

Non-Technical Summary Drought Plan 2021





NON-TECHNICAL SUMMARY DROUGHT PLAN 2021

Contents

- 03 Who Are We?
- 04 What is a Drought Plan?
- 05 Why Do We Have a Drought Plan?
- 06 How Will a Drought Affect Me?
- 07 Water Resource Challenges
- 08 Our Drought Triggers
- 09 Reducing Demand
- 11 Communication
- 11 The End of a Drought





Who Are We?

Independent Water Networks (IWNL) is regulated by Ofwat (The Water Services Regulation Authority) which is the economic regulator of the water and sewerage industry in England and Wales.

IWNL are appointed by Ofwat, on a site-by-site basis, to provide water services; this is known as a New Appointment and Variation (NAV). This means we own and operate water networks and provide water services to customers in these areas including supply of water, metering and billing.

IWNL does not currently own or operate water sources and relies solely on the provision of the bulk transfers of drinkable water from the incumbent water company in each of the areas where an IWNL NAV is located.

IWNL currently have 91 NAV sites located across England; these sites are illustrated to the right.

EXECUTIVE SUMMARY

As part of our statutory requirements, we've updated our Drought Plan which details our response to a potential drought.

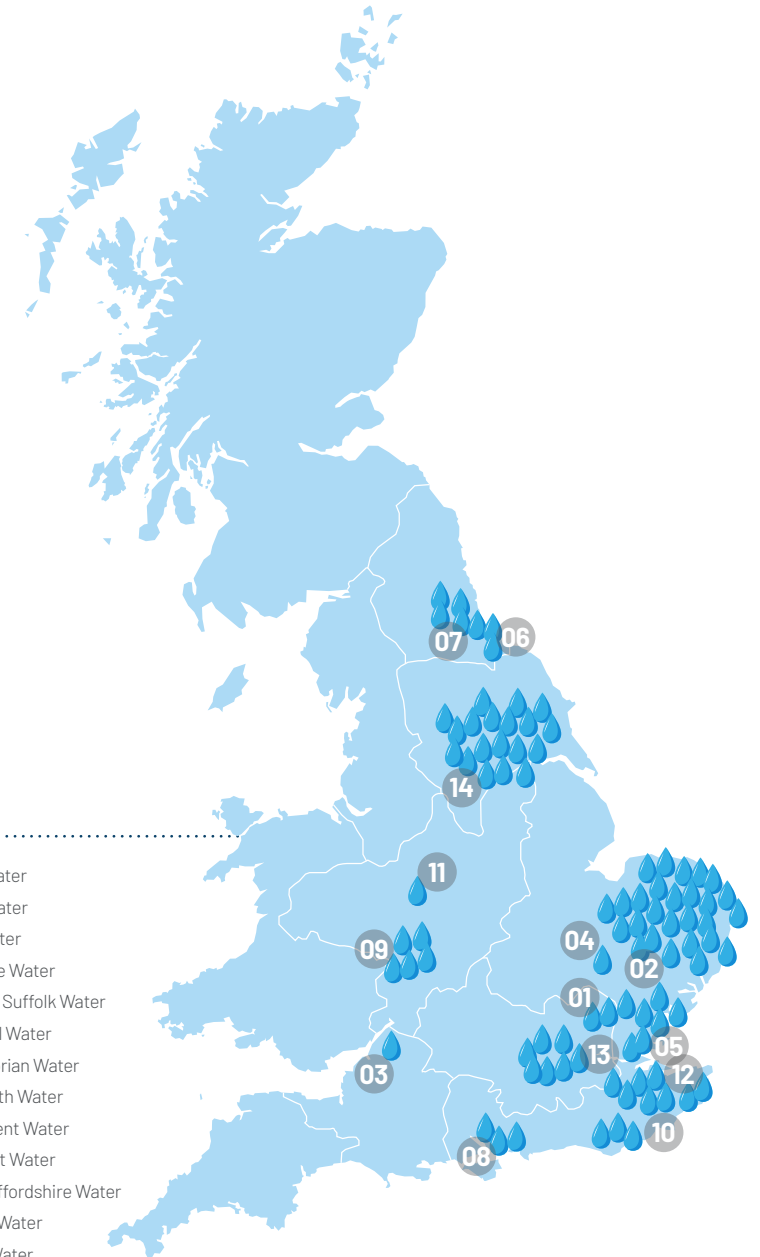
We have developed this summary from the full Drought Plan to give you an insight into our plans in the event of prolonged dry weather and lack of rainfall, and what you can do to help save water.

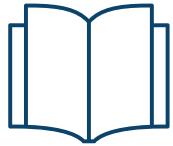
WHO WE CONSULT WITH

We work with regulatory bodies to ensure that our plans are aligned with best practice, as well as incumbent water companies to make certain there is a consistent message during drought events.

