

ESSEX&SUFFOLK
WATER *living water*

ALL YOU NEED TO KNOW ABOUT THE MORATORIUM ON NEW SUPPLIES FOR NON-DOMESTIC MAINS WATER USE

INTRODUCTION:

We are currently operating a moratorium, a temporary prohibition of new non-domestic supplies, in our Hartismere water resource zone which includes the town of Eye and surrounding villages. This moratorium has been put in place due to the lack of available water in your area. We expect the moratorium to remain in place until 2033 when all new supply schemes to support development in this area are operational.

In the meantime, we will continue to operate a non-domestic moratorium to protect mains water supplies to existing customers and businesses.

We have provided you with this leaflet to explain all you need to know about the moratorium and answer any questions you may have. It contains more detail about what a moratorium is, how we can help your business save water and what we are doing to increase available supply of water.

WHAT IS A MORATORIUM?

A moratorium is a temporary prohibition of new mains water supplies where the mains water will be used for non-domestic purposes. This means we are unable to agree to:

- a) all new mains water connections where the water will be used for non-domestic purpose; and
- b) an increase in water use above existing levels where there is an existing mains water connection.

Consequently, you should not plan to increase your mains water use if it is for non-domestic purposes.

WHAT IS INCLUDED IN NON-DOMESTIC SUPPLIES?

It is easier to confirm what domestic use is and to assume that all other uses are non-domestic. Domestic use is water that is used in a residential dwelling, in a public place (for example, school, hospital, library) or business for welfare including but not limited to for employee or public toilets, employee or public bath and showering facilities and workplace kitchens and canteens. It includes the use of water for drinking, washing, cooking, central heating and sanitary purposes by residents and employees. (See section 218 of Water Act 1991 for definition of Domestic purposes.)

Providing an exhaustive list of non-domestic uses of mains water is difficult however uses can include, but are not limited to, where mains water is used for:

- Manufacturing and processing
- Livestock production
- Irrigation
- Cooling

IMPORTANT: Water for extinguishing a fire is not included in the moratorium.

WHY DO WE NEED A MORATORIUM?

East Anglia is one of the driest parts of the country which when considered alongside current water demand, means that the Environment Agency has classified our supply area as being a Serious Water Stressed Area. We will not have sufficient water resources to meet all forecast mains water demand, and this is due to a number of reasons.

- The spare water supplies we did have, have been depleted by the rapid growth in business demand over the past five years.
- To protect our water sources, we have agreed with the Environment Agency (EA) to reduce the amount of groundwater that we are allowed to take to make sure there is enough water left for the environment.
- We are forecasting a 22% increase in total population in the area (about 5,000 people) over the next 25 years which will all need water. At present, the average person uses around 144 litres of water every day.
- We are forecasting that business demand for water will double in the area.

Without the moratorium, we will not have sufficient water to meet all existing and new mains water demand until we have developed the new water supplies. Consequently, the moratorium is required to protect mains water supplies to our existing customers and businesses.

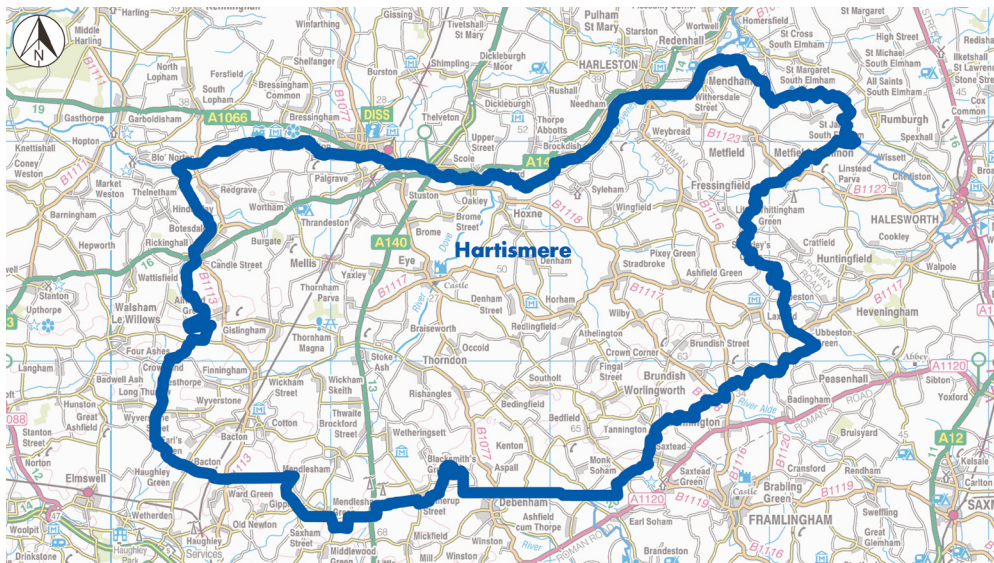
WHERE IS THE MORATORIUM IN PLACE?

