

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

<https://www.iwnl.co.uk/homeowners/drought-measures/>

Water use restrictions will start **at 00:01 on 3rd July 2026** and continue until further notification. The restriction applies in the areas of supply of Appledore Road (TN30), Ashford Road (TN26), Benenden Hospital (South Parcel) (TN17), Blackfriars (TN33), Brick Kiln Lane (TN17), Broad Oak Farm (CT2), Chilmington Green (TN23), Church Road, Otham (ME15), Cockering Road, Canterbury (CT1), Ditton Edge (ME20), Farleigh Hill (ME15), Front Road (TN26), Greenhill Road (West) (CT6), Hermitage Lane 1 (ME20), Hermitage Lane 2 (ME16), Hermitage Lane 3 (ME16), Highgate Hill (TN18), Kings Hill (Areas 5.2 & 5.3) (ME19), Kings Hill (Phase 5 Area 5.1) (ME19), Kings Hill (Phase 5 Area 5.6) (ME19), Lady Dane Farm (Phase 2) (ME13), Lady Dane Farm, Love Lane (ME13), Lower Herne Road (Phase 1) (CT6), Lower Herne Road (Phase 2) (CT6), Newtown Works (TN24), Northwood, Herne Bay (CT6), Osborne Gardens (CT6), Sportsman's Farm (ME19), Steel Cross (TN6), Sutton Road (ME17), Thanet Way (CT5), The Driving Range (Herne Bay Parcel 1) (CT6), Upper Worsham Farm (TN40), Walshes Road (Phase 1) (TN6), Walshes Road (TN6), Winterfield Lane (ME19), Worrall Drive (Phase 3) (ME1).

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:

- **Watering a garden using a hosepipe**
- **Cleaning a private motor-vehicle using a hosepipe**
- **Watering plants on domestic or other non-commercial premises using a hosepipe**
- **Cleaning a private leisure boat using a hosepipe**
- **Filling or maintaining a domestic swimming or paddling pool**
- **Drawing water, using a hosepipe, for domestic recreational use**
- **Filling or maintaining a domestic pond 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**

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/ukxi/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.**

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.