Our Drought Plan 2021 is available from our website at www.iwnl.co.uk

- 01 Affinity Water
- 02 Anglian Water
- 03 Bristol Water
- 04 Cambridge Water
- 05 Essex and Suffolk Water
- 06 Hartlepool Water
- 07 Northumbrian Water
- 08 Portsmouth Water
- 09 Severn Trent Water
- 10 South East Water
- 11 South Staffordshire Water
- 12 Southern Water
- 13 Thames Water
- 14 Yorkshire Water





What is a Drought Plan?

A Drought Plan is a statutory requirement for all water companies to prepare. A Drought Plan details how a drought will be managed to ensure supply to customers during periods of low rainfall.

Our Drought Plan 2021 is an update to our Drought Plan 2019. It covers what actions we will take before, during and after a drought to maintain supply. It also details our communication strategy with our customers and other water companies.

HOW WE DEVELOP OUR DROUGHT PLAN



OUR LAST PLAN WAS PUBLISHED IN 2019.

WE DEVELOPED A NEW PLAN TO REFLECT THE CHANGES TO THE DROUGHT PLAN GUIDANCE AND CHANGES TO OUR DROUGHT MANAGEMENT.



WE SPOKE TO THE ENVIRONMENT AGENCY AND OTHER WATER COMPANIES TO HEAR THEIR VIEWS AND UPDATED OUR PLAN ACCORDINGLY.

WE HELD A PUBLIC CONSULTATION PERIOD ON THE UPDATED DROUGHT PLAN FROM MAY-JULY 2021.



WE REVIEWED THE CONSULTATION FEEDBACK AND UPDATED THE PLAN.



PUBLISHED STATEMENT OF RESPONSE SEPTEMBER 2021.

UPDATED PLAN SENT TO DEFRA FOR APPROVAL.



PUBLISHED FINAL PLAN AUTUMN 2021.



KEY INFORMATION ON OUR 2021 DROUGHT PLAN

Why Do We Have a Drought Plan?

We produce a Drought Plan as part of our statutory requirements for water companies. A Drought Plan explains what actions we'll take during extended periods of low rainfall and when we'll take them.

The plan outlines how we will inform our customers of a drought, and work with them to help reduce water consumption during this period. It also details the triggers that are used to determine our actions and how these might affect our customers.

We believe that all customers should be aware when water is scarce and when the likelihood of water restrictions being put in place increases. Awareness for customers and other stakeholders begins with our Drought Plan, which outlines the level of service that customers can expect.

Please see our full Drought Plan for the levels of service by region - www.iwnl.co.uk

How Will a Drought Affect Me?

If a drought is declared in your area, we will be in contact to let you know what you can do to help through our water wise campaign. If a drought is severe, we will introduce restrictions on certain water uses, such as a temporary restriction on hosepipes.

DID YOU KNOW?

USING A HOSEPIPE TO WASH YOUR CAR CAN USE 170 LITRES IN 10 MINUTES, WHICH IS JUST OVER TWO BATHS WORTH OF WATER. BY INTRODUCING RESTRICTIONS ON WATER USAGE SUCH AS HOSEPIPES, IT WILL HELP TO CONSERVE WATER IN A DROUGHT.



TEMPORARY USE BANS

Certain drought conditions may require restrictions on customers to reduce water demand. These restrictions were given to water companies under the Water Use (Temporary Bans) Order 2010 which primarily affect domestic customers. These are known as temporary use bans (TUBs), formally known as hosepipe bans. Most of the TUBs restrictions apply to the use of water drawn through a hosepipe or similar equipment.