The moratorium is in place across the entire of our Hartismere water resource zone (WRZ). A water resource zone is where all the supplies of water in an area come from one source.

Depending on where in the region you are based, your water will come from one of four WRZ's and Hartismere is one of them.

The Hartismere WRZ is bounded to the north by the River Waveney, from its source at Redgrave in the west, to Mendham in the east. The zone stretches as far west as Rickingham and Wyverstone Street, and as far south as Mendlesham Green and Aspell. The WRZ includes the town of Eye, situated on the River Dove, a major tributary of the River Waveney.





WHERE DOES OUR WATER COME FROM?

All the water supplied within the Hartismere WRZ is sourced from groundwater abstracted from boreholes drilled into the Chalk and Crag (sand and gravel) aquifers (water bearing rocks).

WHEN WILL THE MORATORIUM END?

The moratorium will remain in place until all new supply schemes to support development in this area are operational. We envisage this will be in the year 2033 but it could be earlier or later. We recognise 2033 is a long way off but we will need this time to develop the complex new water supply schemes overleaf. These include water reuse schemes, winter storage reservoirs and new strategic pipelines to transfer water across our supply area.

HOW IS MY EXISTING LEVEL OF WATER USAGE CALCULATED?

Your existing level of mains water supply allowance has been calculated as the maximum annual amount of mains water you have used in the last five years. This has been calculated using the meter readings from your water bill.

If you do not have a meter installed, don't worry, we are working to install smart meters on all properties by the end of 2025 or soon after. The data collected from these smart meters will be used to determine how much water you currently use.

We will be monitoring how much water our customers use and where an increase is due to water wastage (leakage) we will be issuing waste notices.

HOW CAN WE HELP YOU?

We'd love to help you to manage your water use. If you have any questions around water efficiency, water recycling or would like to let us know of an opportunity to help you save water with your business, please get in touch using our dedicated email address at savingwater@nwl.co.uk.

WHAT ARE WE DOING TO IMPROVE THE WATER AVAILABLE IN THIS AREA?

We are taking a twin track approach to improve water supplies by working hard to reduce demand and putting plans in place to increase supply.

HOW ARE WE PLANNING TO REDUCE DEMAND FOR WATER?

Compulsory metering and smart meters:

We have registered our intention to introduce compulsory smart metering to all businesses who currently do not have a meter by 2030. This is because charging customers for the amount of water they use is the fairest way and it has been shown to reduce water use. We will replace all existing water meters with a smart meter by 2035.

Water efficiency:

Good news! As you are located within our Hartismere water resource zone, you are eligible to apply to our grant fund called the Water Saving in Business Fund, open until Sunday 14 July 2024. Do you have a project which could save water in your business but need some funding to make it happen? We'd love to hear about it! See the letter included with this leaflet or visit eswater.co.uk/wsb to find out more and apply.

Leakage:

We are on course to meet our target of reducing leakage by 17.5% between 2020 and 2025, but we recognise that we still have more to do.

Our high-level action plan to tackle future leakage includes:

- Increasing the rate of mains renewal to lower the average age of our pipework and reduce the risk of bursts.
- Permanent acoustic logging technology to identify leaks quicker.
- Customer smart metering to identify smaller leaks on customer supply pipes.
- Optimising the management of water pressure across the network to reduce the risk of bursts.
- Repairing leaks using 'no-dig' technology.
- Identification of potential leaks using satellite imagery and digital twin technology.

HOW ARE WE PLANNING TO INCREASE THE AMOUNT OF WATER AVAILABLE?

Our plan is to build new pipelines that will allow us to move water around our network from places with extra water to areas with a water shortage. We can build a pipe much quicker than anything else so we are forecasting that these schemes will be ready by 2028. These new pipelines will connect all our water resource zones in Suffolk.

We will also be building new treated water storage reservoirs that can hold a few days' worth of supply to give us extra resilience for the future.

We plan to build a new nitrate removal process at our River Waveney water treatment works near Beccles in Suffolk. This is because the nitrate concentrations in river water during the autumn and winter are staying higher for longer. To make sure we can continue to meet the very strict drinking water quality standard for nitrates, we now need to install new processes to remove it.

We plan to build a new water reuse scheme near Lowestoft by 2030. This will treat wastewater to a very high standard and will transfer it to the river Waveney upstream of our existing river intake. The additional water will then be treated at our existing water treatment works.

I have some more questions who should I contact?

If you have questions about the moratorium on non-domestic use, or anything else in this leaflet, please email waterresources@nwl.co.uk.

For all other questions including billing, accounts, leaks, and meter reads please contact your retailer. You can find out who your retailer is from your latest bill.

You can also visit our website at nwg.co.uk/wrmp to read our Water Resource Management Plan that sets out how we plan to make sure we can continue to deliver clean, safe drinking water in the future, even in the most severe droughts.



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