



Drought Plan 2026

INDEPENDENT WATER NETWORKS LTD.

March 2026



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Statement of Assurance

IWNL's Drought Plan 2026 reflects and considers the relevant regional plans, national framework and relevant guidance and policy. The Board has engaged and overseen the development of Drought Plan 2026 which continues to meet our obligations to supply water and protect the environment.

Authorised:	March 2026 Charlie Thackeray, IWNL Director
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Executive Summary

This Drought Plan explains how Independent Water Networks Ltd (IWNL) will support its customers during periods of dry weather and drought. IWNL does not operate its own water sources; instead, all water supplied to IWNL homes and businesses is provided by the local incumbent water company through bulk supply agreements.

As a NAV water company, IWNL follows the same drought stages used across England and works closely with each incumbent supplier to make sure customers receive clear and consistent information. When drought conditions worsen, IWNL may introduce temporary restrictions such as hosepipe bans to help reduce demand. More serious measures, such as drought orders and emergency drought restrictions may be applied for by IWNL as well as by the incumbent water company, depending on the area and the drought conditions. IWNL will communicate any such measures to affected customers.

IWNL's focus during drought is to help customers use water wisely and to keep them well informed at every stage. Additional support is available for customers on the Priority Services Register or those who may need extra assistance.

When drought conditions improve, IWNL will lift restrictions in line with improving water availability and will continue to encourage long term water efficiency. After each drought, IWNL will conduct a review on what worked well and what can be improved to strengthen future plans.

This plan ensures IWNL is prepared, coordinated and ready to support customers through all stages of a drought.



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Section One: Introduction





1.0 Introduction

This Drought Plan outlines the approach Independent Water Networks (IWNL) will take during periods of drought, including how we will manage customer supplies to maintain the levels of service set out in our Water Resources Management Plan 2024. The plan provides a clear framework for operational coordination, customer engagement, and governance throughout drought conditions.

1.1 Independent Water Networks

Independent Water Networks (IWNL) is part of the BUUK Infrastructure group. The Group specialises in the acquisition, construction, ownership, operation, and maintenance of multi-utility networks serving new developments throughout the UK. Its activities include regulated ownership of utility network assets and the provision of unregulated infrastructure and asset management services. The Group's portfolio includes gas, electricity, water, wastewater, district heating and fibre networks across England, Scotland, and Wales.

IWNL does not own or operate any water sources. All potable water supplied to IWNL's NAV sites is provided via bulk supply agreements with the incumbent water company within whose area each NAV sits. IWNL currently operates 1116 NAV appointments across England, illustrated in their respective incumbent Water Resource Zones (WRZ) in Appendix A.

1.2 Legislative Background

A drought is characterised by a sustained period of abnormally low rainfall. Because drought develops gradually over several months, water companies are expected to plan and implement measures to minimise the impacts of water scarcity.

Section 39B and 39C of the Water Industry Act 1991 requires every water undertaker to prepare and maintain a drought plan that demonstrates how the undertaker will continue to supply wholesome water during drought while minimising the need for drought orders or permits.

This Drought Plan has been prepared in accordance with the Drought Plan Regulations 2005, the Drought Plan (England) Direction, and the Environment Agency - Water Company Drought Plan Guideline 2025. These documents establish the required steps for drought planning, summarised in Table 1.1 below.



1.3 Drought Plan Security Statement

This plan does not contain any information considered sensitive under DEFRA's Advice Note 11 (Edition 5), 'The Control of Sensitive Water Company Security Information' (2016), or the 'Guidance to Water Companies on the Release of Security Sensitive Information' (2012). Accordingly, no redactions have been applied.

Stage	Step no.	Description	Responsible party
Preliminary discussions	1	Decide on the changes you wish to make before preliminary discussions	Water Company
	2	Carry out preliminary discussion with stakeholders	Water Company
Preparation of draft plan	3	Prepare draft plans in line with Directions from Secretary of State	Water Company
	4	Submit draft plans to Secretary of State; if parts of plan in Wales, send a copy to Welsh Ministers	Water Company
National Security and commercial confidentiality process	5	Plans checked for security concerns and forwarded to relevant parties	Secretary of State
	6	Representations on security concerns made to Secretary of State	Water Company & Secretary of State
	7	Assess representations and notify water companies of decisions; direct company to publish draft plans	Secretary of State
Publish draft plan	8	Publish and distribute draft plans for consultation as prescribed	Water Company
Representations on draft plan	9	Period of representation to Secretary of State	Water Company
	10	Receive and forward representations to water companies	Secretary of State
	11	Assess representations and produce statement of response	Water Company
Amendments to plan (as directed by SoS)	12	Assess the need for hearing/inquiry on draft plans	Secretary of State
	13	Direct companies to amend plans if necessary	Secretary of State
	14	Object to direction on basis of commercial confidentiality if necessary	Water Company
	15	Confirm direction or issue new direction	Secretary of State
	16	Prepare final plans	Water Company
	17	Final plans checked against Secretary of State requirements	Environment Agency
Publish final plan	18	Publish final plans	Water Company

FIGURE 1.1 STATUTORY PROCESS FOR THE DEVELOPMENT OF A DROUGHT PLAN



1.4 Consultation Process

PRE-CONSULTATION

IWNL undertook pre consultation with the Environment Agency and all relevant incumbent water companies prior to drafting this plan. Feedback from these organisations helped shape the content and structure of the draft Drought Plan 2026.

PUBLIC CONSULTATION

The draft plan was published for an eight week public consultation, during which IWNL invited responses from customers, statutory bodies, regulators, and other stakeholders. IWNL consulted a full range of bodies including the Environment Agency, Ofwat, DWI, CC Water, Natural England, Historic England, local authorities, and all incumbent water companies. A Statement of Response summarising the feedback received and resulting amendments will be subsequently published.

All our customers (approx. 386,000),

- Secretary of State (SoS),
- The Environment Agency (EA),
- The Drinking Water Inspectorate (DWI),
- The Water Services Regulation Authority (OFWAT),
- The Consumer Council for Water (CC Water),
- Natural England,
- Historic England,
- Canal and River Trust,
- Affinity Water (AFW),
- Anglian Water Services Limited (AWS),
- Bristol Water (BW),
- Cambridge Water Company (CWC),
- Essex and Suffolk Water (ESW),
- Northumbrian Water Limited (NWL),
- Portsmouth Water (PW),
- Severn Trent Water Limited (STW),
- South East Water (SEW),
- South Staff Water (SSW),
- Southern Water (SW),
- Thames Water Utilities Ltd (TWUL),
- Yorkshire Water (YW),
- Relevant Councils in IWNL's supply areas

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Section Two:

Management & Drought Action Strategy



2.0 Management & Drought Action Strategy

IWNL is committed to keeping customers and stakeholders fully informed as water resources decline and the risk of restrictions grows. This Drought Plan serves as a key communication tool, outlining the specific service levels and support our customers can expect whenever drought conditions arise.

Customers and other stakeholders have the opportunity to comment on and influence the Drought Plan every five years. To support this, our approach is to publish the plan on our website for information and review its content annually, with full consultation and updates undertaken on a five year cycle. As IWNL continues to grow, additional NAV licenses will be acquired following publication of this plan. As new licenses are obtained, IWNL will assess any associated zonal impacts as part of the annual Drought Plan review. Updated versions of the plan will continue to be made available on our website.

Table 2.1 sets out the drought classification levels and the associated actions. These levels and actions are defined by the Environment Agency and are used consistently across water companies in England. As IWNL does not own or operate any water sources, our levels of service relate solely to demand side measures rather than supply side actions.

TABLE 2.1 DROUGHT CLASSIFICATION LEVEL AND IWNL'S LEVEL OF SERVICE SUMMARY

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	This level of drought is outside the scope of the drought plan and will be managed using our emergency plan regarding drought events	4

Since IWNL mirrors the actions of the incumbent supplier, our operational triggers are outlined in Table 2.2. The implementation of any drought measures is undertaken in coordination with DEFRA and the relevant incumbent water companies. As each incumbent operates multiple regions, each with its own specific triggers and intervention measures, these are not individually listed within this plan.

IWNL's levels of service therefore reflect those of the incumbent water company for each supply area. The frequency with which these measures are expected to be implemented is shown by region in Section 5.1.

TABLE 2.2 IWNL DROUGHT TRIGGERS

IWNL'S LEVEL OF SERVICE	TRIGGER	EVENT CONTROLLER	POSSIBLE DROUGHT MEASURES
1	Communication with DEFRA and incumbent water companies about possible water shortages.	IWNL Senior Management	Media/water efficiency campaign
2	Communication by incumbent water company that they have reached their trigger level for a Temporary Use Ban.	IWNL Director	Temporary Use Ban
3	Communication by incumbent water company that they have reached their trigger level for a Drought Order and/or Extreme Drought Management Actions.	BUUK Board-Level Director	Ordinary Drought Order to Restrict Water Use (Non-Essential Use Ban)
4	Communication by incumbent water company that they have reached their trigger level for an Emergency Drought Order.	BUUK CEO	Follow guidance set out in IWNL's emergency plan regarding drought events
Return to Normal Services	Communication by incumbent water company that they have reached their trigger level for a Return to Normal Services.	IWNL Senior Management	Media campaign

Should these triggers be met, IWNL will increase engagement with the incumbent water company to ensure we are satisfied with the actions being taken and to support clear, timely and accurate communication with our customers. If IWNL needs to implement drought measures, we will consider:

- DEFRA and EA guidance.
- The UKWIR Code of Practice, including adherence to the 2nd principle of proportionality.
- The requirement for a consistent approach with the incumbent water company.

Since IWNL does not have access to the underlying data used by incumbent water companies to trigger different drought levels, we have been unable to test this plan against specific drought scenarios.

2.1 IWNL Drought Stages

Table 2.3 outlines the drought actions IWNL would undertake when the triggers in Table 2.2 are reached, along with the order in which these measures would be implemented. It also details members of the Drought Management Team that would be convened when IWNL deem that the “Developing Drought” scenario (IWNL Level of Service 1) was in place. The Drought Management Team is also shown in Figure 2.1.

TABLE 2.3 IWNL DROUGHT STAGES AND ACTIONS

DROUGHT CLASSIFICATION LEVEL	IWNL'S LEVEL OF SERVICE	DROUGHT EVENT CONTROLLER	DROUGHT MANAGEMENT TEAM	SUMMARY OF ACTIONS
N/A	Normal Service	IWNL Senior Manager <ul style="list-style-type: none"> IWNL Head of Regulations and Compliance 	IWNL <ul style="list-style-type: none"> Water Quality Scientist 	Normal programme of: <ul style="list-style-type: none"> Liaison with incumbent's wholesale/NAV manager Leakage detection and repair Water efficiency work
Level 1 (Developing Drought)	1	IWNL Senior Manager <ul style="list-style-type: none"> This may be: IWNL Head of Regulations and Compliance IWNL Head of Water Asset Management Operations IWNL Head of Asset Delivery 	IWNL <ul style="list-style-type: none"> Water Networks Director IWNL Head of Regulations and Compliance IWNL Head of Water Asset Management IWNL Head Asset Delivery Water Quality Scientist Network Performance Analyst BUUK Customer Services Manager Marketing Manager 	<ul style="list-style-type: none"> Media/water efficiency campaign <ul style="list-style-type: none"> Water efficiency promotions Appeal for restraint Liaison with incumbent's water resources teams Advise Environment Agency/ Consumer Council for Water of situation Enhanced demand management <ul style="list-style-type: none"> Assessment of per capita consumption in areas where a media campaign is ongoing by additional meter reads. Enhanced leakage detection and repair from data loggers and meter readings. Consultation and pre-planning on the implementation of a Temporary Use Ban Pre-planning for the implementation of Non-Essential Use Ban



DROUGHT CLASSIFICATION LEVEL	IWNL'S LEVEL OF SERVICE	DROUGHT EVENT CONTROLLER	DROUGHT MANAGEMENT TEAM	SUMMARY OF ACTIONS
Level 2 (Drought)	2	IWNL Board Level director <ul style="list-style-type: none"> IWNL Water Networks Director 	As above plus <ul style="list-style-type: none"> IWNL Water Networks Director BUUK Managing Director of Markets BUUK Regulations Director 	<ul style="list-style-type: none"> Continuation of preceding actions (including greater liaison with incumbent water resources teams) Implementation of Temporary Use Ban (TUBs) Apply for drought orders for Non-Essential Use Ban (NEUB) Briefing of Environment Agency, Consumer Council for Water, DEFRA and other stakeholders Full media campaign with direct appeals for TUBs compliance. Assessment of per capita consumption in areas where a TUB is in place through use of data loggers and enhanced meter reads. Planning to ensure supply security for vulnerable customers Pre-planning for emergency drought order application
Level 3 (Drought)	3	BUUK Board Level director <ul style="list-style-type: none"> BUUK Managing Director of Markets 	As above plus IWNL Board: <ul style="list-style-type: none"> BUUK CEO BUUK Chief Financial Officer 	<ul style="list-style-type: none"> Continuation of preceding actions (including enhanced liaison with incumbent water resources teams) Implementation of Non-Essential Use Ban Implementation of Extreme Drought Management Actions Full media campaign to reflect the ongoing severity of the situation Increased frequency of briefing of Environment Agency, Consumer Council for Water, DEFRA, and other stakeholders Focus water-saving audits in areas where NEUB is in place Apply for emergency drought order Implementation of Extreme Drought Management Actions



DROUGHT CLASSIFICATION LEVEL	IWNL'S LEVEL OF SERVICE	DROUGHT EVENT CONTROLLER	DROUGHT MANAGEMENT TEAM	SUMMARY OF ACTIONS
Level 4 (Severe Drought)	4	BUUK CEO	<ul style="list-style-type: none"> As above 	<ul style="list-style-type: none"> Follow guidance set out in IWNL's emergency plans regarding drought events
N/A	Return to Normal Service	IWNL Senior Manager This may be: <ul style="list-style-type: none"> IWNL Head of Regulations and Compliance IWNL Head of Asset Operations IWNL Head of Asset Delivery 	IWNL <ul style="list-style-type: none"> Water Networks Director IWNL Head of Regulations and Compliance IWNL Head of Asset Operations IWNL Head Asset Delivery Water Compliance Scientist Network Performance Analyst BUUK <ul style="list-style-type: none"> Customer Services Manager Marketing Manager 	<ul style="list-style-type: none"> Media campaign that restrictions are lifted Review the effectiveness of actions taken during the drought Publish review of drought measures following the event Resume normal programme of: <ul style="list-style-type: none"> Liaison with incumbent's wholesale/NAV manager Leakage detection and repair Water efficiency work

SEVERITY OF THE DROUGHT ▶▶▶



FIGURE 2.1 IWNL DROUGHT MANAGEMENT TEAM STRUCTURE AT EACH DROUGHT LEVEL

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Section Three:

Drought Measures



3.2 Water Efficiency Media Campaign

Before implementing any further drought management actions, IWNL would initiate a water efficiency campaign. This would commence once the incumbent supplier notifies IWNL that they have entered the “developing drought” scenario (equivalent to IWNL’s Level of Service 1). Water efficiency messaging would continue throughout the duration of the drought. Further detail is provided in Section 4.2.

It is anticipated that the campaign would be launched within one month of notification, although the exact start date would depend on the incumbent’s planned release schedule. The campaign materials would be updated as conditions evolve, incorporating new information and data as they become available.

In the absence of historic performance data, IWNL assumes that this activity will achieve an approximate 1% reduction in average household demand, based on estimates provided by an incumbent supplier. The effectiveness of the campaign will be monitored in line with the approach described in Section 4.4. As IWNL supplies 100% metered properties, demand savings can be assessed prior to the implementation of any Temporary Use Bans (TUBs). Insights gained from monitoring customer engagement will be used to inform future drought planning.

