

Temporary ban on water use

South West Water Limited gives notice that, pursuant to sections 76 and 76A-C of the Water Industry Act 1991, the following uses of water supplied by South West Water Limited are restricted due to prolonged dry weather, significantly below average rainfall and continued high demand for water.

In these circumstances, it is important for South West Water to carefully assess what measures are necessary and proportionate to maintain a resilient and secure water supply for customers. Those decisions must also take account of the Environment Agency's drought management framework, together with relevant national and regional drought responses.

This notice and further details concerning the prohibitions and water efficiency advice may be found on the website of South West Water Limited here: southwestwater.co.uk/hosepipe-ban

Water use restrictions will start at **00:01am** on **8th August 2026** and shall continue until further notice. The restriction applies across South West Water's entire service area which includes Devon, Cornwall, the Isles of Scilly, and parts of Dorset and Somerset. You can find out more on the South West Water website here: southwestwater.co.uk/hosepipe-ban

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. Drawing water, using a hosepipe, for domestic recreational use
6. Filling or maintaining a domestic pond using a hosepipe
7. Filling or maintaining a domestic swimming or paddling pool
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.

Please note that customers can still undertake the above activities if they use mains water in a bucket or watering can; or use water that is not sourced from the mains network such as grey water, rainwater from a water butt, 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 prescribed by sections 76, 76A-76C the Water Industry Act 1991 as amended by the Flood and Water Management Act 2010. Further definitions, clarifications and exceptions relating to these prohibited uses may be found in the Water Use (Temporary Bans) Order 2010, which is available at:

legislation.gov.uk/uksi/2010/2231/contents

Statutory Exceptions

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

- Using a hosepipe for health and 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;
- Cleaning a public service vehicle or a goods vehicle;
- 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 pool using a hand-held container which is filled with water drawn directly from a tap;
- Filling or maintaining a pool using a hand-held container which is filled with water drawn directly from a tap;
- 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.

NB Watering areas of grass, which are used for sport or recreation, is covered by a Statutory Exception for health and 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 representations to South West Water Limited 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 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 hosepipe 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.

A full list of Discretionary Universal Exceptions are published on the South West Water website here: southwestwater.co.uk/hosepipe-ban

Discretionary Concessional Exceptions

Customers can make representations to South West Water Limited 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 South West Water Limited include watering a garden attached to a domestic dwelling, or watering plants on domestic premises using a hosepipe by people registered on the Vulnerable Customer List of South West Water Limited who have mobility issues but who are not in possession of a Blue Badge.

A full list of events considered to be Discretionary Concessional Exceptions are published on the South West Water website here:

southwestwater.co.uk/hosepipe-ban

Representations

Representations concerning any of these prohibitions may be made to **customercontact@southwestwater.co.uk** or by telephone on **0344 346 1010**. To be considered, representations must be received by **07:00am on 8th August 2026**. If as a result of any representation, South West Water Limited decides to vary any terms of the prohibition, a further notice will be published. Subject to this, the prohibition 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.