lane	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ034	Worrall Street	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ035	Wirral Waters	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ036	Dockers Club	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ037	One Baltic Square	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ038	Oldham Street	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ039	CITU	Yorkshire Water	Grid Surface	1 in 25 / 4%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ040	Redhill Way	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ041	Liverpool John Lennon Airport	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ042	Market Quarter	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ043	Heriot Street	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ044	Station Road	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%

LNWL Resource Zone	Site	Bulk Supplier	Supplier's Resource Zone	Temporary Use Ban (L2)	Non-essential Use Ban (L3)	Rota Cuts, Standpipes (L4)
WRZ045	Gold Lane	Anglian Water	Ruthamford Central	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ046	Hallgate Lane	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ047	Bridle Lane	Anglian Water	South Fenland	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ048	Trafford Plaza	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ049	Conrad Road	Essex & Suffolk Water	Essex	1 in 150 / 0.66%	1 in 200 / 0.5%	1 in 200 / 0.5%
WRZ050	Regents Plaza	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ051	Element - The Quarter	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ052	Barton Farm	Southern Water	Western	1 in 10 / 10%	1 in 20 / 5%	1 in 500 / 0.2%
WRZ053	Roscoe Street	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ054	Seashell Trust	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ055	Sherdley Road	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ056	Spencers Park	Affinity Water	Misbourne	1 in 10 / 10%	1 in 40 / 2.5%	1 in 500 / 0.2%
WRZ057	Anchorage	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ058	Stanton Cross	Anglian Water	Ruthamford North	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ059	Golf Drive	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ060	Church Street	Anglian Water	Central Essex	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ061	Twelvetrees Park	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ062	Drakelow Park	South Staffordshire Water	Single Zone	1 in 40 / 2.5%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ063	Victoria Road	Wessex Water	Single Zone	1 in 30 / 3.3%	1 in 100 / 1%	1 in 200 / 0.5%
WRZ064	Woolavington Road	Wessex Water	Single Zone	1 in 30 / 3.3%	1 in 100 / 1%	1 in 200 / 0.5%
WRZ065	Victoria House	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ066	Viadux	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%

LNWL Resource Zone	Site	Bulk Supplier	Supplier's Resource Zone	Temporary Use Ban (L2)	Non-essential Use Ban (L3)	Rota Cuts, Standpipes (L4)
WRZ067	Landmark X1	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ068	Fiddington	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ069	Landywood Lane	South Staffordshire Water	Single Zone	1 in 40 / 2.5%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ070	Poverty Lane	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ071	Thickthorn	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ072	Main Road	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ073	Lapwing Drive	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ074	Rhodes Park	Affinity Water	Dour	1 in 10 / 10%	1 in 40 / 2.5%	1 in 500 / 0.2%
WRZ075	Derwent Street	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ076	Broomhall Way	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ077	Oak Lane	South Staffordshire Water	Single Zone	1 in 40 / 2.5%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ078	Manor Road	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ079	Moorbridge Court	South East Water	WRZ4	1 in 10 / 10%	1 in 40 / 2.5%	1 in 500 / 0.2%
WRZ080	The Eight Gardens	Affinity Water	Pinn	1 in 10 / 10%	1 in 40 / 2.5%	1 in 500 / 0.2%
WRZ081	Coseley Park	South Staffordshire Water	Single Zone	1 in 40 / 2.5%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ082	Semington Road	Wessex Water	Single Zone	1 in 30 / 3.3%	1 in 100 / 1%	1 in 200 / 0.5%
WRZ083	Sundon Road	Anglian Water	Ruthamford South	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ084	Twelve Acre Drive	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ085	Perrybrook Farm	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ086	Apedale Road	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ087	Woodberry Down	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ088	Broadway	South East Water	WRZ4	1 in 10 / 10%	1 in 40 / 2.5%	1 in 500 / 0.2%