3.3 Temporary Use Bans (TUBs)

The Flood and Water Management Act (2010) granted water companies additional powers to introduce a wider range of temporary water use restrictions during drought conditions without requiring a drought order. These powers are supported by the Water Use (Temporary Bans) Order 2010 and the Drought Direction 2011, which specify the categories of water use that may be restricted with and without a drought order.

IWNL’s preparatory work for implementing a Temporary Use Ban (TUB) would begin during the media campaign described in Section 3.2. Planning activities would commence at this stage, and IWNL would align its consultation timetable with that of the incumbent supplier to ensure consistency in messaging.

TUBs would only be implemented following confirmation from the incumbent supplier that they are initiating their own TUBs. This approach ensures clear and consistent communication, reducing the risk of customer confusion.

Expected demand savings resulting from TUB

restrictions are based on analysis of data from the 2003 drought (UKWIR, 2007), alongside estimated savings presented in the industry Code of Practice and Guidance on Water Use Restrictions (2013). IWNL estimates that the implementation of TUBs could reduce peak summer household demand by up to 9.5%. The effectiveness of TUBs will be monitored as outlined in Section 4.4, and findings will be used to inform future drought planning.

CONSULTATION ON TUBS

IWNL will comply with the legislative requirements set out in Section 76B(2) and (3) of the Water Industry Act 1991, as amended by Section 36 of the Flood and Water Management Act 2010, regarding the public consultation process for implementing Temporary Use Bans (TUBs).

Communication relating to this consultation will follow the approach outlined in Section 4.3 and will make use of the example notifications for water use restrictions provided in Appendix C of the UKWIR (2013) Code of Practice and Guidance (see Appendix B). Ongoing customer communications will be used to inform households when restrictions formally come into effect.

IWNL intends to allow a 14 day consultation period during which customers may submit representations, including requests for Discretionary Concessional Exceptions. This timeframe may be adjusted to align with the incumbent water company’s consultation schedule.

ACTIVITIES INCLUDED IN TUBS

The activities that will be restricted are listed below:

- 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.

WE ESTIMATE THAT OUR TUBS RESTRICTIONS WOULD SAVE UP TO 9.5% OF PEAK SUMMER HOUSEHOLD DEMAND.



3.4 Ordinary Drought Orders and Extreme Drought Management Actions

The decision to apply for an ordinary drought order and to initiate extreme drought management actions will be taken at Board level and will be triggered by the incumbent water company submitting its own application. Prior to doing so, IWNL will ensure that all relevant demand reduction measures set out in this drought plan have been implemented. IWNL will also notify Defra, the relevant navigation authorities, the Environment Agency and Natural England. In addition, notices will be issued to local authorities covering the affected areas and to any organisations with statutory protections, where applicable.

IWNL will mirror the incumbent water company in the delivery of drought and extreme drought management actions. Further details on how this communication will be managed are provided in Section 4.1.

ORDINARY DROUGHT ORDER - NON-ESSENTIAL USE BAN (NEUB)

To further restrict water use, IWNL may need to implement Non-Essential Use Bans (NEUBs) under the Drought Direction 2011. Preparatory work for introducing a NEUB would begin during the media campaign described in Section 4.2.

IWNL anticipates that implementation of a NEUB could take up to three months. This timeframe allows for the full drought-order application and determination process, including the publication of statutory notices in the press. To ensure sufficient lead-in time before restrictions are required, IWNL would commence the application process at the same time that TUBs are implemented (see Section 3.3).

IWNL will mirror the incumbent water supplier in the implementation of NEUBs under the Drought Direction 2011 to ensure consistent messaging and customer understanding.

Demand savings associated with imposing NEUB restrictions have been assessed using the UKWIR/ Environment Agency methodology outlined in the 2002 report Evaluating the Impact of Demand

Restrictions. IWNL estimates that NEUB measures could reduce non-household demand by up to 2%. The effectiveness of NEUBs will be monitored as described in Section 4.4, and the resulting data will be used to inform future drought plans.

EXTREME DROUGHT MANAGEMENT ACTIONS

Extreme drought management actions are intended for use before Level 4 Emergency Drought Orders. They would be implemented following Level 3 measures (NEUBs) to help prevent the need for Level 4 actions, such as rota cuts. These actions are practical to deploy during an extreme drought and are expected to be temporary in nature.

Given the variable nature of drought events, the sequencing and prioritisation of extreme drought management actions will be reviewed on a case by case basis to identify the most appropriate measures for the specific WRZ. This review will be undertaken by the individuals and teams listed in Table 2.3 for Level 3 actions. A summary of the extreme drought actions is provided below.



TABLE 3.1 EXTREME DROUGHT MANAGEMENT ACTIONS

TYPE OF ACTION	SUMMARY OF ACTION	APPROXIMATE LEAD TIME
Customer communication	Informing high consumption customers of the need to reduce their water	1- 2 months
	Increased frequency of customer communication	1- 2 months
	Focus customer communication on areas which have the biggest water savings e.g showers	1- 2 months
	Produce guides for customers as to how they can reduce their usage to 50 liter/person/day	1- 2 months
	"Day Zero" concept water campaigns	1- 2 months
Monitoring	Ask customers to self-report meter readings	1-2 months
	Increase frequency of meter reads	1-3 months
	Increase monitoring of data loggers	1-2 months
Incumbent Communication	Increased communication	1 month
	Sharing of information, data and incumbent's customer communications which can be passed onto IWNL customers	1-3 months
Network Maintenance	Focus resources on fixing leaks and leakage prevention	1-3 months
Tankering	Commission and use of water tankers	1-3 months
Removal of exceptions	Consider the removal of all exceptions under any Temporary Use Bans (TUBs) or Non-Essential Use Bans (NEUBs)	1-3 months

IWNL will mirror the incumbent water supplier's extreme drought management actions wherever possible, including aligning the release of shared customer communications. Prior to implementing any measures, IWNL will assess the demand savings achieved through earlier actions.

Preparatory work for implementing these extreme drought actions would begin during the TUBs implementation stage described in Section 3.3.

In the absence of historic performance data, IWNL currently assumes that extreme drought

management actions may achieve a reduction in demand of approximately 20-50%. The effectiveness of these measures will be monitored as outlined in Section 4.4, and the resulting data will inform future drought planning.

Detailed specifications for these actions are still under development. IWNL will continue to refine them through further drought scenario analysis and ongoing discussions with incumbent water companies regarding their own drought actions.



3.5 Emergency Drought Plan

The decision to activate IWNL's emergency drought plan will be taken at Board level and will be triggered by the incumbent water company entering Level 4 drought actions. Before doing so, IWNL will ensure that all relevant demand reduction measures set out in this drought plan have already been implemented. Where required, IWNL will notify the appropriate regulatory and statutory bodies of any emergency drought actions.

Preparatory work for implementing Level 4 emergency actions would begin during the TUBs implementation phase described in Section 3.3.

IWNL will mirror the incumbent water supplier's emergency drought actions wherever possible. As these measures are introduced, the volume of water imported into IWNL's sites will decrease as a result of the self imposed restrictions. In the absence of historic performance data, IWNL currently assumes that Level 4 emergency actions may reduce demand by approximately 20–50%. The effectiveness of these measures will be monitored in accordance with the approach set out in Section 4.4, and the findings will inform future drought planning.

3.6 Return to Normal Services

The decision to return to normal levels of service will be triggered once the incumbent water company confirms that water resources have recovered and that their thresholds for resuming normal operations have been met. Details on how this will be communicated to IWNL customers are provided in Section 4.3.

3.7 Compensation

Compensation payments made to customers for interruptions to their water supply are set out in the IWNL Customer Code of Practice, which is available on our website at: <https://www.iwnl.co.uk/help-and-advice/our-guaranteed-standards-scheme/>

3.8 Post Drought Review

After any drought plan measures are implemented, IWNL will carry out an ongoing assessment of their effectiveness (see Section 4.4). A meeting—or a series of meetings—will be held with the event team to evaluate which actions worked well and identify areas for improvement.

IWNL will prepare a "lessons learned" report within six months of drought measures being lifted. This report will be published on our website and will provide an opportunity for all those involved to reflect on the event, capture key insights, and recommend potential improvements to future iterations of the drought plan.



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Section Four: Communication Strategy





4.0 Communication Strategy

4.1 Communication with Incumbent Water Companies

All bulk supply agreements that IWNL holds for its supply areas include provisions requiring the incumbent water company to “give such notice to IWNL as is reasonable in the circumstances where it proposes to apply for an ordinary or emergency Drought Order and the terms sought.”

During normal service conditions, IWNL attends regional water resource forums and holds regular liaison meetings with the Wholesale/NAV Manager at each incumbent water company. Water resources is a standing agenda item at these meetings and represents the first stage of communication regarding any drought measures that may need to be implemented in the coming months.

When IWNL is informed that the incumbent water company plans to launch a media campaign, IWNL will begin direct engagement with the incumbent water resources and drought management teams to ensure a consistent approach between both organisations. IWNL aims to consult at the same time as the incumbent on any applications for ordinary or emergency drought orders. IWNL will also request access to relevant data being collated by the incumbent to support these applications so that it can be incorporated into IWNL’s own submissions.

Likewise, IWNL will identify “Return to Normal” conditions through communication with incumbent suppliers, who will confirm when their measures indicate that drought restrictions can be lifted. Following a drought event, IWNL will share lessons learned with the incumbent water company and then resume the normal programme of liaison meetings.

4.2 Communication with Customers

During normal service, IWNL engages with customers on water use and water efficiency, helping to build awareness of water resource availability well before any drought conditions develop.

Our business-as-usual activities include the following:

- General promotion of water efficiency and knowledge of water use through our website
- Advice and information online
- Finding and fixing leaks on our network
- Targeted media campaigns at resource zones which have a higher than expected water usage
- Seasonal advice
- Call centre trained on general water efficiency advice e.g. leak detection techniques

As a drought develops, IWNL will increase communication with customers in the affected region(s), moving from general messages to more targeted and situation-specific advice. The core message will focus on encouraging customers to use water wisely and reduce consumption. All communications will be supported by clear explanations of the current water resource conditions and how the drought may intensify if dry weather continues. Table 4.1 illustrates how our customer communications will evolve as drought conditions progress.



TABLE 4.1 IWNL'S CUSTOMER COMMUNICATION SUMMARY

DROUGHT CLASSIFICATION LEVEL	IWNL'S LEVEL OF SERVICE	DOMESTIC CUSTOMER COMMUNICATION MESSAGE	NON-DOMESTIC CUSTOMER COMMUNICATION MESSAGE
N/A	Normal Service	<ul style="list-style-type: none"> General water efficiency messages Targeted media campaigns for resource zones with higher than expected water usage 	<ul style="list-style-type: none"> General water efficiency messages
Level 1 (Developing Drought)	IWNL's Level of Service 1	<ul style="list-style-type: none"> Media/water efficiency campaigns Water efficiency promotions Appeal for restraint Increased media campaigns that TUBs may be required 	<ul style="list-style-type: none"> Media/water efficiency campaign Water efficiency promotions Appeal for restraint
Level 2 (Drought)	IWNL's Level of Service 2	<ul style="list-style-type: none"> Full media campaign to reflect the ongoing severity of the situation Full media campaign with direct appeals for TUBs compliance Increased media campaigns that potential non-essential use bans (NEUBs) may be needed should the drought worsen 	<ul style="list-style-type: none"> Full media campaign to reflect the ongoing severity of the situation Media campaigns that potential non-essential use bans (NEUBs) may be needed should the drought worsen
Level 3 (Drought)	IWNL's Level of Service 3	<ul style="list-style-type: none"> Full media campaign to reflect the ongoing severity of the situation Full media campaign with direct appeals for NEUBs and/or extreme drought management actions compliance Increased media campaigns that further restrictions may be needed should the drought worsen 	<ul style="list-style-type: none"> Full media campaign to reflect the ongoing severity of the situation Full media campaign with direct appeals for NEUBs and/or extreme drought management actions compliance Increased media campaigns that further restrictions may be needed should the drought worsen
Level 4 (Severe Drought)	IWNL's Level of Service 4	<ul style="list-style-type: none"> Full media campaign to reflect the ongoing severity of the situation Full media campaign with direct appeals for compliance 	<ul style="list-style-type: none"> Full media campaign to reflect the ongoing severity of the situation Full media campaign with direct appeals for compliance



DROUGHT CLASSIFICATION LEVEL	IWNL'S LEVEL OF SERVICE	DOMESTIC CUSTOMER COMMUNICATION MESSAGE	NON-DOMESTIC CUSTOMER COMMUNICATION MESSAGE
N/A	Return to Normal Services	<ul style="list-style-type: none"> Media campaign that restrictions are lifted and thank them for their support Publish review of drought measures following the event 	<ul style="list-style-type: none"> Media campaign that restrictions are lifted and thank them for their support Publish review of drought measures following the event

IWNL will follow BUUK Infrastructure’s Incident Communication Policy, which sets out the roles and responsibilities for managing events such as droughts, including the escalation process to designated directors. IWNL will primarily use the company website, www.iwnl.co.uk, to communicate updates and information to customers. In addition to website updates, IWNL will also use email, text messaging, and mail drops to ensure customers are aware of the part they can play in conserving water, as well as the actions IWNL is taking to help manage the drought. As IWNL’s sites are distributed across England rather than concentrated within a single region, our communication strategy reflects this and avoids the use of broad regional broadcast messaging. However, IWNL will continue to work closely with incumbent water companies to ensure effective and consistent communication.

IWNL primarily supplies water to domestic households. Our non-domestic customers are mainly small businesses, particularly within the retail and hospitality sectors. Non-Essential Use Bans can have a significant impact on these businesses and organisations within our inset areas; therefore, communications with non-domestic customers will be prioritised during drought Levels 3 and 4, when such restrictions are more likely to be introduced. Examples of the likely content of communications at different stages of a drought are detailed in Appendix B.

INDIVIDUAL NEEDS REGISTER

In the event of a drought, we will aim to minimise any possible impacts on customers who are on our Individual Needs Register.

TARGETING SPECIFIC NAV AREAS

IWNL’s customer database includes an identifier for the specific NAV area in which each customer resides. This allows IWNL to issue targeted emails, text messages and letters to defined geographic areas in response to regional events or incidents. The same functionality would be used to communicate with customers during a drought, ensuring messages are accurate, geographically specific, and relevant to the conditions in their area.



4.3 Temporary Use Bans, Non-Essential Use Bans and Extreme Drought Management Actions

If IWNL needs to introduce a Temporary Use Ban, apply for a Non-Essential Use Ban or implement extreme drought management action(s), in addition to the communication strategy set out in Table 4.1, IWNL would place notices in local newspapers within the affected supply area. We will write to the MPs and Councillors representing the communities we serve and will brief all our staff and contractors to assist customers. Within our communications, IWNL would give details of how to make representations about the proposed prohibition; we would respond to any representation made to us on our website and by direct correspondence with the correspondent.

The implementation of any restrictions shall be managed jointly with the incumbent water company to prevent inconsistent messaging.

RETURN TO NORMAL SERVICES

We will communicate the following to our customers when water resource levels return to normal:

- Update our website to reflect the change of water resource availability.
- Clearly announce the lifting of restrictions through media used during the restriction and thanking customers for their support.
- Gather feedback from customers and stakeholders.
- Evaluate our customer communication methods and undertake customer research.
- Continue promoting water efficiency messages.
- Publish our review of the drought measures undertaken during the event.

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

4.4 Assessing the efficacy of Communications

IWNL has 100% metering across all properties and will use meter data to track changes in per capita consumption during a drought, enabling us to assess how effective our communication strategy has been.

IWNL's network analysis team will investigate areas where consumption is highest, and customers in those areas will receive more targeted communications.