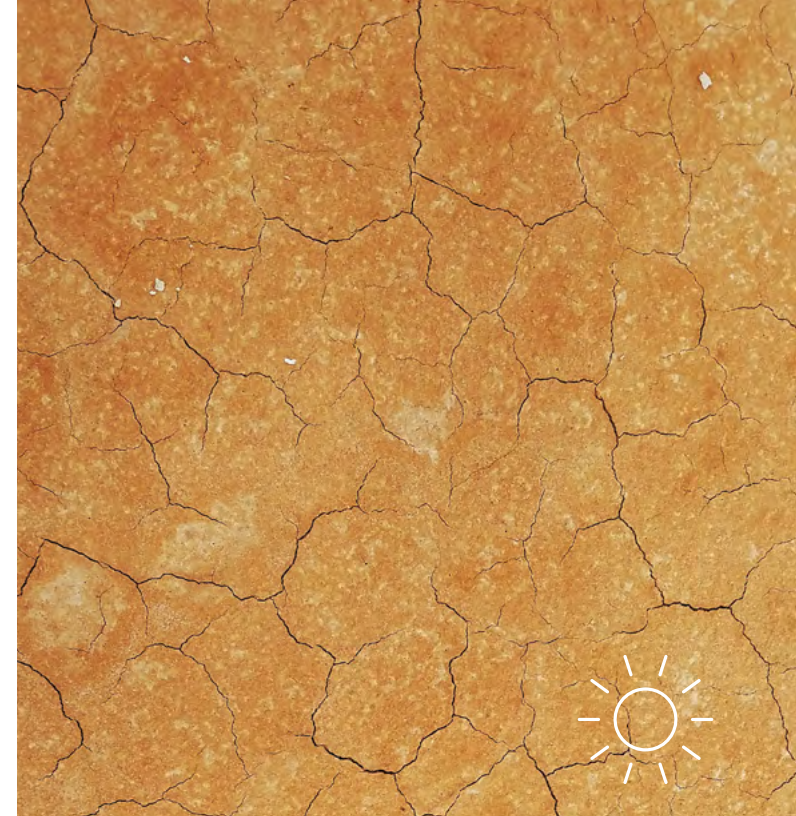
Our Drought Plan lists the activities covered by a temporary use ban, such as watering your garden using a hosepipe. It also explains the consultation process and when to make representations, including discretionary exemptions.

Our plan details how we will communicate with you, leading up to and during these restrictions, including placing notices in your local newspapers, updating our website, and providing water-saving advice. The implementation of any restrictions will be managed jointly with the incumbent water company to ensure consistent messaging.

WHAT IS A DROUGHT?

There are many definitions of a drought, but they are characterised by periods of low rainfall and when combined with hotter temperatures, it puts pressure on our water resources and our ability to meet high water demand.

Every drought is different as they vary in severity, duration, and location. The impact a drought has on customers, businesses, and the environment also differs. Due to this variation, it is important to have a plan in place which manages a drought event.



Water Resource Challenges

The key challenges facing water resources is climate change which will contribute to a decrease in water supply and population growth which will cause an increase in demand.

Climate change will affect the amount of rainfall and when it falls. Projections suggest that there will be less rainfall in summer months combined with hotter temperatures which will increase the water lost to evaporation. This will mean that the water below ground will not be topped up as much as it has in the past. It is also predicted that there will be more intense downpours which are difficult to capture and could lead to more fertilisers/nitrates and pesticides washed into our rivers.

Population growth will also place pressure on water resources. Many population growth areas are in places where water supplies are already stressed, such as the south-east.

These challenges mean that we have to plan for the future. Please see our Drought Plan 2021 or Water Resource Management Plan 2019 on our website - www.iwnl.co.uk

HOW YOU CAN HELP:

From April 2019 to March 2020, the average person in the UK used 137.5 litres of water per day. Many of us use a range of appliances that use large amounts of water, often we do not know how much water they use.

WITH A HANDFUL OF SMALL CHANGES YOU CAN HELP THE ENVIRONMENT, SAVE WATER AND SAVE MONEY ON YOUR WATER BILLS.



WATER SAVING TIPS



BATHROOM:

- By turning your tap off whilst you brush your teeth, you can stop 6 litres of water going to waste per minute.
- Baths use an average of 80 litres of water. By filling your bath just 1 inch less, you can save 5 litres of water.
- Showers are accountable for the highest usage of water consumption in our homes, at around 25%. By reducing your shower by a minute, you can save up to 15 litres.



KITCHEN:

- A standard washing machine uses 50 litres of water per load. By ensuring your washing machine is full, you'll help save water.
- Save energy and water by filling the kettle with only the amount of water needed.
- Dishwashers use around 15 litres of water each wash. By ensuring it is full before putting it on, you'll help save water.
- Help save water by fixing internal leaks using a Water Regs UK approved plumber. A dripping tap could fill a bath in a day.



GARDEN:

- Save water by watering your plants at dawn or dusk, this will reduce the water lost to evaporation.
- Hoses and sprinklers typically use 1000 litres per hour, that's more than 12 baths. By using a watering can, you'll help save water.
- Water butts are a great way to collect water for your garden. Rain could fill up your water butt 450 times a year.

Our Drought Triggers

IWNL does not currently own or operate water sources. We rely on the provision of bulk transfers of drinking water from the incumbent water company in the area that IWNL's NAV is located. Due to this, we operate across the country and our drought triggers are based on the incumbent water company's triggers.

