



Temporary Use Ban Enforcement Policy

Anglian Water's approach to enforcing the restrictions

We're introducing temporary hosepipe restrictions to help protect water supplies during a period of prolonged hot, dry weather and exceptionally high demand.

We know most customers want to do the right thing and help save water. We're committed to a Prevention First approach. Our priority is to help customers understand and comply with the restrictions through clear information, advice and reminders.

Weeks of hot, dry weather and record water use mean we're using more water than ever before. These restrictions will help make sure there's enough water for homes, businesses and essential services, while protecting our local rivers and the environment.

The restrictions apply across our region, except Hartlepool. Customers who do not comply with the restrictions may be committing an offence under the Water Industry Act 1991 and may, on conviction, be liable to a fine of up to £1,000.

Our enforcement principles

When enforcing the Temporary Use Ban, we aim to be:

Proportionate – taking action that is appropriate to the circumstances.

Consistent – applying the restrictions fairly across our region/those parts affected.

Transparent – being clear about how decisions are made.

Accountable – acting responsibly and explaining our actions where appropriate.

Targeted – focusing our efforts where repeated or deliberate non-compliance is identified.

Why do we have an enforcement process?

We know customers care about protecting water supplies and may contact us if they see the restrictions not being followed.

Having an enforcement process allows us to:

- Encourage compliance with the restrictions.
- Protect water supplies for homes, businesses and essential services.

- Protect the environment and local water resources.
- Provide a clear way for customers to report potential breaches.
- Ensure a fair and consistent approach to anyone who may not be following the restrictions.

It gives customers a clear and simple way to report concerns and helps us respond more quickly and consistently.

Reporting a potential breach

Customers can report a suspected breach of the restrictions using our online form or by contacting our customer service team.

To help us investigate, we may ask for:

- The address where the activity took place.
- The date and time it was seen.
- The activity that was taking place.

We do not accept photographs or videos through the reporting process.

Please remember that some customers and activities are covered by statutory exceptions and may still be using a hosepipe lawfully.

What happens after a report is made?

In most cases, our first step will be to remind customers about the restrictions and the activities they apply to.

Depending on the circumstances, we may:

1. Send an email, text message or letter reminding customers about the restrictions.
2. Send further reminders if additional reports are received.
3. Contact customers directly to discuss the reported activity.
4. Visit a property where repeated concerns have been raised.
5. Consider formal enforcement action where there is evidence of deliberate or repeated non-compliance.

How we make decisions

We'll always aim to act fairly, reasonably and proportionately.

When deciding whether further action is appropriate, we may consider:

- The number of reports received.
- Whether there is evidence of a breach.

- Whether the activity may be covered by an exception.
- Whether previous reminders have been ignored.
- Whether the breach appears deliberate or repeated.
- The circumstances of the case and any information provided by the customer.

We review all reports carefully. However, we may not investigate reports that appear deliberately misleading or intended to cause disruption.

Formal enforcement action

Formal enforcement action is expected to be rare and would normally only be considered where:

- Multiple reminders have been ignored.
- There is evidence of deliberate or repeated breaches.
- A customer has refused to comply with the restrictions.
- False or misleading information has been provided.
- Previous engagement has failed to achieve compliance.

Any decision to take legal action will be considered carefully on a case-by-case basis. We'll take into account the evidence, any relevant exceptions, and the need to protect customers, water supplies, the environment and public safety.

Under the Water Industry Act 1991, anyone convicted of breaching the restrictions may be liable to a fine of up to £1,000.

Exceptions

Some customers and activities are covered by statutory exceptions and may continue to use a hosepipe for specific purposes.

If an exception applies, customers do not need to contact us or apply in advance.

Find out more about the exceptions that apply by visiting anglianwater.co.uk/hosepipe.

Privacy

Information provided when reporting a suspected breach will be used only for the purposes of administering and enforcing the Temporary Use Ban.

We'll process personal information in accordance with our Privacy Notice.

Comments and complaints

If you have feedback about how we have administered or enforced the Temporary Use Ban, please let us know using the contact form at anglianwater.co.uk/hosepipe.

We'll investigate concerns in line with our customer complaints process.

Need more information?

For full details of the restrictions, exceptions and frequently asked questions, please visit anglianwater.co.uk/hosepipe.