4.5 Communication with Stakeholders

The following organisations would be key contacts to work with and keep informed during a drought:

- Environment Agency
- Secretary of State for the Environment
- DEFRA
- Drinking Water Inspectorate
- Consumer Council for Water
- Water UK
- Ofwat
- Local Authorities
- Constituency MPs
- Local Fire Authorities

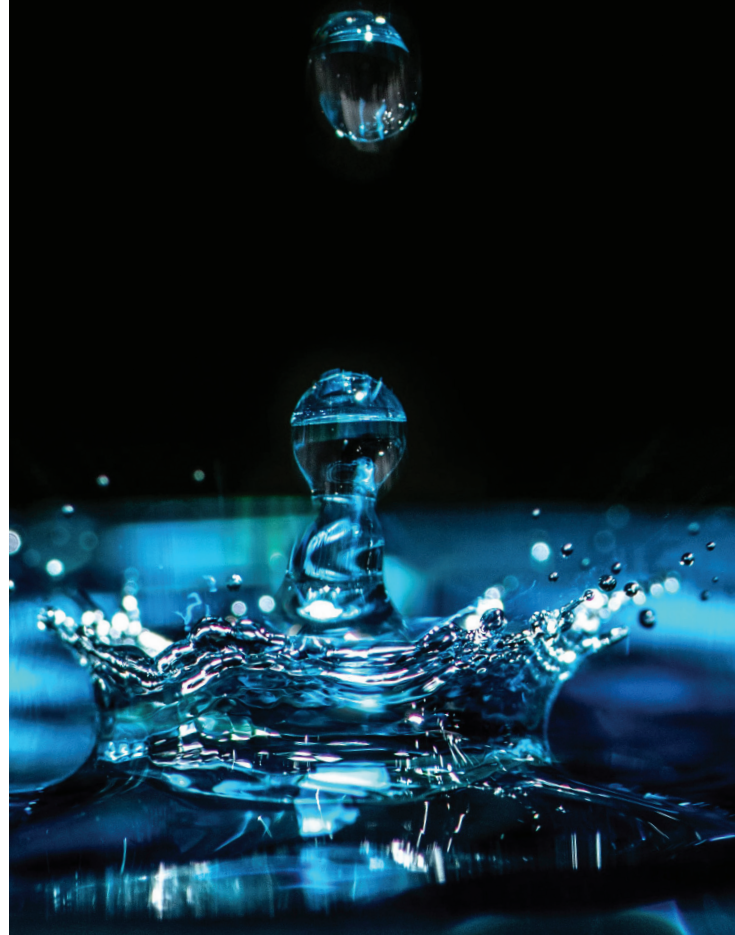
We will communicate with these stakeholders in conjunction with the incumbent.

LOCAL FIRE AUTHORITIES

In the event that emergency drought orders are authorised and implemented, IWNL will notify the local Fire Authority as far in advance as possible. IWNL will take all reasonable measures to ensure that adequate water supplies remain available for Fire Authority operations and will maintain close communication with them throughout the drought event.



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Section Five: Water Supply and Demand



5.0 Water Supply and Demand

IWNL serves sites located across England with exact number of operational sites shown in Figure 5.1 (Please see Appendix A for full list of IWNL Sites). The supply to these areas is managed through bulk supply agreements with the relevant incumbent water companies. These agreements guarantee the volume of water supplied except in the event of force majeure. However, most incumbent suppliers have indicated that they would not reduce bulk supplies below 1 MI/d. As all IWNL bulk supply agreements are for volumes below this threshold, IWNL does not anticipate any reduction in supply under normal drought circumstances.

As IWNL does not operate any of its own water sources, all supply-side management remains wholly under the control of the incumbent water company. IWNL will align with the incumbent when applying for drought orders or emergency drought orders, while relying on effective customer communications and demand-side measures such as water efficiency initiatives to help manage the situation should a drought develop.

AFW – Affinity water	61
ANH1 – Anglian Water Hartlepool	7
NES3 – Northumbrian, Essex and Suffolk Water	26
PRT- Portsmouth Water	27
SBB4 – South West Water, Bristol Water, Bournemouth Water	8
SBB5 – South West Water, Bristol Water, Bournemouth Water	22
SES – Sutton and East Surrey Water	1
SEW – South East Water	80
SSC – South Staffs Water	11
SSC2 – South Staffs Water	7

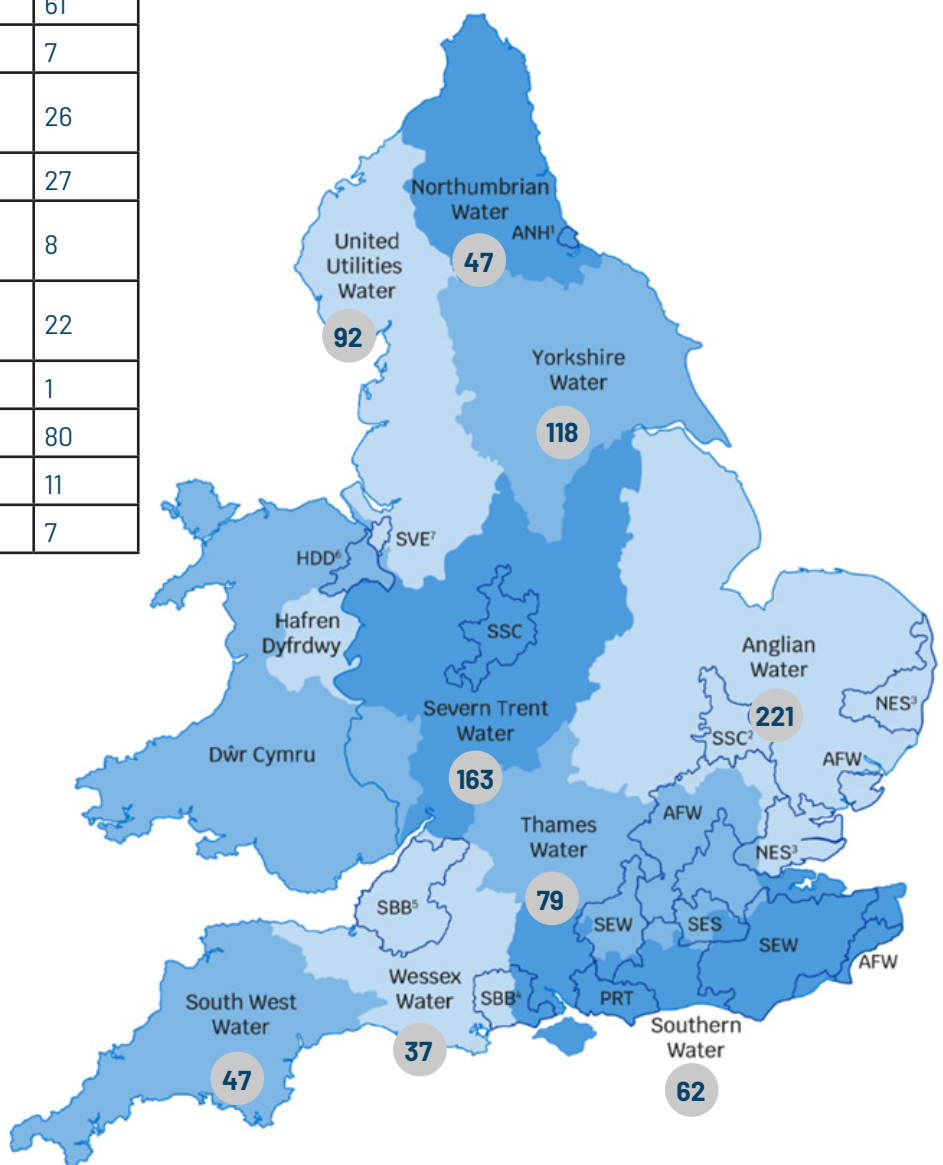


FIGURE 5.1 MAP OF IWNL'S SITES

5.1 IWNL Levels of Service by Incumbent Supply Region

Within each bulk supply agreement operated by IWNL, there is a clause requiring IWNL to implement the same restrictions on water use as those applied by the incumbent supplying company. This ensures that

IWNL customers are subject to consistent regional drought and usage restrictions, aligned with the operational and regulatory measures imposed by the incumbent wholesaler.

IWNL and the respective incumbent water companies have consulted on the Levels of Service applicable within each of our inset areas. Each incumbent is listed below, together with the corresponding drought classification levels and the service levels that IWNL customers can expect in each region.

Affinity Water

IWNL’s bulk supply agreements with Affinity Water require us to mirror the incumbent’s drought response measures to support water conservation during periods of drought. Affinity Water’s Levels of Service (LoS), including the frequency and type of restrictions customers may experience are detailed in their full Drought Management Plan, available at: <https://www.affinitywater.co.uk/corporate/plans/drought-management>.

IWNL’s level of service in the Affinity Water area is shown in Table 5.1 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	1 in 10 years (Temporary Use Bans restrictions)
3	1 in 40 years (Demand side ordinary drought orders for non- essential use bans)
	> 1 in 200 years (Supply-side drought permits/drought orders)*
4	Deemed unacceptable but could be used for short periods of time in localised areas as a result of a civil emergency

TABLE 5.1 IWNL APPOINTMENTS WITHIN THE AFFINITY WATER REGION



Anglian Water (ANH)

The bulk supply agreements with Anglian Water all state that we shall mirror the incumbent's drought response to conserve water in times of drought. Anglian Water's level of service (LoS) can be found in their full drought plan at <https://www.anglianwater.co.uk/about-us/our-strategies-and-plans/drought-plan/>

IWNL's level of service in the Anglian Water area and Hartlepool is shown in Table 5.2 below.

Drought classification level	Frequency of implementation (drought severity)
1	N/A
2	1 in 10-year event
3	1 in 40-year event
4	1 in 200-year event

TABLE 5.2: IWNL'S LEVELS OF SERVICE FOR ANGLIAN WATER AND HARTLEPOOL WATER REGION

Bournemouth Water (SBB)

The bulk supply agreements with Bournemouth Water all state that we shall mirror the incumbent's drought response to conserve water in times of drought. Bournemouth Water's level of service (LoS) can be found in their full drought plan at <https://www.bournemouthwater.co.uk/environment/water-resources/drought-plan>

IWNL's level of service in the Bournemouth Water area is shown in Table 5.3

Drought classification level	Frequency of implementation (drought severity)
1	N/A
2	1 in 10 years (Publicity, appeals for restraint and water conservation measures)
	1 in 20 years (Temporary Use Bans)
3	1 in 20 years (Supply-side Drought Orders or Drought Permits)
	1 in 40 years (Demand-side Drought Orders)
4	>1 in 200 years (Emergency Drought Orders - Partial supply, rota cuts or standpipes)

TABLE 5.3: IWNL'S LEVELS OF SERVICE FOR BOURNEMOUTH WATER REGION



Bristol Water (SBB)

The bulk supply agreement with Bristol Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. Bristol Water's level of service (LoS) can be found in their full drought plan at <https://www.bristolwater.co.uk/about-us/planning-for-drought/>

IWNL's level of service in the Bristol Water area is shown in Table 5.4 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	1 in 15 years on average (Temporary Use Bans)
3	1 in 33 years on average (Drought Order - Non-essential use ban)
4	1 in 500 years on average (Emergency Drought Order - Partial supply or rota-cuts)

TABLE 5.4: IWNL'S LEVELS OF SERVICE FOR BRISTOL WATER REGION

Cambridge Water

The bulk supply agreement with Cambridge Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. Cambridge Water's level of service (LoS) can be found in their full drought plan at <https://www.cambridge-water.co.uk/about-us/our-strategies-and-plans/our-drought-plan>

IWNL's level of service in the Cambridge Water area is shown in Table 5.5 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	1 in 20 years
3	1 in 50 years
4	1 in 100 years or less frequently

TABLE 5.5 IWNL'S LEVELS OF SERVICE FOR CAMBRIDGE WATER



Essex and Suffolk Water (NES)

The bulk supply agreements with Essex and Suffolk Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. Essex and Suffolk Water's level of service (LoS) can be found in their full drought plan at <https://www.nwg.co.uk/droughtplan>

IWNL's level of service in the Essex and Suffolk Water area is shown in Table 5.6 below.

Drought classification level	Frequency of implementation (drought severity)
1	1 in 10 years
2	1 in 20 years
3	1 in 50 years
4	1 in 250 years

TABLE 5.6 IWNL'S LEVELS OF SERVICE FOR ESSEX AND SUFFOLK WATER REGION

Northumbrian Water (NES)

The bulk supply agreement with Northumbrian Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. Northumbrian Water's level of service (LoS) can be found in their full drought plan at <https://www.nwg.co.uk/droughtplan>

IWNL's level of service in the Northumbrian Water area are shown in Table 5.7 below. Currently, Northumbrian Water are working towards increasing the resistance of level 4 restrictions to a 1 in 500-year occurrence by 2039.

Drought classification level	Frequency of implementation (drought severity)
1	1 in 20 years (Appeal for restraint)
2	1 in 150 years (Temporary Use Bans)
3	1 in 200 years (Drought Order Ban)
4	1 in 500 years (Stand Pipes and Rota Cuts)

TABLE 5.7 IWNL'S LEVELS OF SERVICE FOR NORTHUMBRIAN WATER REGION



Portsmouth Water (PRT)

The bulk supply agreement with Portsmouth Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. Portsmouth Water's level of service (LoS) can be found in their full drought plan at <https://www.portsmouthwater.co.uk/news/publications/water-resources-planning/>

IWNL's level of service in Portsmouth Water area is shown in Table 5.8 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	>1 in 20 years
3	>1 in 80 years
4	>1 in 200 years

TABLE 5.8 IWNL'S LEVELS OF SERVICE FOR PORTSMOUTH REGION

SES Water (SES)

The bulk supply agreement with SES Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. SES Water's level of service (LoS) can be found in their full drought plan at <https://seswater.co.uk/about-us/publications/our-drought-plan>

IWNL's level of service in SES Water area is shown in Table 5.9 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	<1 in 10 years
3	<1 in 20 years
4	1 in 200 years

TABLE 5.9 IWNL'S LEVELS OF SERVICE FOR SES WATER REGION



Severn Trent Water

The bulk supply agreements with Severn Trent Water state that we shall mirror the incumbent's drought response to conserve water in times of drought. Severn Trent Water's level of service (LoS) can be found in their full drought plan at <https://www.severntrent.com/about-us/our-plans/>

IWNL's level of service in the Severn Trent Water area is shown in Table 5.10 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	<3 in 100 years
3	< 3 in 100 years
4	-

TABLE 5.10 IWNL'S LEVELS OF SERVICE FOR SEVERN TRENT WATER REGION

South East Water (SEW)

The bulk supply agreement with South East Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. South East Water's level of service (LoS) can be found in their full drought plan at <https://corporate.southeastwater.co.uk/news-info/publications/drought-plans/>

IWNL's level of service in the South East Water area is shown in Table 5.11 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	No more than 1 in 10 years
3	No more than 1 in 40 years
4	-

TABLE 5.11 IWNL'S LEVELS OF SERVICE FOR SOUTH EAST WATER



Southern Water

The bulk supply agreement with Southern Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. Southern Water's level of service (LoS) can be found in their full drought plan at <https://www.southernwater.co.uk/our-story/water-resources-planning/our-drought-plan>

IWNL's level of service in the Southern Water area is shown in Table 5.12 below.

Drought classification level	Frequency of implementation (drought severity)
1	1 in 5 years
2	1 in 10 years
3	1 in 20 years
4	1 in >500 years

TABLE 5.12 IWNL'S LEVELS OF SERVICE FOR SOUTHERN WATER REGION

South Staffs Water (SSC)

The bulk supply agreement with South Staff Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. South Staffs Water's level of service (LoS) can be found in their full drought plan at <https://www.south-staffs-water.co.uk/about-us/our-strategies-and-plans/our-drought-plan>

IWNL's level of service in the South Staffs Water area is shown in Table 5.13 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	1 in 40 years
3	1 in 80 years
4	Not anticipated, <1 in 200 years

TABLE 5.13 IWNL'S LEVELS OF SERVICE FOR SOUTH STAFFS WATER REGION



South West Water (SBB)

The bulk supply agreement with South West Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. South West Water's level of service (LoS) can be found in their full drought plan at <https://www.southwestwater.co.uk/environment/water-resources/drought-plan>

IWNL's level of service in the South West Water area is shown in Table 5.14 below.