DROUGHT LEVELS

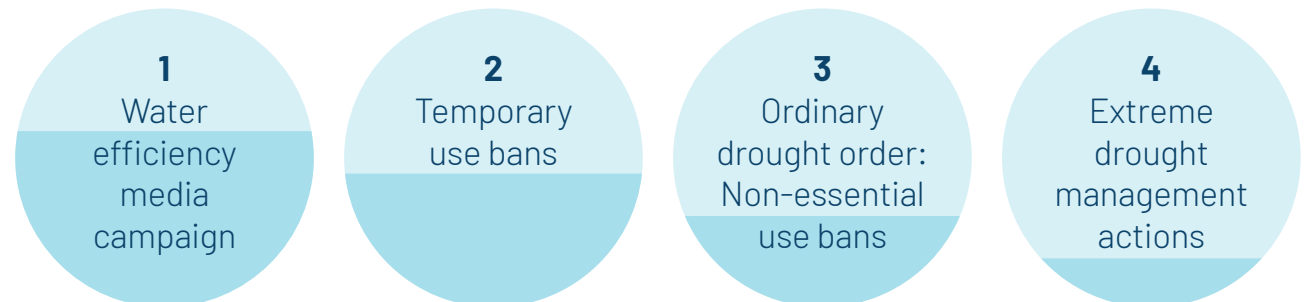
The Environment Agency sets the drought levels and their corresponding actions; these are used by water companies operating in England. As IWNL does not currently own or operate water sources, only some of these actions apply to us. The table to the right shows these levels and actions.

| DROUGHT CLASSIFICATION LEVEL | ACTION SUMMARY | IWNL'S LEVEL OF SERVICE |
|------------------------------|---|-------------------------|
| 1 Developing Drought | Communications campaign, increased leakage control | 1 |
| | Drought actions with minor environmental impacts (optimising sources, outage) | N/A |
| 2 Drought | Temporary use bans | 2 |
| | Drought actions with minor environmental impacts | N/A |
| 3 Drought | Moderate environmental impact drought permit and ordinary drought orders | 3 |
| | All possible actions to avoid emergency drought orders including major environmental impact drought permits and order | N/A |
| 4 Severe Drought | Follow guidance set out in IWNL's emergency plans regarding drought events | 4 |

DROUGHT ACTIONS

It is important to prepare what actions will be taken during a drought and when they will be enacted. As a drought develops, the types of actions are escalated; these actions are carried out in this order.

SEVERITY OF THE DROUGHT ▶▶▶





Reducing Demand

Once we are aware that we are heading into a drought, we will make sure to keep you informed. We will proactively communicate with you to ensure you are aware of what stage of a drought we are in, as well as providing suggestions as to how you can save water around the home.

TEMPORARY USE BANS (TUBS)

If a dry period continues to progress, we will look to restrict customer water usage through temporary use bans (TUBs), formerly known as hosepipe bans. This decision will be made in consultation with the incumbent water company and the Environment Agency. We will work with the incumbent company to ensure there is a consistent message across the region. It is hoped that TUBs will help to balance the supply and demand of water and avoid further restrictions.

ACTIVITIES THAT ARE RESTRICTED BY A TEMPORARY USE BAN:

- 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



Reducing Demand (cont...)

NON-ESSENTIAL USE BAN (NEUB)

If the situation worsens, we can restrict similar activities for businesses with a Non-Essential Use Ban (NEUB). These apply to households, commercial customers, and businesses. To bring this into effect, we will apply for a Drought Order to the Environment Secretary and show that we have taken steps to reduce water usage. We will place notices on our website and in local newspapers, detailing the restrictions in place.

ACTIVITIES THAT ARE RESTRICTED BY A NON-ESSENTIAL USE BAN:

- Watering outdoor plants at a commercial premises such as a garden centre
- Filling or maintaining a non-domestic paddling pool or swimming pool
- Filling or maintaining a pond
- Operating a mechanical vehicle washer
- Cleaning any vehicle, boat, aircraft or rolling stock
- Cleaning any commercial premises
- Cleaning a window
- Cleaning industrial equipment (plant)
- Suppressing dust

EXTREME RESTRICTIONS

Only under the most extreme would we apply to the Environment Agency for an Emergency Drought Order to impose severe restrictions. This would allow us to:

- Ration water supplies through rota cuts during certain times of the day
- Ask customers to collect water from standpipes in the streets or from mobile tankers at key community locations

These actions are a last resort and would only happen under an extreme drought.





Communication

We understand that it is vital to keep you informed before, during and after a drought. We'll use a variety of media channels to keep you informed on the situation and the actions required. Our Drought Plan sets out when and what we will communicate with you for each stage of a drought. Our communications will:

- **Raise awareness of the need to reduce water**
- **Inform you of the situation**
- **Make you aware of our plans and how these actions will affect you**



The End of a Drought

The return to normal will be decided when the risk to our water sources has resumed to normal levels and has been monitored for a period of time. As it can take time for water resources to return to normal, the drought actions may extend beyond the return to normal rainfall patterns.

The lifting of any restrictions shall be managed jointly with the incumbent water company to ensure consistent messaging.

Once we have returned to normal, we will review how we managed the drought and produce a "lessons learnt" report which will be published on our website.





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