LNWL Resource Zone	Site	Bulk Supplier	Supplier's Resource Zone	Temporary Use Ban (L2)	Non-essential Use Ban (L3)	Rota Cuts, Standpipes (L4)
WRZ089	Wirral Waters (legacy)	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ090	Eady Drive	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ091	Milestone Road	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ092	Flowers Lane	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ093	Canada Water A1&A2	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ094	Winterbrook Lane	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ095	Canford Park	South West Water	Bournemouth	1 in 20 / 5%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ096	Yaddlethorpe*	NA	NA	NA	NA	NA
WRZ097	Sandyhill Lane	Anglian Water	Suffolk East	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ098	Pinchington Lane	Thames Water	Kennet Valley	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ099	Dunstall Farm	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ100	Lotmead Villages	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ101	Chilsey Green Farm	Affinity Water	Wey	1 in 10 / 10%	1 in 40 / 2.5%	1 in 500 / 0.2%
WRZ102	Kingsgrove	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ103	Valley Park	Thames Water	SWOX	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ104	Birchwood Lane	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ105	Shenley Wood	Anglian Water	Ruthamford Central	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ106	Montem Lane	Thames Water	Slough Wycombe Aylesbury	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ107	One Eastside	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ108	Langford Bridge	South West Water	Roadford	1 in 20 / 5%	1 in 40 / 2.5%	1 in 200 years / 0.5%
WRZ109	Barming	South East Water	WRZ6	1 in 10 / 10%	1 in 40 / 2.5%	1 in 500 / 0.2%
WRZ110	Clayton Road	Affinity Water	Pinn	1 in 10 / 10%	1 in 40 / 2.5%	1 in 500 / 0.2%

LNWL Resource Zone	Site	Bulk Supplier	Supplier's Resource Zone	Temporary Use Ban (L2)	Non-essential Use Ban (L3)	Rota Cuts, Standpipes (L4)
WRZ111	Wharton Road	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ112	Burton Road	Yorkshire Water	Grid Surface	1 in 25 / 4%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ113	John Clark Way	Anglian Water	Ruthamford North	1 in 10 / 10%	1 in 40 / 2.5%	1 in 200 / 0.5%
WRZ114	Greenwich 19.05	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ115	Shetcliffe Lane	Yorkshire Water	Grid Surface	1 in 25 / 4%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ116	Boddingtons Brewery	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ117	School Lane	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ118	Mastin Moor	Severn Trent Water	Strategic Grid	1 in 33 / 3%	1 in 33 / 3%	1 in 200 / 0.5%
WRZ119	Kingsley Drive	Yorkshire Water	Grid Surface	1 in 25 / 4%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ120	Lumina Village	United Utilities	Strategic Zone	1 in 20 / 5%	1 in 80 / 1.25%	1 in 200 / 0.5%
WRZ121	West Sompting	Southern Water	Sussex Worthing	1 in 10 / 10%	1 in 20 / 5%	1 in 500 / 0.2%
WRZ122	Elm Way	Yorkshire Water	Grid Surface	1 in 25 / 4%	1 in 80 / 1.25%	1 in 500 / 0.2%
WRZ123	Clapham Park	Thames Water	London	1 in 10 / 10%	1 in 20 / 5%	1 in 100 / 1%
WRZ124	White Post	South West Water	Roadford	1 in 20 / 5%	1 in 40 / 2.5%	1 in 200 / 0.5%

Notes on Levels of Service

1. L1 is an advice-only condition, where customers are requested to reduce consumption. It is not included in the table.
2. L2 is a temporary use ban (formerly a hosepipe ban)
3. L3 is a non-essential use ban, which will affect businesses as well as containing the measure in L2
4. L4 is a response to an extreme drought and may include rota cuts or standpipes for residential supplies.
5. WRZ002 was assigned to Llanilid Park in Wales, but this site was returned to Dwr Cymru Welsh Water in early 2025.

Where Level 4 in the incumbent's plan is not defined or is expressed as 'never', we use a likelihood of 1 in 500, 0.2%.