Drought classification level	Frequency of implementation (drought severity)
1	1 in 10 years
2	1 in 20 years
3	1 in 40 years
4	>1 in 200 years

TABLE 5.14 IWNL'S LEVELS OF SERVICE FOR SOUTH WEST WATER REGION

Thames Water

The bulk supply agreements with Thames Water all state that we shall mirror the incumbent's drought response to conserve water in times of drought. Thames Water's level of service (LoS) can be found in their full drought plan at <https://www.thameswater.co.uk/about-us/regulation/drought-plan>

IWNL's level of service in the Thames Water area is shown in Table 5.15 below.

Drought classification level	Frequency of implementation (drought severity)
1	1 in 5 year on average
2	1 in 10 year on average
3	1 in 20 year on average
	1 in 50 to 100 years on average (Additional measures for the most serious droughts)
4	Not more often than 1 every 100 years from now until the early 2030s. Not more often than once every 200 years until 2039. Not more often than once every 500 years thereafter.

TABLE 5.15 IWNL'S LEVELS OF SERVICE FOR THAMES WATER REGION



United Utilities

The bulk supply agreement with United Utilities states that we shall mirror the incumbent's drought response to conserve water in times of drought. United Utilities' level of service (LoS) can be found in their full drought plan <https://www.unitedutilities.com/corporate/about-us/our-future-plans/water-resources/drought-plan>

IWNL's level of service in the United Utilities area is shown in Table 5.16 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	<1 in 20 years
3	<1 in 80 years
4	<1 in 200 years

TABLE 5.16 IWNL'S LEVELS OF SERVICE FOR UNITED UTILITIES WATER REGION

Wessex Water

The bulk supply agreement with Wessex Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. Wessex Waters' level of service (LoS) can be found in their full drought plan <https://corporate.wessexwater.co.uk/our-future/our-plans/drought-plan>

IWNL's level of service in the United Utilities area is shown in Table 5.17 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	<1 in 20 years
3	<1 in 50 years
4	<1 in 250 years

TABLE 5.17 IWNL'S LEVELS OF SERVICE FOR WESSEX WATER REGION



Yorkshire Water

The bulk supply agreement with Yorkshire Water states that we shall mirror the incumbent's drought response to conserve water in times of drought. Yorkshire Water's level of service (LoS) can be found in their full drought plan at <https://www.yorkshirewater.com/resources/>

IWNL's level of service in the Yorkshire Water area is shown in Table 5.18 below.

Drought classification level	Frequency of implementation (drought severity)
1	-
2	1 in 25 years
3	1 in 80 years
4	1 in 500 years

TABLE 5.18 IWNL'S LEVELS OF SERVICE FOR YORKSHIRE WATER REGION



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Section Six: Demand Management



6.0 Demand Management

As IWNL cannot implement any supply-side management measures, we must rely solely on demand-side management during any restrictions of use, while working closely with incumbent water companies to minimise the duration of those restrictions.

The areas served by IWNL benefit from newly installed infrastructure, resulting in leakage levels that are significantly lower than those of many other water companies in England and Wales. In our inset applications, IWNL has agreed target rates for unaccounted-for water of 5% of distribution input. As most of the unaccounted-for water is attributed to leakage, the terms leakage and unaccounted-for water are considered synonymous in the context of our supply-demand balance.

Water efficiency is an integral part of resource planning, and IWNL has a statutory duty to promote the efficient use of water. Central to this is encouraging and supporting customer behavioural change. IWNL is committed to assisting customers in adopting more efficient water-use habits and this will be a key focus of our work during drought periods, alongside promoting our wider environmental policy objectives. All new buildings within IWNL's areas will continue to be designed with water efficiency in mind.

All IWNL properties are fully metered. Consumption data from meter readings is routinely monitored to identify potential leakage or to issue advisory letters to customers who are using unusually high volumes of water, along with guidance on how to use water more efficiently.



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Section Seven: Environmental Impacts





7.0 Environmental Impacts

IWNL does not operate any of its own water resources, and as a result, our environmental impact is significantly smaller than that of incumbent water companies.

For each area served, an environmental impact assessment is completed before a licence is granted by OFWAT to ensure that the water IWNL supplies does not have a detrimental effect on the environment.

The Group has an environmental policy, approved by the Board, which sets out how we manage and minimise our environmental impacts.

While IWNL will work closely with the incumbent water company where appropriate, it does not operate any abstraction sources. As a result, it is not considered necessary to include specific environmental mitigation measures within this Drought Plan.



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Section Eight:

List of Appendices



8.0 List of Appendices

Below is a list of Appendices which support IWNL's Draft Drought Plan 2026:

- Appendix A: IWNL's Sites
- Appendix B: Communication Examples
- Appendix C: Incumbent Communication
- Appendix D: Lessons Learnt

These are available online at <https://www.iwnl.co.uk/useful-documents/>





Drought Plan 2026

APPENDIX A: IWNL's Sites

March 2026



A1 IWNL Sites

Incumbent Supplier	IWNL Site	Incumbent Water Resource Zone
Affinity Water	17-51 London Road	Wey
	Archers Court Road (South)	Dour
	Archers Court Road A256	Dour
	Ashdon Road	Stort
	Barnfield Avenue	Lee
	Bidwell West (BV2)	Lee
	Bidwell, Houghton Regis	Lee
	Bishop Stortford	Stort
	Block D Beaufort Park	Pinn
	Broadwater Road	Lee
	Brook Park West	Brett
	Brooklands College	Wey
	Brox Road	Wey
	Bullen's Green Lane	Lee
	Canalside Copper Athletics Track	Wey
	Chicken Farm	Brett
	Clifford Smith Drive	Stort
	East of Stevenage	Lee
	Folkestone Seafront	Dour
	Foots Farm	Brett
	Frinton Road	Brett
	Garlick's Arch	Wey
	Grange Farm	Misbourne
	Hadham Road (Phase 1)	Stort
	Hadham Road (Phase 2)	Stort
	Heath Lane, Codicote	Lee
	Heatherwood Hospital	Wey

	Henham Road	Stort
	High Road, Thornwood	Stort
	Inkerman House	Misbourne
	Kings Langley	Misbourne
	Land West of Hall Road	Stort
	Long Chaulden	Misbourne
	Long Road	Brett
	Low Road	Brett
	Lytton Way	Lee
	Manor Farm, East Lane	Wey
	Martello Lakes	Dour
	Mill Road	Stort
	Nestles Avenue	Pinn
	Newmarket Road, Royston	Lee
	North Road	Lee
	Northaw Road East	Lee
	Oakwood Park	Brett
	Palm Hill	Wey
	Richard Avenue	Brett
	Richmond Park	Dour
	Shephall View	Lee
	Sladburys Lane	Brett
	Stansted Road (Parcel B)	Stort
	Station Road, Felstead	Stort
	Stocks Lane	Stort
	The Hyde, Colindale	Pinn
	The Red Lion	Wey
	Thornwood	Stort
	Turpins Farm	Brett
	Victoria Quarter (Phase 1)	Pinn
	Weeley Road	Brett
	West Road	Stort
	Whitfield 2	Dour
	Woodfield Site	Stort
	Woodside Park	Pinn

Anglian Water	296, London Road	South Essex
	A15, London Road	Ruthamford North
	Adastral Park (Phase 1)	South Lincolnshire
	Appletree Farm	South Essex
	Ashby Road, Daventry	Ruthamford North
	Ashfield Road	Ixworth
	Ashton Road	Ruthamford North
	Aspall Road	East Suffolk
	Attleborough Road	North Norfolk Rural
	Barbrook Lane	South Essex
	Barrow Fields	South Essex
	Beccles Road, Loddon	Norwich and the Broads
	Bedford Road	Ruthamford South
	Bedford Road, Henlow	Ruthamford South
	Bell Road	Newmarket
	Berechurch Hall Road	South Essex
	Beresford Road	North Norfolk Coast
	Beyton Road	Bury Haverhill
	Bourne Road	Bourne
	Bourne Road, Colsterworth	Slinc
	Bourne Road, Corby Glen	Bourne
	Brackley (Phase 2)	Rutwest
	Braintree Road	South Essex
	Brickyard Farm	Ruthamford Central
	Broad Lane	Norwich and the Broads
	Broad Street	Ruthamford South
	Broadland Fields (Phases 1 & 2)	Norwich and the Broads
	Bromham Road	Ruthamford South
	Bromham Road 2	Ruthamford South
	Brooklands	Ruthamford Central
	Brundall	Norwich and the Broads
	Buckenham Road	North Norfolk Rural
	Buckton Fields (Parcel 5)	Ruthamford North

	Buckton Fields (Phase 3)	Ruthamford North
	Buxton Drive	Ruthamford North
	Cambridge Road	Ruthamford South
	Candlelet Road	East Suffolk
	Care Home, New Waltham	East Lincolnshire
	Cavendish Road	Bury Haverhill
	Cedars Park 3C	East Suffolk
	Chapel Street	North Norfolk Rural
	Chilton Woods	Sudbury
	Church Road, Old Newton	East Suffolk
	Church Street, Langford	Ruthamford South
	Cley Road	North Norfolk Coast
	Clipstone Park	Ruthamford South
	Coast Road	Ely
	Colchester Road	South Essex
	Collingtree	Ruthamford North
	Colney Lane, Cringleford	Norwich and the Broads
	Cotterstock Road	Ruthamford North
	Cowdray Centre	South Essex
	Daubeney Gate	Ruthamford Central
	Deben Fields	ESU
	Dereham Road (Phase 2)	Norwich and the Broads
	Dexters Farm	Ruthamford South
	Diaper Farm	East Suffolk
	Dunston Road	Central Lincolnshire
	Dysart Road	South Lincolnshire
	East Bergholt	East Suffolk
	East of Warren Road (Phase D)	Newmarket
	Eastrea Road	Ruthamford North
	Eastrea Road (Phase 2)	Ruthamford North
	Edward Benefer Way	North Fenland
	Elsa Park	Bourne
	Ely Road	East Suffolk
	Erswell Road	Ely

	Exning (Phase 2)	Newmarket
	Factory Lane	East Suffolk
	Fairbairn Way	Ruthamford North
	Farndish Road	Ruthamford North
	Fenny Road, Milton Keynes	Ruthamford Central
	Ferry Road	South Humber Bank
	Field Lane, Greenleys	Ruthamford Central
	Finchingfield	South Essex
	Fitzgerald Road	East Suffolk
	Flaxwell Fields	South Lincolnshire
	Flitwick Road	Ruthamford South
	Fordham Road	Newmarket
	Former Grampion Food Site	Ixworth
	Former Ivanda Nursery	Bourne
	Fox Covert Lane	Nottinghamshire
	Foxby Lane	Nottinghamshire
	Furlong Way	South Lincolnshire
	Gaul Road	Ruthamford North
	Grafton Way	ESU
	Graze Hill	Ruthamford South
	Great Billing	Ruthamford Central
	Great Horwood Road	Ruthamford Central
	Green Lane East	Norwich and the Broads
	Greetwell Fields	Central Lincolnshire
	Hadleigh Road	East Suffolk
	Halstead Road	Central Essex
	Halstead Road, Earls Colne	South Essex
	Hampton Beach	Ruthamford North
	Hampton Woods	Ruthamford North
	Harborough Road	Ruthamford North
	Henley Road, Ipswich	East Suffolk
	High Road, Weston	Bourne
	High Street	East Suffolk
	Hill House Lane	East Suffolk
	Hitchin Road	Ruthamford South
	HMS Ganges	East Suffolk
	Hookhams Path	Ruthamford North
	Hunston Road	Ixworth
	Kelvedon Road	Sex

	Keston Nurseries	Bourne
	King's Lynn Road	North Fenland
	Knights Hill	North Fenland
	Land Adjacent to Gleneagles Way	South Essex
	Land at School Lane	Ruthamford South
	Land Between Church Street and Attleborough Road	North Norfolk Rural
	Land off Belton Lane	South Lincolnshire
	Land Off Niort Way	Ruthamford North
	Land off Nursery Lane	North Fenland
	Land off Prospect Avenue and Shirley Road	Ruthamford North
	Land West of Bedford Road	Ruthamford South
	Leighton Road	Ruthamford West
	Little Stanion	Ruthamford North
	Little Tufts	East Suffolk
	London Road (Phase 1)	Ruthamford North
	London Road, Daventry	Ruthamford North
	Longholme Road	Nottinghamshire
	Loraine Way	East Suffolk
	Lynnsport 1	North Fenland
	Manning Road	Bourne
	Manor Road	Norwich and the Broads
	March Road	Ruthamford North
	Mareham Road	East Lincolnshire
	Meadow Lane	Ixworth
	Melvin Way	Ixworth
	Mendham Lane	South Norfolk Rural
	Merlins Point	Central Lincolnshire
	Mill View (Phase 1)	Ruthamford South
	Moreton Road (Phase 3)	Ruthamford Central
	Newark Road	Ruthamford North
	Newmarket Road, Burwell	Newmarket
	North Street	Central Lincolnshire
	Northampton West	Ruthamford North
	Northon's Lane	Bourne
	Norwich Road, Acle	Norwich and the Broads
	Norwich Road, Barham	East Suffolk
	Norwich Road, Swaffham	North Norfolk Rural

	Norwood Farm	Ruthamford North
	Norwood Road, March	Ruthamford North
	Oak Road	Central Essex
	Old Norwich Road	East Suffolk
	Osier Way	Ruthamford Central
	Oundle Road	Ruthamford North
	Overstone Leys	Ruthamford North
	Park Road	East Suffolk
	Park Road, Westoning	Ruthamford South
	Poplar Farm (Phase 1)	South Lincolnshire
	Prebend Lane	Central Lincolnshire
	Priors Hall	Ruthamford North
	Rayne Road	South Essex
	Rectory Road, Coltishall	Norwich and the Broads
	Redwald Road	East Suffolk
	Reeve Lodge	East Suffolk
	Rowtree Park	Ruthamford North
	Rushbrooke Lane	Bury Haverhill
	Salhouse Road	Norwich and the Broads
	Salhouse Road 2, Sprowston	Norwich and the Broads
	Salhouse Road 3, Rackheath	Norwich and the Broads
	Sandpit Road (Phase 2)	Ruthamford North
	Sandy Road	Ruthamford South
	Scartho Top	East Lincolnshire
	Scartho Top (Phase 5B, D & E)	East Lincolnshire
	School Road, Elmswell	Ixworth
	Shade	Newmarket
	Silfield Road (Phase 3)	North Norfolk Rural
	Slough Road	East Suffolk
	Soham Road	Newmarket
	Somerby Hill	South Lincolnshire
	South West, Milton Keynes	Ruthamford Central
	Spirketts Lane	South Norfolk Rural
	St Giles Park	Norwich and the Broads
	St Johns Street	Ely
	Stallingborough Road	East Lincolnshire

	Stanton Cross (Parcel 20)	Ruthamford North
	Stanton Cross (Parcels 5 and 6)	Ruthamford North
	Stanton Cross (Phases 9A and 9B)	Ruthamford North
	Station Road, Grimsby	East Lincolnshire
	Station Road, Hibaldstow	Central Lincolnshire
	Station Road, Isleham	Ely
	Station Road, Long Melford	Sudbury
	Stewartby (Phase 5)	Ruthamford South
	Stoke Road	Ruthamford North
	Stone Path Drive	South Essex
	Stow Park Road (Phase 1)	Central Lincolnshire
	Sutton Road, WISBECH	South Fenland
	Sweyn Lane	Nottinghamshire
	Tattenhoe Park (Phase 4)	Ruthamford Central
	The Brambles	Ruthamford South
	The Spires, Poppyfields Drive	North Fenland
	The Street	Bury Haverhill
	The Street, Stonham Aspal	East Suffolk
	Thorney Green (Devon Road)	East Suffolk
	Threescore (Phase 3A)	Norwich and the Broads
	Thurmans Lane	ESU
	Timbold Drive	Ruthamford Central
	Tower Mill Lane (Phase 2A)	East Suffolk
	Tower Mill Lane (Phase 2B)	East Suffolk
	Towerlands Site	South Essex
	Uffington Road	Bourne
	Union Road	Bury Haverhill
	Walkeringham Road	Nottinghamshire
	Wardentree Lane	Bourne
	Waters Lane	Ruthamford West
	Watery Lane, Butterwick	East Lincolnshire
	Wavendon Lodge	Ruthamford South
	Whole Site, Hatchfield Farm	Newmarket
	Willen Road	Ruthamford Central
	Wilsford Lane	South Lincolnshire
	Witham St Hughs	Central Lincolnshire
	Wixams (Parcel 3.2 North)	Ruthamford South
	Wixams (Parcel 3.2 South)	Ruthamford South