Appendix 2

The links below are to the current drought plans of companies from which LNWL takes bulk supplies:

Anglian Water

<https://www.anglianwater.co.uk/corporate/strategies-and-plans/drought-plan>

<https://www.bristolwater.co.uk/about-us/our-plans/planning-for-drought/>

Essex & Suffolk Water

<https://www.nwg.co.uk/droughtplan>

Portsmouth Water

<https://www.portsmouthwater.co.uk/droughtplan/>

Severn Trent Water

<https://preprod.aem.stwater.co.uk/about-us/our-other-plans/drought-plan/>

Southern Water

<https://www.southernwater.co.uk/media/4798/draft-drought-plan-2022.pdf>

Sutton & East Surrey Water

<https://seswater.co.uk/about-us/publications/our-drought-plan>

Thames Water

<https://www.thameswater.co.uk/about-us/regulation/drought-plan>

United Utilities

<https://www.unitedutilities.com/corporate/about-us/our-future-plans/water-resources/drought-plan/>

Yorkshire Water

https://www.yorkshirewater.com/media/3eydwdqb/yorkshire-water_drought-plan-2022_final_public-april-2022.pdf

Voluntary Savings

Dear Customer

As you may be aware, the area in which you live is experiencing increased stress on its water resources. As your water supplier, we are writing to you to request your help in saving water by taking some voluntary measures.

Below we've put some water saving tips that will not only help conserve supplies but will also help the environment (and save money!).

In the home

- When using your washing machine, wait until you have a full load
- Do the same with your dishwasher, if you have one
- If you wash dishes by hand, use the sink or a bowl, not a running tap
- When washing fruit and vegetables, use a bowl and keep the water for watering plants
- Don't run the tap while brushing your teeth – this could save around 9 litres per minute
- Take a shower, rather than a bath and reduce the time you spend in the shower. Every minute less could be 15 litres or more saved.

Outside

- If you have a garden, consider using bath or shower water for watering. You can find more information about doing this online
- Water the garden with a watering can rather than a hose – a hose can use up to 1000 litres per hour
- When watering, do it at dawn or in the evening, reducing water lost to evaporation
- If you have a car, perhaps wash only the things that keep you safe, like the windows, mirrors and lights

You can find more information online, for example at: <https://www.waterwise.org.uk/save-water/>

We do hope you find these tips useful in helping save this precious resource.

Temporary Use Ban (TUB)

Formerly known as a Hosepipe Ban, the TUB permits water companies to enforce a wider range of restrictions and is enabled by the Flood and Water Management Act 2010. A TUB will only be implemented following a consultation period. The consultation date for any affected zones will match that of the incumbent supplier to ensure consistency of approach. The consultation period will generally be aligned with that of the incumbent supplier and will allow customers to make representations. A TUB will cover restrictions on the following activities:

- Cleaning a private leisure boat using a hosepipe
- Cleaning a private motor vehicle using a hosepipe
- Filling or maintaining an ornamental fountain
- Cleaning walls, or windows, of domestic premises using a hosepipe
- Cleaning paths or patios using a hosepipe
- Cleaning other artificial outdoor surfaces using a hosepipe
- Drawing water using a hosepipe, for domestic recreational use
- Filling or maintaining a domestic swimming or paddling pool
- Watering a garden using a hosepipe
- Watering plants on domestic or non-commercial premises using a hosepipe
- Filling or maintaining a domestic pond using a hosepipe

Non-Essential Use Ban (NEUB)

An NEUB would be implemented under the Drought Direction 2011 and sets out to further restrict consumption in a worsening drought event. The primary effect of an NEUB is to extend the TUB restrictions to such activities in the business sector. As with the TUB there are some exceptions, such as filling of public swimming pools. The NEUB will therefore have no additional direct impact on residential customers. Although we had considered not implementing an NEUB in areas with only residential customers, we believe that this would only increase the complexity of communication and would directly counter our commitment to align with the incumbent's messages.

Rota Cuts, Standpipes and Pressure Management

In situations where severe and continuing drought results in a Level 4 Emergency Drought Order, further actions may be required to conserve supplies. The likelihood of these actions being necessary is very low, with some companies stating that they are unacceptable. We include a brief description here for completeness.

Rota Cuts are where a company physically restricts supply to their networks. Supplies will be available in the normal way but only for fixed periods, which will be identified in notifications to customers.

Standpipes are where the networks are configured such that supplies will only be available for collection from certain locations. Customers will be advised in advance and assistance will be given to those less able to obtain supplies.

Pressure Management is often used by companies in the normal course of their daily activities, generally to reduce leakage. It may be used more severely in order to reduce the likelihood of the need for an emergency drought order to bring in Rota Cuts and Standpipes for a Level 4 event.