	Wixams 3.5	Ruthamford South
	Womb Farm	Ruthamford North
	Wragby Road	Central Lincolnshire
	Yardley Road	Ruthamford Central
Bournemouth Water	Burgate Acres	Bournemouth
	Fordingbridge (Phase 1)	Bournemouth
	Land East of Everton Road	Bournemouth
	Land North of Station Road	Bournemouth
	Oakley Lane	Bournemouth
	Potters Wood (Phase 3)	Bournemouth
	Wheelers Lane	Bournemouth
	Wimborne Minster	Bournemouth
Bristol Water	Axbridge Road	WRZ
	Barry Road	Bristol
	Bonnington Walk	WRZ
	City Gateway	Bristol
	Cribbs Causeway	WRZ
	Crossways, Morton Way	Bristol
	Dovercourt Road	Bristol
	Engine Lane	WRZ
	Fishpool Hill	WRZ
	Helliers Lane	WRZ
	Herkomer Close	Bristol
	Imperial Park	Bristol
	Isleport Road	WRZ
	Land to the East of The Boulevard	Bristol
	Little Keyford Lane	Bristol
	Lower Hambrook (Phase 2)	Bristol
	Netherton Wood Lane	WRZ
	New Fosseyway Road	Bristol
	Parklands	WRZ
	Parkview	Bristol
	Rectory Farm	Bristol
	Rodney Road	Bristol

Cambridge Water	Babraham Road	Cambridge	
	Cherry Hinton	Cambridge	
	Land at Eddeva Park	Cambridge	
	Netherhall Gardens	Cambridge	
	Newmarket Road	Cambridge	
	Teversham Road	Cambridge Rural	
	The Bank	Cambridge	
Essex and Suffolk Water	Ashingdon Road	Essex	
	Beacon Park (Phases 2 & 3)	Northern Central	
	Blossom Park	Essex	
	Broad Road	Hartismere	
	Campfield Road	Essex	
	Chadwell Road	Essex	
	Church Road, Bacton	Blyth	
	Former Bacton Middle School	Essex	
	Fossetts Way	Essex	
	Gascoigne West (Phase 2)	Essex	
	Limebrook Way	Essex	
	Malyons Lane	Essex	
	Manor Way, Stanford Le Hope	Essex	
	Maple Creek	Essex	
	Marsh Road	Essex	
	Nags Head Lane	Essex	
	North of Kennel Lane	Essex	
	Nova Scotia Farm (Phase 1)	Northern Central	
	Rawreth lane (Phase 2)	Essex	
	River View	Essex	
	Roe Wood Park	Essex	
	Roman Road	Essex	
	Roman Way	Northern Central	
	Southend Road	Essex	
	St Margarets Crescent	Blyth	
	The Street, Latchingdon	Essex	
	Northumbrian Water	Avenue Road, Seaton Delaval	Kielder
		Beacon Lane	Kielder
		Bent House Lane	Kielder
		Bishops Park	Kielder
Blackburn Farm		Kielder	
Blackfell Way		Kielder	
	Blakeston Lane		

	Burgham Park	Kielder
	Castleton Way	Hartismere
	Cell A, Newcastle Great Park	Kielder
	Chapelgarth	Kielder
	Chester Road (Phase 1)	Kielder
	Chilton	Kielder
	Delves Lane	Kielder
	Eccleston Close	Kielder
	Edderacres Walk	Kielder
	Ever Ready Industrial Estate	Kielder
	Four Lane Ends	Kielder
	Hesleden Road	Kielder
	High West Road	Kielder
	Holborn Development	Kielder
	Howdon Green	Kielder
	Lambton Park	Kielder
	Lambton Park (Cell R8)	Kielder
	Lambton Park (Phase 2)	Kielder
	Longbeck Road	Kielder
	Low Grange Farm	Kielder
	Marton Avenue	Kielder
	Percy Drive	Kielder
	Rake House Farm	Kielder
	Seaton Vale	Kielder
	Skylarks	Hartismere
	St Georges	Kielder
	Summerville Farm (North Parcel)	Kielder
	The Fairways (Phase 2)	Kielder
	Throckley North, Newcastle	Kielder
	Togston Road	Kielder
	Tyne Road East	Kielder
	Walkergate Hospital	Kielder
	Welwyn Way	Kielder
	West Benton	Kielder
	Whitton View	Kielder
	Whitworth Road	Kielder
	Whole Site, Park Road	Kielder
	Windsor Drive	Kielder
	Windy Edge (Phase 2)	Kielder
	Windy Edge (Phase 3)	Kielder

Portsmouth Water	Bilsham Road	Portsmouth
	Clappers Lane	Portsmouth
	Cold Harbour Farm Road	Portsmouth
	Cooks Lane	Portsmouth
	Drove Lane	Portsmouth
	Fontwell Avenue	Portsmouth
	Fontwell Avenue (Phase 3)	Portsmouth
	Harbour Place	Portsmouth
	Hook Lane	Portsmouth
	Horndean Care Village	Portsmouth
	Land at Bayards	Portsmouth
	Land at Camp Field	Portsmouth
	Land at Camp Field (Phase 2)	Portsmouth
	Manor Farm, Bedhampton	Portsmouth
	Manor Road, Selsey	Portsmouth
	Newgate Lane East	Portsmouth
	Pebble Walk	Portsmouth
	Portfield Quarry	Portsmouth
	Romsey Avenue	Portsmouth
	Rose Briar Copse	Portsmouth
	Seafield Road	Portsmouth
	Shopwhyke Straight (NSV)	Portsmouth
	Shopwhykes Lakes	Portsmouth
	Shripney Road	Portsmouth
	Tars Farm	Portsmouth
	The Lakes	Portsmouth
	The Spires 1	Portsmouth
	Windmill Views	Portsmouth
SES Water	Haroldslea Drive	Sutton and East Surrey
Severn Trent Water	Abbots Way	North Staffs
	Alfreton Road	Nottinghamshire
	Allard Way	Strategic Grid
	Areley Common	Strategic Grid
	Arnesby Road	Strategic Grid
	Arnett Grove	Strategic Grid
	Asfordby Hill (Phase 3-4)	Strategic Grid
	Ashbourne Airfield	Strategic Grid
	Ashby Road, Coalville	Strategic Grid

	Ashland Road West	Nottinghamshire
	Barkby Road, Queniborough	Strategic Grid
	Beck Lane	Nottinghamshire
	Beckhampton Road	Nottinghamshire
	Belgrave Middleway	Strategic Grid
	Bennett Street	Strategic Grid
	Bennetts Road North	Strategic Grid
	Beverley Road	Nottinghamshire
	Blidworth Lane	Strategic Grid
	Blythe Valley Park	Strategic Grid
	Boat Lane	Strategic Grid
	Boots Enterprise Zone	Nottinghamshire
	Bosworth Lane	Strategic Grid
	Braunston Road	Rutland
	Brinsford Lodge	Shelton
	Bristol Road (Area C)	Strategic Grid
	Bristol Street	Strategic Grid
	Broadnook	Strategic Grid
	Bromsgrove Road	Strategic Grid
	Broomhill Farm	Nottinghamshire
	Broomhill Lane	Nottinghamshire
	Calverswall Lane	North Staffs
	Charlton Road	Strategic Grid
	Chase Farm	Nottinghamshire
	Chesterfield Road	Strategic Grid
	Chesterfield Road, Matlock	Strategic Grid
	Chestnut Close	Nottinghamshire
	Chewton Street	Strategic Grid
	Churchfields	Strategic Grid
	Coney Green Lane	Strategic Grid
	Cordy Lane	Nottinghamshire
	Cork Lane	Strategic Grid
	Coventry Lane	Nottinghamshire
	Coventry Lane 2	Nottinghamshire
	Derby Road	Strategic Grid
	Dudbridge Hill	Forest and Stroud
	Eakring Road	Nottinghamshire
	Earls Court Farm	Strategic Grid
	East Road	Strategic Grid
	Eastglade Road	Nottinghamshire

	Europa Way, Warwick	Strategic Grid
	Far Moor Lane	Strategic Grid
	Firbeck Colliery	Nottinghamshire
	Former Northcote Primary School	Strategic Grid
	Friargate Goods Yard	Strategic Grid
	Gipsy Lane	Strategic Grid
	Glen Road (Phase 2)	Strategic Grid
	Goodsmoor Road	Strategic Grid
	Grange Meadow (Phase 2)	Strategic Grid
	Green Lane, Killamarsh	Strategic Grid
	Gresley Meadow	Strategic Grid
	Gretton Road	Strategic Grid
	Habberley Road	Strategic Grid
	Hallsteads	Strategic Grid
	Highfield Road	Forest and Stroud
	Hollowdyke Lane	Newark
	Homefield Road	Strategic Grid
	Hucknall 5B	Nottinghamshire
	Ingleberry Road	Strategic Grid
	Inkersall Road	Strategic Grid
	Iveshead Road	Strategic Grid
	Kettering Road	Strategic Grid
	Kirby Lane	Strategic Grid
	Kirklington Road	Nottinghamshire
	Knype Way	North Staffs
	KP3	Strategic Grid
	Lambley Lane	Nottinghamshire
	Land East of Eastboro Way	Strategic Grid
	Land East of Kenilworth	Strategic Grid
	Land North Of Hollygate Lane	Nottinghamshire
	Land off Barkbythorpe Road	Strategic Grid
	Land off Grange Road	Strategic Grid
	Land off Radbourne Lane	Strategic Grid
	Land South Of Hollygate Lane	Nottinghamshire
	Lea Castle	Strategic Grid
	Lees Lane	Nottinghamshire
	Linacre Road	Strategic Grid
	London Road, Markfield	Strategic Grid

	Long Lawford	Strategic Grid
	Loughborough Road	Strategic Grid
	Lower Essex Street	Strategic Grid
	Lutterworth Road	Strategic Grid
	Main Street, Stanton Under Bardon	Strategic Grid
	Markfield Road	Strategic Grid
	Martley Fields	Strategic Grid
	Money Hill	Strategic Grid
	Montague Road	Strategic Grid
	Naas Lane	Strategic Grid
	New Lane	Nottinghamshire
	Newcomen Way	Shelton
	Newtons Lane	Strategic Grid
	Nightingale Quarter	Strategic Grid
	Nightingale Road	Strategic Grid
	North Place	Strategic Grid
	Oakham	Rutland
	Old Gloucester Road	Strategic Grid
	Old Holly Lane	Strategic Grid
	Oldwood Road	Strategic Grid
	Paradise Farm	Strategic Grid
	Pear Tree Lane	Strategic Grid
	Pepper Street	North Staffs
	Pickford Green Lane	Strategic Grid
	Port Loop (Phase 3 & 4)	Strategic Grid
	Primrose Lane	Strategic Grid
	Queniborough Lodge	Strategic Grid
	Ridgeway	Nottinghamshire
	Rock Valley	Nottinghamshire
	Rocks Green (Phase 2)	Strategic Grid
	Rolleston Park	Nottinghamshire
	Rugby Radio Station	Strategic Grid
	Rush Lane	North Staffs
	Severn Road	Strategic Grid
	Shaftmoor Lane	Strategic Grid
	Shepherd's Lane	Shelton
	Shipley	Strategic Grid
	Shrewsbury Road (Phase 1)	Strategic Grid
	Sibley, Cossington Road	Strategic Grid

	Snelsmoor Lane (Ph 1A & 1B)	Strategic Grid
	Soho Loop	Strategic Grid
	Southend Lane (Phase 4)	Forest and Stroud
	Squires Road	Strategic Grid
	St Leonards Avenue (Phase 4)	Stafford
	St Margarets Drive	Strategic Grid
	St Michaels Grange	Strategic Grid
	Stanley Street	Strategic Grid
	Stapleford Road	Strategic Grid
	Station Road, Darley Dale	Strategic Grid
	Station Road, Pershore	Strategic Grid
	Stewart Close	Strategic Grid
	Tansley House Gardens	Strategic Grid
	Teal Close	Nottinghamshire
	Tean Valley View	North Staffs
	The Asps	Strategic Grid
	The Green, Claphill Lane	Strategic Grid
	The Octagon	Strategic Grid
	Thoresby Vale (Phase 3)	Nottinghamshire
	Thoresby Vale (Phase 4)	Nottinghamshire
	Thoresby Vale (Phase 5)	Nottinghamshire
	Tibshelf Road	Strategic Grid
	Tickhill Road (Phase 2)	Nottinghamshire
	Tilstock Road	Ruyton
	Tom Lane	Strategic Grid
	Tournament Fields	Strategic Grid
	Upperthorpe Road	Strategic Grid
	Uppingham Road	Rutland
	Welbeck Road	Strategic Grid
	Welshpool Road	Shelton
	Whitley Pumping Station	Strategic Grid
	Wigston (Phase 2B)	Strategic Grid
	Winnycroft Lane	Strategic Grid
	Wood Lane	Strategic Grid
	Woodhouse Farm (South Site)	North Staffs
	Woodthorpe	Strategic Grid
	Zouch Road	Strategic Grid

South East Water	Alton Brewery	Bracknell
	Appledore Road	Cranbrook
	Ash Green Road	Bracknell
	Ashford Road	Ashford
	Ashridge Farm	Bracknell
	Basingstoke Golf Course	Bracknell
	Beaufort Park	Bracknell
	Beaufort Park, Hanworth	Bracknell
	Blackfriars	Eastbourne
	Blandford House	Bracknell
	BOSC (Phase 2)	Farnham
	Brick Kiln Lane	Cranbrook
	Broad Oak Farm	Ashford
	Cain Road	Bracknell
	Chawton Park (Phase 3)	Bracknell
	Chilmington Green	Ashford
	Church Road, Otham	Maidstone
	Cockering Road, Canterbury	Ashford
	Cuckoo Fields and Ersham Park	Eastbourne
	Ditton Edge	Maidstone
	Douglas Drive	Farnham
	Ersham Road	Eastbourne
	Farleigh Hill	Maidstone
	Former Mattel House	Bracknell
	Front Road	Ashford
	Greenhill Road (West)	Ashford
	Hailsham Road	Eastbourne
	Harvest Hill Road (Phase 1)	Bracknell
	Harvest Ride (Parcel 3)	Bracknell
	Harvest Ride (Parcel 4)	Bracknell
	Hermitage Lane 1	Maidstone
	Hermitage Lane 2	Maidstone
	Hermitage Lane 3	Maidstone
	Highgate Hill	Cranbrook
	Hindsland	Eastbourne
	Hogwood Park	Bracknell
	Isaac's Lane (NSV)	Haywards Heath
	Keymer Road	Haywards Heath
	Kings Hill (Areas 5.2 & 5.3)	Maidstone

	Kings Hill (Phase 5 Area 5.1)	Maidstone
	Kings Hill (Phase 5 Area 5.6)	Maidstone
	Lady Dane Farm (Phase 2)	Ashford
	Lady Dane Farm, Love Lane	Ashford
	Land North of Mackie Avenue	Haywards Heath
	London Road, East Hoathly	Eastbourne
	Lower Herne Road (Phase 1)	Ashford
	Lower Herne Road (Phase 2)	Ashford
	Magnet Leisure Centre	Bracknell
	Maidenhead Road	Bracknell
	Marshfoot Lane	Eastbourne
	New Road	Eastbourne
	Newtown Works	Ashford
	Nolands Farm	Nottinghamshire
	Northern Arc (1.5 and 1.6)	Haywards Heath
	Northwood, Herne Bay	Ashford
	Osborne Gardens	Ashford
	Prince Philip Park (Parcel 1.9)	Farnham
	Rattle Road (Parcel A, B and C)	Eastbourne
	Sportsman's Farm	Maidstone
	St Annes Drive	Bracknell
	Stanhope Lines	Bracknell
	Station Road, Oakley	Bracknell
	Steel Cross	Haywards Heath
	Sutton Road	Maidstone
	Swing Swang Lane	Bracknell
	Thanet Way	Ashford
	The Broyle	Haywards Heath
	The Driving Range (Herne Bay Parcel 1)	Ashford
	Turners Hill Road	Haywards Heath
	Upper Worsham Farm	Eastbourne
	Walshes Road	Haywards Heath
	Walshes Road (Phase 1)	Haywards Heath
	Walstead Park	Haywards Heath
	Wateringbury Way	Eastbourne
	Watery Lane	Bracknell
	Willingdon (Phase 3)	Eastbourne
	Winterfield Lane	Maidstone

	Wivelsfield Green	Haywards Heath	
	Woods Fruit Farm	Haywards Heath	
	Worrall Drive (Phase 3)	Maidstone	
	Worting Park	Bracknell	
South Staffordshire Water	Ashby Road, TAMWORTH	South Staffs	
	Branston Locks	South Staffs	
	Fountain Lane	South Staffs	
	Goscote Lane	South Staffs	
	Land off Lucas Lane	South Staffs	
	Lindridge Road	South Staffs	
	Marriott Road	South Staffs	
	Rampton Road	Cambridge	
	Rectory Road	South Staffs	
	St Johns	South Staffs	
	St Neots Road	Cambridge	
	South West Water	B3233, West Yelland	Roadford
		Bay View (Phase 2)	Roadford
Bay View (Phase 3)		Roadford	
Birch Road (Phase 2)		Roadford	
Brixham Road		Roadford	
Broomfield		Roadford	
Castle Street		Colliford	
Ceram Tec		Wimbleball	
Chivenor Cross		Roadford	
Chulmleigh Road		Roadford	
Clodgey Lane		Colliford	
Clovelly Road 1		Roadford	
Clovelly Road 2		Roadford	
Collaton Cross		Roadford	
Dudman Farm		Colliford	
Elliott Gardens (Phase 4)		Wimbleball	
Exmouth Junction		Wimbleball	
Exmouth Junction 2		Wimbleball	
Exwick Lane		Wimbleball	
Foxmill Gardens		Wimbleball	
Gatehouse Farm		Roadford	
Goodmores Farm		Wimbleball	
Hampton Mill		Roadford	
Hatfield Road		Roadford	
Heanton Hill Lane		Roadford	

	Higher Exeter Road	Roadford
	Higher Trenant Road	Colliford
	Land off Townsend Road	Roadford
	Lea Road	Wimbleball
	Long Rock	Colliford
	Nadder Lane	Roadford
	Nansledan	Colliford
	Newham Farm	Colliford
	Old Barnstaple Road	Roadford
	Palmerston Height West	Roadford
	Post Hill	Wimbleball
	Sawmill	Roadford
	School Lane	Roadford
	South West Exeter (Parcel 9-16)	Wimbleball
	Tinkers Cross	Bournemouth
	Totnes Road	Roadford
	Trevemper Road	Colliford
	Trevithick Lodge	Colliford
	Turnpike	Wimbleball
	Whity Cross	Colliford
	Willand Road	Wimbleball
	Witheridge	Roadford
Southern Water	Arundel Road	Worthing
	Betteshanger	Kent Thanet
	Chestnut Street	Kent Medway
	Cliffe Woods, Medway	Kent Medway
	Cross Road	Kent Thanet
	Cryalls Lane/Wises Lane	Kent Medway
	Dairy Road	Hants Kingsclere
	Darwell Close	Sussex Hastings
	Deer Park	Soton East
	Dover Road	Kent Thanet
	Downside Avenue	Arun and Western Streams
	Eastpoint Centre	Soton East
	Elizabeth Square	Sussex Worthing
	Elmgrove Road	Worthing
	Former Brickworks	Sussex North
	Frederick Road	Sussex Hastings

	Great Grovehurst Farm	Kent Medway
	Greenway Lane	Soton East
	Harrow Lane	Sussex Hastings
	Harrow Lane (Phase 2)	Sussex Hastings
	High Road, Newington	Kent Medway
	Hoe Lane	Soton West
	Horsebridge Hill	Isle of Wight
	Land at Brook Lane	Soton East
	Land East of Brook Lane	Soton East
	Land off Providence Hill	Soton East
	Land South of A259	Worthing
	Littlehampton North	Sussex Worthing
	Lyon Close	Brighton
	Manston Green	Kent Thanet
	Manston Road	Kent Thanet
	Maritime Park	Soton East
	Moor Street	Kent Medway
	NES Crawley	Sussex North
	New Haine Road	Kent Thanet
	North Dane Way	Kent Medway
	North Whiteley	Hampshire
	Northfleet, The Creek	Kent Medway
	Otterham Quay Lane	Kent Medway
	Plaistow Road	Sussex North
	Poorhole Lane	Kent Thanet
	Romsey	Hampshire Rural
	Rustington Golf Club	Worthing
	Sandwich Road	Kent Thanet
	Sedlescombe Road North	Sussex Hastings
	Sherecroft Farm	Hampshire Southampton East
	Shottendane Road	Kent Thanet
	Southampton Road	Soton East
	St Leonards	Sussex Hastings
	Stoneham (Stage 2)	Soton East
	Stoneham Lane	Soton East
	Stoneham Lane (Phase 10)	Soton East
	Sun Lane	Winchester
	Tothill Street (Phase 1)	Kent Thanet
	Toynbee Road	Soton East

	Two Gate Lane	Kingsclere
	View Road	Kent Medway
	Wallers Field	Kent Thanet
	Water Lane	Worthing
	Westwood Thanet	Kent Thanet
	Westwood Village	Kent Thanet
	Whartons Lane	Soton East
Thames Water	Abbey Stadium (Phase 3)	SWOX
	Bath Road	Kennet Valley
	Berryfields	Wycombe and Aylesbury
	Bodicote, Oxfordshire	SWOX
	Brent Cross (Phase 1a.1)	London
	Brent Cross (Phase 2)	London
	Bretch Hill	SWOX
	Camden Goods Yard	London
	Camp Road	SWOX
	Castle Hill, Ebbsfleet	London
	Caversham Road	Kennet Valley
	CEG North Abingdon	SWOX
	Central Middlesex Hospital	London
	Clayhill Road	Kennet Valley
	Coley Farm	Kennet Valley
	Consort Place	London
	Copperhouse Green	London
	Coronation Square (Phase 1)	London
	District Centre Phase	Kennet Valley
	Drayton Lodge Farm	SWOX
	Eastwick and Sweetwater (Phase 2)	London
	Ebbsfleet EQ	London
	Egerton Avenue	London
	Elephant & Castle Town Centre	London
	Fairford Lakes	SWOX
	Former Bretch Farm (Phase 2)	SWOX
	Fulham Gas Works	London
	Fulham Reach (Phase 6)	London
	Gallions View Care Home	London
	Glynswood	Aylesbury

	GMV	London
	Goffs Lane	London
	Goffs Oak	London
	Graven Hill	SWOX
	Hill View Farm	SWOX
	Kings Cross	London
	Legacy Wharf (Phase 2)	London
	Loxwood Road	Guildford
	Marcham Road	SWOX
	Marlborough Road	SWOX
	Milton Heights	SWOX
	Monks Farm (Phase 1B)	SWOX
	Morris Walk (North)	London
	Morris Walk (South)	London
	Mount Pleasant	London
	Neptune Works	London
	New Avenue	London
	Nine Elms Park (EF+G)	London
	Nine Elms Square (Phase 1)	London
	Nobel Park	SWOX
	Nobel Park (Parcels 2 & 4)	SWOX
	Nobel Park (Parcels 6-8)	SWOX
	Old Marston	SWOX
	Oval Village	London
	Oxford North	SWOX
	Paddington Green Police Station	London
	Poplar Riverside	London
	Princes Risborough	Aylesbury
	Pyrton Lane	SWOX
	Regents Brook	London
	Restrop Road	SWOX
	Royal Docks West 2	London
	Royal Enfield Chase	London
	Seven Acres Nurseries	SWOX
	South Chesterton	SWOX
	South Thamesmead (Phase 2)	London
	Stonepit 2	London
	Taverner House	London
	The Bridge, Dartford	London

	The Former West Cranleigh Nursery	Guildford
	The Green	Kennet Valley
	The Green 2	Kennet Valley
	The Sands	SWOX
	Thornton Park	London
	Tudor Nurseries	London
	V2N, Bridle Road	Kennet Valley
	Wenman Road (Phase 2)	SWOX
	Westhorpe Gardens (Phase 2)	London
	Wykham Park	SWOX
United Utilities	Alderley Road	Strategic
	Arthurs Lane	Strategic
	Belle Vue Greyhound Track	Strategic
	Bispham Road	Integrated Resource Zone
	Blackpool Road	Strategic
	Bourne Hill	Integrated Resource Zone
	Bourne Road, Thornton	Strategic Grid
	Brackley Golf Course	Strategic
	Broughton Road	Strategic
	Burneside Road	Strategic
	Carrwood Road	Strategic
	Church Lane, Wellbank	Strategic Grid
	Clifton Green	Strategic
	Cranford Lodge	Strategic
	Croston Road (Phase 1 & 2)	Strategic
	Dinting Road	Strategic Grid
	Doctors Lane	Strategic Grid
	Ellison Fold Way	Strategic
	Enterprise House	Strategic Grid
	Eskrick Street	Strategic
	Faraday Way	Strategic Grid
	Fielding street	Strategic Grid
	Former Foxwood School	Strategic
	Foxbridge Rise	Strategic Grid
	Foxdenton 2	Strategic
	Foxdenton R4	Strategic Grid
Foxfield Development	Strategic Grid	
Fox's Bank Lane	Strategic	

	Gib Lane (Phases 4-6)	Strategic
	Gib Lane (Phases 7-11)	Strategic
	Gibfield Park	Strategic Grid
	Goddard Street	Strategic Grid
	Halewood Oaks	Strategic
	Halton Court	Strategic
	Hampshire Road	Strategic
	Harry Dalton Fields	Strategic Grid
	Haslingden Road	Strategic
	Hayfield Road	Strategic
	Heath Lane	Strategic
	Holcombe Mill	Strategic Grid
	Holts Lane	Strategic
	Hopes Auction Mart	Strategic Grid
	Horwich Golf Club	Strategic
	Horwich Loco Works (Phase 2)	Strategic
	Jersey & Eliza Manchester	Strategic
	Keyfold Farm	Strategic
	Kirkby Lonsdale Road	Strategic Grid
	Lambs Road	Strategic Grid
	Linney Lane	Strategic Grid
	Lock Lane	Strategic
	Loco Works	Strategic Grid
	Loco Works (Phase 3)(NSV)	Strategic Grid
	Manchester Road	Strategic
	Meadowgate 2	Strategic
	Mill Lane	Strategic
	Moss House Road	Strategic
	Nateby Crossing Road	Strategic Grid
	Neverstitch Road	Strategic
	Omega 3b	Strategic
	Pemberton Colliery	Strategic
	Pemberton Colliery (Phase 2)	Strategic Grid
	Plummers Meadow	Strategic
	Radnor Green	Strategic
	Ramsgreave Drive	Strategic
	Ribblesdale Drive	Strategic
	Richmond Point	Strategic
	Riverside Way	Strategic

	Rockferry	Strategic
	Rossfield Park	Strategic
	Royle Road	Strategic
	Scaur Lane	North Eden
	School Road, Kirkby-In-Furness	Strategic
	Scotforth Road	Strategic Grid
	Seaford Road	Strategic
	Sovereign Fold Road	Strategic
	St Helens Road	Strategic
	Stainburn	Strategic
	Stapeley (Phase 3)	Strategic Grid
	Sunfields	Strategic
	Sycamore Lane	Strategic
	Sydney Road	Strategic
	Thames Avenue	Strategic
	Thatto Heath	Strategic Grid
	The White Ox	Strategic
	Tom Benson Way	Strategic
	Viscount Green	Strategic Grid
	Warton Fylde	Strategic
	West Bridgewater Street	Strategic
	Wharton Bridge	Strategic
	Whitefield Drive	Strategic
	Whittingham Lane	Strategic
	Windy Arbour	Strategic
	York Street	Strategic Grid
Wessex Water	Abbey Gardens	Wessex
	Bower Farm	Wessex
	Burton Hayes	Wessex
	Cokerhurst Farm	Wessex
	Common Mead Lane	Wessex
	Curtis Fields	Wessex
	Elizabeth Way	Wessex
	Elm Close, Sturminster	Wessex
	Filands View	Wessex
	Filands View (Phase 2)	Wessex
	Firs Road	Wessex
	Gillingham Lakes (Phase 2)	Wessex
	Grovelands Way	Wessex

	Ham Farm and New House Farm	Wessex
	Haygrove Park (Phase 2)	Wessex
	Jurston Farm	Wessex
	Land at North Fields	Wessex
	Land at Westside Close	Wessex
	Land South of Lower Road	Wessex
	Lavington Lane	Wessex
	Liddymore Farm	Wessex
	Littlemoor Road	Wey
	Lower Bryanston Farm	Wessex
	May Bower Gardens	Wessex
	Netherhampton Road	Wessex
	Netherhampton Road North	Wessex
	Rowbarrow	Wessex
	Rowden Park	Wessex
	Shaftesbury Employment Land	Wessex
	Shillingstone Lane	Dewlish District
	Spenhill Bath Press	Wessex
	Station Road, Crewkearne	Wessex
	Station Road, Milborne Port	Wessex
	Swanage Grammar School	Wessex
	Sydenham Manor Estate (Parcel B)	Wessex
	Three Lanes Way	Wessex
	Wey Valley	Wessex
Yorkshire Water	Altofts Hall Farm	Grid Surface Water Zone
	Barnburgh Lane	Grid Surface Water Zone
	Barnburgh View (Phase 3)	Grid Surface Water Zone
	Barnes Way	Grid Surface Water Zone
	Beckhill Approach	Grid Surface Water Zone
	Blind Lane	Grid Surface Water Zone
	Blue Hills Farm	Grid Surface Water Zone
	Boroughbridge Road	Grid Surface Water Zone

	Bradley Villa Farm	Grid Surface Water Zone
	Breary Lane	Grid Surface Water Zone
	Brecks Lane	Grid Surface Water Zone
	Brighthouse Road	Grid Surface Water Zone
	Broomfield Farm	Grid Surface Water Zone
	Brough	Grid Surface Water Zone
	Burley in Wharfedale	Grid Surface Water Zone
	Calver Lane (Whole Site)	Grid Surface Water Zone
	Carisbrooke	Grid Surface Water Zone
	Catterick Road	Grid Surface Water Zone
	Chapel Hill	Grid Surface Water Zone
	Church Lane, Cayton	Grid Surface Water Zone
	City Fields	Grid Surface Water Zone
	City Fields (BV2)	Grid Surface Water Zone
	City Fields (Phase 1)	Grid Surface Water Zone
	Cocoa East	Grid Surface Water Zone
	Cocoa West	Grid Surface Water Zone
	Cookridge (Phase 2)	Grid Surface Water Zone
	Doncaster Road	Grid Surface Water Zone
	Driffield Road	Grid Surface Water Zone
	East Leeds Extension (Phase 1)	Grid Surface Water Zone
	Ferriby High Road	Grid Surface Water Zone
	Former Willerby Manor	Grid Surface Water Zone
	Former Wombwell High School	Grid Surface Water Zone

	Granby Farm	Grid Surface Water Zone
	Grange View	Grid Surface Water Zone
	Granny Lane	Grid Surface Water Zone
	Great Gutter Lane	Grid Surface Water Zone
	Grosvenor Road	Grid Surface Water Zone
	H26, Grosvenor Road, Hull	Grid Surface Water Zone
	Hard Lane	Grid Surface Water Zone
	Hardwick Road	Grid Surface Water Zone
	Harland Way	Grid Surface Water Zone
	Hatfield Lane	Grid Surface Water Zone
	Hay Green Lane	Grid Surface Water Zone
	Heathlands	Grid Surface Water Zone
	Heathlands West	Grid Surface Water Zone
	Hodgsons Lane	Grid Surface Water Zone
	Kilnhurst Road	Grid Surface Water Zone
	Kingsgate East Phase	Grid Surface Water Zone
	Kirkstall Road	Grid Surface Water Zone
	Lakeside (Site 5A)	Grid Surface Water Zone
	Land off Chapel Way	Grid Surface Water Zone
	Land To The South Of Preston Road	Grid Surface Water Zone
	Leeds Road	Grid Surface Water Zone
	Limestone Road	Grid Surface Water Zone
	Lockwood Farm	Grid Surface Water Zone
	Lockwood Road	Grid Surface Water Zone

	Lodge Lane	Grid Surface Water Zone
	Long Lane (Phase 2)	Grid Surface Water Zone
	Low Moor Side	Grid Surface Water Zone
	Main Street	Grid Surface Water Zone
	Manor Farm (Phases 2,3,4 & 5)	Grid Surface Water Zone
	Manse Farm	Grid Surface Water Zone
	Market Place	Grid Surface Water Zone
	Melton Road, Sprotborough	Grid Surface Water Zone
	Mere Lane	Grid Surface Water Zone
	Middle Deepdale	Grid Surface Water Zone
	Mill Forrest Way	Grid Surface Water Zone
	Minster Way	Grid Surface Water Zone
	Monks Bridge	Grid Surface Water Zone
	Moor Lane South	Grid Surface Water Zone
	Moss Bridge Road	Grid Surface Water Zone
	Mount Vernon Road	Grid Surface Water Zone
	New School Lane	Grid Surface Water Zone
	Onslow Street	Grid Surface Water Zone
	Orchard Close	Grid Surface Water Zone
	Otley Road	Grid Surface Water Zone
	Park Dale	Grid Surface Water Zone
	Pheasant Hill Park	Grid Surface Water Zone
	Pit Lane	Grid Surface Water Zone
	Pitty Close Farm	Grid Surface Water Zone

	Portholme Road	Grid Surface Water Zone
	Rawcliffe Road	Grid Surface Water Zone
	Ripleyville	Grid Surface Water Zone
	Rooley Crescent	Grid Surface Water Zone
	Rossington (Parcel R6)	Grid Surface Water Zone
	Rowley Lane	Grid Surface Water Zone
	Selby Road	Grid Surface Water Zone
	Selby Road, Garforth	Grid Surface Water Zone
	Shann Lane	Grid Surface Water Zone
	Skelton Gate	Grid Surface Water Zone
	Skelton Gate (Phase 2)	Grid Surface Water Zone
	Sky Gardens	Grid Surface Water Zone
	Soothill Manor	Grid Surface Water Zone
	Southfield Lane	Grid Surface Water Zone
	Sproatley Road	Grid Surface Water Zone
	Staynor Hall	Grid Surface Water Zone
	Stumpcross Lane	Grid Surface Water Zone
	Swinnow Park	Grid Surface Water Zone
	Swinston Hill Road	Grid Surface Water Zone
	Sykes Lane	Grid Surface Water Zone
	Tadcaster Road	Grid Surface Water Zone
	Thirsk Road	Grid Surface Water Zone
	Throstle Rec Ground	Grid Surface Water Zone
	Tickhill Road	Grid Surface Water Zone
	Topcliffe Road	Grid Surface Water Zone
	Waterloo Siding	Grid Surface Water Zone
	Waverley (Parcel C)	Grid Surface Water Zone
	Waverley (Phase 4)	Grid Surface Water Zone
	Wawne Road (Phase 2)	Grid Surface Water Zone
	Wentworth Way	Grid Surface Water Zone
	West Lane	Grid Surface Water Zone
	Wharfedale Drive	Grid Surface Water Zone
	Wheatley Hall Road 1	Grid Surface Water Zone
	Willow Lane (Phase 2)	Grid Surface Water Zone
	Wolds View	Grid Surface Water Zone
	Woodhead Road	Grid Surface Water Zone
	Woodside Quarry	Grid Surface Water Zone
	Wyvern Park	Grid Surface Water Zone
	Yew Tree Lane	Grid Surface Water Zone



Drought Plan 2026

APPENDIX B: COMMUNICATION EXAMPLES

March 2026



B1 Examples of website water efficiency advice

Below are examples of water efficiency advice available on the IWNL website.

Water Saving Tips



Reduce your use – Water saving tips in the summer

With just a handful of small changes you could save water, help the environment, and save money on your water bills.

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.

Know your usage – A cubic metre of water is 1,000 litres. This is equivalent to 13 baths, 14 loads of washing, 28 showers or 111 toilet flushes.

The average person in the UK uses 142 litres of water every day. <http://www.ccwater.org.uk>

You can keep track of how much water you use each day to see how you compare, by filling out our Water Audit Checklist which can be found [here](#).

What can you do in the kitchen?

- Save 10 litres of water by waiting to use your washing machine until you have one full load, and not two half loads.
- Try washing your fruit and vegetables in a bowl of water rather than under a running tap – this can save up to 15 litres every minute.
- Fill up your dishwasher before putting it on. Dishwashers use around 15 litres of water with every wash.
- If you do run the tap waiting for the water to cool down, why not collect it and reuse it in your garden?





What can you do in the bathroom?

- By turning your tap off whilst you brush your teeth, you can stop up to 15 litres of water going to waste per minute.
- Reduce your shower time by a minute and save up to 15 litres. Baths use more water than showers.
- By filling your bath just 1 inch less, you save 5 litres of water.
- Check your toilets for leaks. Add food dye in your cistern and leave it overnight. If in the morning, the bowl is coloured, this indicates you have a leak. Internal leaks should be fixed by an approved plumber – find one at <https://www.watersafe.org.uk/>

What can you do in the garden?

- Water butts are a great way to collect water for your garden. Rain could fill up your water butt 450 times a year.
- Save water by watering your plants at dawn or dusk, this will reduce the water lost to evaporation.
- Use a watering can. A hose or sprinkler can use up to 1000 litres per hour; that's more than 12 baths.
- Recycle the water in your paddling pool. Use it to wash your car, water your plants or wash your dog.

For more tips and advice on how to save water please download our water saving flyer.

[Download Here](#)



B2 Leaflet examples of water efficiency advice

Below are examples of water efficiency advice.

Reduce your use

With just a handful of small changes you could save water, help the environment, and save money on your water bills.

What you can do in the kitchen

-  Save 10 litres of water by waiting to use your washing machine until you have one full load, and not two half loads
-  Wash your fruit and vegetables in a bowl of water instead of under a running tap. This can save up to 15 litres each minute.
-  Fill up your dishwasher before putting it on. Dishwashers use around 15 litres of water with every wash

What you can do in the garden

-  Water butts are a great way to collect water for your garden. Rain could fill up your water butt 450 times a year.
-  Save water by watering your plants at dawn or dusk. This will reduce the water lost to evaporation.
-  Use a watering can. A hose or sprinkler can use up to 1,000 litres per hour; that's more than 12 baths.
-  Recycle the water in your paddling pool. Use it to wash your car, water your plants, or wash your dog.

Using water wisely helps us reduce the extra water we take from rivers and aquifers.

This protects our water resources and the wildlife that live in them and rely on them for their survival.

What you can do in the bathroom



By turning your tap off whilst you brush your teeth, you can stop up to 15 litres of water going to waste per minute



Reducing your shower from 10 minutes to 4 minutes will save more than 300 litres of water every week



Baths use more water than showers. By filling your bath by 1 inch less, you save 5 litres of water



Check your toilets for leaks. Add food dye to your cistern and leave it overnight. If the bowl is coloured in the morning, this indicates that you have a leak. An approved plumber should fix internal leaks - find one at watersafe.org.uk.

Know your usage

A cubic metre (m³) of water is 1,000 litres. This is equivalent to:

- 13 baths
- 14 loads of washing
- 28 showers, or;
- 111 toilet flushes

The average person in the UK uses 142 litres of water every day (ccwater.org.uk).

You can keep track of how much water you use each day by filling out our Water Audit Checklist, which can be found online at www.iwnl.co.uk, or by scanning this QR code.



Water Audit Checklist



B3 Developing Drought: Water Audit

Below are examples of water efficiency advice.

Use our water audit form to keep an eye on your water consumption. Saving water can help the environment, and it can help you save money on your water bills too.

ACTIVITY	LITRES USED AT A TIME	MULTIPLY BY NUMBER OF TIMES A DAY	DAILY TOTAL
BATHROOM			
1 bath	80		
5 minute shower	35		
5 minute power shower	80		
1 flush of the toilet	6		
Running tap for 3 minutes to clean teeth/ personal washing	18		
KITCHEN			
Washing machine per full load	65		
Dishwasher per full load	25		
Running a kitchen tap for 1 minute	6		
Washing up dishes by hand for 5 minutes	30		
Dripping tap per day	3		
Preparing food and cooking for one meal	15		
GARDEN			
Watering can	4		
Hosepipe/sprinkler for 1 hour	540		

DID YOU KNOW?

One cubic metre of water is 1,000 litres.

This is equivalent to:

- 13 baths
- 14 loads of washing
- 28 showers
- 111 toilet flushes.

The average person in the UK uses 142 litres of water every day.



Water saving tips

BATHROOM:

- By turning your tap off whilst you brush your teeth, you can stop up to 15 litres of water going to waste per minute.
- Reduce your shower time by a minute and save up to 15 litres.
- Baths use more water than showers. By filling your bath just 1 inch less, you save 5 litres of water.



KITCHEN:

- A standard washing machine uses 50 litres of water per load. Save water by waiting until you have a full load.
- Save energy and water by filling the kettle with only the amount of water needed.
- 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.



B4 Level 2 – Drought: Example wording for the notification of water use restrictions under a Temporary Use Ban

WATER INDUSTRY ACT 1991 INDEPENDENT WATER NETWORKS LTD TEMPORARY BAN ON WATER USE

Independent Water Networks Ltd (IWNL) gives notice that, pursuant to sections 76 and 76A–C of the Water Industry Act 1991, the following uses of water supplied by IWNL are restricted.

This notice, and further details concerning the prohibitions, current drought and water efficiency advice may be found on IWNL website at www.iwnl.co.uk

Water use restrictions will start on [TIME] on [DATE] and continue until further notification. The restriction applies in the area of supply of [INSET NAME]. Thank you for your support at this important time.

Prohibited Uses

The use of a hosepipe, including using sprinklers, dripper hoses, automatic irrigation systems and similar devices, is prohibited for the following:

1. Watering a garden using a hosepipe
2. Cleaning a private motor-vehicle using a hosepipe
3. Watering plants on domestic or other non-commercial premises using a hosepipe
4. Cleaning a private leisure boat using a hosepipe
5. Filling or maintaining a domestic swimming or paddling pool
6. Drawing water, using a hosepipe, for domestic recreational use
7. Filling or maintaining a domestic pond using a hosepipe
8. Filling or maintaining an ornamental fountain
9. Cleaning walls, or windows, of domestic premises using a hosepipe
10. Cleaning paths or patios using a hosepipe
11. Cleaning other artificial outdoor surfaces using a hosepipe

Note that customers can still undertake the above activities if they use mains water from a bucket or watering can; or use water that is not sourced from the mains such as grey water, rainwater from a water butt through a hosepipe, or private boreholes for example.

The following definitions apply:

- "Using a hosepipe" includes the drawing of water supplied by the company from a container through a hosepipe; and filling a container by means of a hosepipe with water supplied by the company;
- "Garden" includes a park, gardens open to the public, a domestic garden, a lawn, a grass verge, an allotment used for non-commercial purposes and any other green space;
- "Hosepipe" includes anything designed, adapted or used to serve the same purpose as a hosepipe. The prohibitions apply whether or not any device is attached to the hosepipe, such as a sprinkler for example; and
- "Using a hosepipe for domestic recreational use" includes operating water slides and other recreational equipment.

These prohibited water uses are covered by the Water Industry Act 1991 section 76 as amended by the Flood and Water Management Act 2010. Further definitions may be found in the Water Use (Temporary Bans) Order 2010, which is available at: <http://www.legislation.gov.uk/uksi/2010/2231/contents/made>



Statutory Exceptions

Customers who meet the requirements below can continue to use water without having to make representation to IWNL to receive permission. In using water, it is requested that customers use water wisely and adopt water efficient practices:

- Using a hosepipe for health or safety reasons, where this includes (a) removing or minimising any risk to human or animal health or safety; and (b) preventing or controlling the spread of causative agents of disease;
- Watering plants that are (1) grown or kept for sale or commercial use, or (2) that are part of a National Plant Collection or temporary garden or flower display;
- Cleaning any area of a private leisure boat which, except for doors or windows, is enclosed by a roof and walls;
- Filling or maintaining a pool where necessary in the course of its construction;
- Filling or maintaining a pool that is designed, constructed or adapted for use in the course of a programme of medical treatment;
- Filling or maintaining a pool that is used for the purpose of decontaminating animals from infections or disease;
- Filling or maintaining a pool used in the course of a programme of veterinary treatment;
- Filling or maintaining a pool in which fish or other aquatic animals are being reared or kept in captivity;
- Filling or maintaining a domestic pond in which fish or other aquatic animals are being reared or kept in captivity; and
- Filling or maintaining an ornamental fountain which is in or near a fish-pond and whose purpose is to supply sufficient oxygen to the water in the pond in order to keep the fish healthy.

n.b. Watering areas of grass, which are used for sport or recreation, is covered by a Statutory Exception for health & safety only in relation to the active strip/playing area, not the entire ground.

Discretionary Universal Exceptions

Customers who meet the criteria below for a Discretionary Universal Exception can continue to use water without having to make representation to IWNL to receive permission to use water for the following restricted uses. It is requested that customers that meet the requirements for a Discretionary Universal Exception use water wisely and adopt water efficient practices.

The criteria for a Discretionary Universal Exception include:

- Watering a garden attached to a domestic dwelling, or watering plants on domestic premises using a hosepipe by people with severe mobility problems who hold a current Blue Badge as issued by their local authority;
- Use of an approved drip or trickle irrigation watering system, fitted with a pressure reducing valve and a timer, that are not handheld, that place water drip by drip directly onto the soil surface or beneath the soil surface, without any surface run off or dispersion of water through the air using a jet or mist; and
- Commercial customers that use hosepipes in the course of their day-to-day business operation for example hand car washing, window cleaning, graffiti removal), excluding the watering of domestic gardens.

Discretionary Concessional Exceptions

Customers can make representation to IWNL to receive a Discretionary Concessional Exception to use water for the following restricted uses. If permission for a Discretionary Concessional Exception is given, it is requested that customers use water wisely and adopt water efficient practices.

The water uses for which a Discretionary Concessional Exception can be applied for by writing to IWNL include:

- Watering a garden attached to a domestic dwelling, or watering plants on domestic premises using a hosepipe by people registered on IWNL's Vulnerable Customer who have mobility issues but who are not in possession of a Blue Badge.

Representations

Representations concerning any of these prohibitions may be made in writing by [DATE] to IWNL Drought Representations Team,

Driscoll 2
Ellen Street
Cardiff
CF10 4BP



If, as a result of any representation, IWNL decides to vary any terms of the prohibition, further notice will be published. Subject to this, the prohibitions will have effect from the stated date and will remain in force until further notice.

Any person who contravenes any of these prohibitions may be guilty of an offence, and liable, on summary conviction, to a fine not exceeding £1,000.



B5 Level 3 – Drought: Example wording for the notification of water use restrictions under a Drought Order

STATUTORY NOTICE OF APPLICATION FOR DROUGHT ORDER PROHIBITION OR LIMITATION ON THE USE OF WATER

Independent Water Network Limited
Sections 73 and 74(2)(b) and Schedule 8 of The Water Resources Act 1991

Due to the threat of a serious deficiency in supplies of water within the affected area, caused by an exceptional shortage of rainfall, Independent Water Network Limited, Woolpit Business Park, Synergy House, Woolpit, Bury Saint Edmunds, IP30 9UP (“IWNL”) is applying to the Secretary of State for Environment, Food and Rural Affairs for a Drought Order under sections 73 and 74(2)(b) of the Water Resources Act 1991.

The affected area includes all IWNL Supply Areas LOCATION. The affected area is also indicated on the map accompanying this notice.

The Drought Order is necessary to manage the demand for water in order to meet the deficiency of supplies of water in the area. The uses of water which can be prohibited or limited under the Drought Order are those prescribed by the Secretary of State in The Drought Direction 2011. A copy of The Direction can be found here: <https://www.gov.uk/government/publications/the-drought-direction-2011>.

These activities are in addition to the activities covered by the Temporary Use Ban which has been in place since DATE for domestic customers in this area. Further details on IWNL’s Temporary Use Ban in the area may be found: <https://www.iwnl.co.uk/homeowners/drought-measures/>

This notice and further details concerning the prohibitions and current drought and water efficiency advice may be found on IWNL’s website here: <https://www.iwnl.co.uk/homeowners/drought-measures/>

Thank you for your support at this important time.

The proposed Drought Order will allow IWNL to prohibit or limit the use of water within the area referred to for any of the following purposes:

- Purpose 1: Watering outdoor plants on commercial premises using a hosepipe
- Purpose 2: Filling or maintaining a non-domestic swimming or paddling pool
- Purpose 3: Filling or maintaining a pond
- Purpose 4: Operating a mechanical vehicle-washer
- Purpose 5: Cleaning any vehicle, boat, aircraft or railway rolling stock using a hosepipe
- Purpose 6: Cleaning of any exterior part of a non-domestic building or a non-domestic wall using a hosepipe
- Purpose 7: Cleaning a window of a non-domestic building using a hosepipe
- Purpose 8: Cleaning industrial plant using a hosepipe
- Purpose 9: Suppressing dust using a hosepipe
- Purpose 10: Operating a cistern in any building that is unoccupied and closed

The following definitions apply:

- “Commercial Premises” means any land, building or other structure which is not used principally as a dwelling.
- “Health or Safety Reasons” means removing or minimising risk to human or animal health or safety; and preventing or controlling the spread of causative agents of disease.
- “Hosepipe” includes anything designed, adapted or used to serve the same purpose as a hosepipe. The prohibitions apply whether or not any device is attached to the hosepipe, such as a sprinkler for example.



- “National Plant Collection” means a plant collection which is part of Plant Heritage (formerly the National Council for the Conservation of Plants and Gardens’ National Plant Collection scheme).
- “Non-domestic building” means a building or any other structure which is not principally used as a dwelling.
- “Temporary garden or flower display” means a display at a show or exhibition for no longer than 7 days;.
- “Using a hosepipe” includes drawing water supplied by IWNL through a hosepipe from a container and filling a container with water supplied by IWNL by means of a hosepipe.

Applicable definitions may be found in:

- The Drought Direction 2011, which is available at: <https://www.gov.uk/government/publications/thedrought-direction-2011>
- The Water Use (Temporary Bans) Order 2010, which is available at: <https://www.legislation.gov.uk/ukxi/2010/2231/contents/made>

Statutory Exceptions

Customers who wish to use water for the actions below can continue to use water without having to make representation to IWNL to receive permission. In using water, it is requested that customers use water wisely and adopt water efficient practises.

- Purpose 1 does not include watering plants that are: grown or kept for sale or commercial use; or part of a National Plant Collection or temporary garden or flower display.
- Purpose 2 does not include:
 - Filling or maintaining a pool that is open to the public
 - Filling or maintaining a pool where necessary in the course of its construction
 - Filling or maintaining a pool using a hand-held container which is filled with water drawn directly from a tap
 - Filling or maintaining a pool that is designed, constructed or adapted for use in the course of a programme of medical treatment
 - Filling or maintaining a pool that is used for the purpose of decontaminating animals from infections or disease
 - Filling or maintaining a pool that is used in the course of a programme of veterinary treatment
 - Filling or maintaining a pool in which fish or other aquatic animals are being reared or kept in captivity
 - Filling or maintaining a pool that is for use by pupils of a school for school swimming lessons.
- Purpose 3: a pool is not open to the public if it may only be used by paying members of an affiliated club or organisation.
- Purpose 4: does not include: filling or maintaining a pond in which fish or other aquatic animals are being reared or kept in captivity; or filling or maintaining a pond using a handheld container which is filled with water drawn directly from a tap.
- Purpose 5: does not include filling or maintaining a domestic pond using a hosepipe.
- Purpose 6: permits the cleaning of any vehicle, boat, aircraft or railway rolling stock for health or safety reasons.
- Purpose 7: permits the cleaning of any exterior part of a non-domestic building or a non-domestic wall for health or safety reasons.
- Purpose 8: permits the cleaning a window of a non-domestic building using a hosepipe for health or safety reasons.
- Purpose 9: permits the cleaning industrial plant using a hosepipe for health or safety reasons.
- Purpose 10 permits the suppression of dust using a hosepipe for health or safety reasons.

Non-Statutory Common Exceptions

Customers who meet the criteria below for a Non-Statutory Common Exception can continue to use water without having to make representation to receive permission to use water for the following restricted uses. It is requested that customers that meet the requirements for a Non-Statutory Common Exception use water wisely and adopt water efficient practices.

The criteria for a Non-Statutory Common Exception include, for example:

- Use of a hosepipe by individuals who are either registered on IWNL’s Priority Services Register, are a Blue Badge holder or WaterSure customer, and who have mobility or health conditions that prevent them from using a watering can or bucket.

Restricted uses that would be exempt under this Non-Statutory Common Exception:

- Purpose 1: Watering outdoor plants on commercial premises
- Purpose 2: Filling or maintaining a non-domestic swimming or paddling pool
- Purpose 3: Operating a mechanical vehicle-washer
- Purpose 4: Cleaning any vehicle, boat, aircraft or railway rolling stock
- Purpose 5: Cleaning non-domestic premises



- Purpose 6: Cleaning a window of a non-domestic building
- Purpose 7: Cleaning industrial plant
- Purpose 8: Suppressing dust
- Purpose 9: Operating cisterns

“Blue Badge” means a current valid Blue Badge issued by the relevant Local Authority in accordance with the Disabled Persons (Badges for Motor Vehicles)(England) Regulations 2000 (SI 2000/682) and Section 21 of the Chronically Sick and Disabled Persons Act 1970 (as amended).

Non-Statutory Bespoke Exceptions

Customers can make representation to IWNL to receive a Non-Statutory Bespoke Exception to use water for a restricted use. If permission for a Non-Statutory Bespoke Exception is given, it is requested that customers use water wisely and adopt water efficient practises.

A full list of events considered to be Non-Statutory Bespoke Exceptions will be published on the IWNL’s website here: <https://www.iwnl.co.uk/homeowners/drought-measures/>

IWNL follows a phased approach to reduce demand in the event of a drought. A full explanation of drought triggers and proposed actions may be found in IWNL’s Drought Plan 2026 which is available here: <https://www.iwnl.co.uk/about-us/our-drought-plan/>

Please note that the Non-Statutory Bespoke Exceptions (including exceptions relating to the Temporary Use Bans which will be in place from DATE may change based on whether drought conditions worsen and in accordance with the phased approach in IWNL’s Drought Plan. A full list of the statutory exceptions may be found in The Drought Direction 2011, which is available here: <https://www.gov.uk/government/publications/the-drought-direction-2011>

Representations

Anyone may inspect the proposals, free of charge, at the following locations, during the specified times for a period of seven calendar days from Monday 20th July 2026 up to and including Sunday 26th July 2026:

- Southern Water’s head office at Southern House, Yeoman Road, Worthing, West Sussex, BN13 ENX; Between the hours of 10:00 – 16:00, Monday to Friday
- Totton Library in Library Road, Totton, Southampton SO40 3RS; Monday, Tuesday, Thursday and Saturday: 9:30 to 17:00 Friday: 9:30 to 13:30 Sunday and Wednesday – closed 4
- Eastleigh Library at 1st Floor, Swan Centre, Eastleigh SO50 5SF Tuesday, Thursday, Friday and Saturday: 9:30 to 17:00 Monday: 9:30 to 13:30 Sunday and Wednesday – closed

Summaries of the application will be hosted at <https://www.iwnl.co.uk/homeowners/drought-measures/>

Objections may be made in writing to the Secretary of State for Environment, Food and Rural Affairs, c/o Department for Environment, Food and Rural Affairs, Water Resources Policy, Seacole 3rd Floor, 2 Marsham Street, London, SW1P 4DF (or by e-mail to water.resources@defra.gov.uk), giving an address to which correspondence relating to the objection may be sent. Objections should be made immediately and in any event received by midnight (00:00) on Sunday 27 July 2025.

Next Steps

The Secretary of State for Environment, Food and Rural Affairs will decide whether a public hearing or inquiry shall be convened. Further information on this will be available online at <https://www.iwnl.co.uk/homeowners/drought-measures/>. If the Secretary of State grants the drought order, IWNL will publish another notice confirming this, which will include the date that the restrictions commence.

Independent Water Networks Limited



B6 Example wording for the revocation of restrictions

INDEPENDENT WATER NETWORKS LTD (IWNL) Removal of Restrictions on Water Use

[INSERT RELEVANT REFERENCE TO LEGISLATION ACCORDING TO THE WATER USE RESTRICTIONS THAT HAVE BEEN IN PLACE (TUBs/Ordinary Drought Orders)]

Since [DATE] a number of temporary restrictions on the use of water (with some exceptions) have been in force in the IWNL area.

We are pleased to announce that that from [time and date] all of these restrictions are lifted.

We are very grateful to our customers for their cooperation in conserving supplies during the water shortage. We ask customers to continue to show restraint and to use water responsibly to help secure future supplies.

Any queries in connection with this announcement should be addressed to: Water Resources, Driscoll 2, Ellen Street, Cardiff, CF10 4BP Or by email to: waterresources@iwnl.co.uk

[DATE]

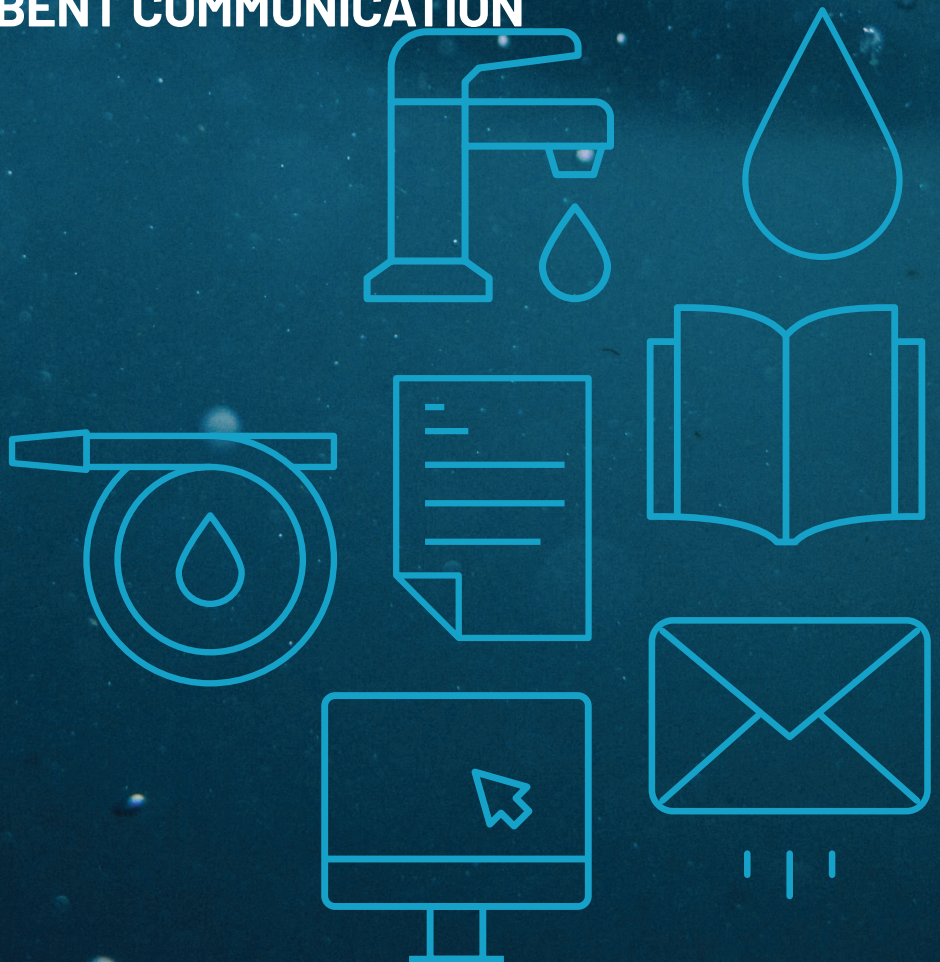




Drought Plan 2026

APPENDIX C: INCUMBENT COMMUNICATION

March 2026



C1 Incumbent Communication

Throughout the year, IWNL participates in regional meetings with Water Resources West and Water Resources North, as well as holding regular liaison meetings with incumbent water companies.

When water resources become stressed and there is a chance that Temporary Use Bans (TUBs) or other restrictions may be needed, we stay in close and regular contact with a wide range of partners across the water sector.

These discussions take place through scheduled liaison meetings as well as more frequent drought focused sessions, and we also hold ad hoc conversations whenever new information emerges. Together, these help us build a clear, shared picture of how conditions are developing and what actions may be required.

Across these meetings we talk about the current water resource situation, forecasts for the weeks and months ahead, how our networks are performing, and any operational pressures that might affect supply. We also share insights on customer behaviour and review any risks to public water supplies.

Crucially, we use these conversations to coordinate customer communications. By aligning our messages, timing, and advice with other water companies, we make sure that customers across our region receive clear, consistent information – especially in areas where supply boundaries meet or where more than one company plays a role.

This collaborative approach helps us plan effectively, respond quickly when conditions change, and provide customers with timely updates so they understand the situation and any steps being taken to protect supplies.



Drought Plan 2026

APPENDIX D: LESSONS LEARNT

March 2026



D1 Lessons learnt

1. Working Together Through Clear and Appropriate Information Sharing

Many NAVs have shown they are willing to enter into Non Disclosure Agreements where necessary. This creates a valuable opportunity to improve the quality of information shared during drought conditions. By using NDAs in the right way, all parties can access the operational detail they need to understand system pressures and plan effectively. This would support more aligned responses and ultimately strengthen joint decision making.

2. The Importance of Timely, Open Communication

Feedback also highlighted the need for more timely and transparent communication between incumbents and NAVs. Delays or gaps in information can make it difficult for NAVs to anticipate changes, adjust operations, and keep customers well informed. Improving transparency, particularly around drought triggers, resource outlooks, and planned actions, would support better coordination and help ensure responses are proactive rather than reactive.

3. Making Drought Processes More Efficient by Updating Legislation

A further observation relates to the current use of drought permits. These permits can introduce delays and administrative challenges at the very moments when quick action is most important. Streamlining legislation so that key powers and flexibilities are included in standard processes would reduce reliance on discretionary permits and enable faster, more agile decision making during drought escalation.

