

2nd August 2018

Dear Sir/Madam,

This latest update comes with some welcome good news.

The work we have been doing to conserve water supplies and abstract water from other sources combined with the help from customers in reducing their own usage as well as the recent rainfall and slightly cooler temperatures means we are now in a position to call off the hosepipe ban planned for this weekend.

This decision has been taken in the context of the improved position in our water resources and not wanting to inconvenience customers for a moment longer than is necessary. However, the long range forecast from the Met Office is one of relatively dry weather into the autumn, so future restrictions are still a possibility if more rain doesn't arrive and if we see a significant increase in demand.

We are continuing to step up our response with our leakage teams working 24 hours a day to find and repair as many leaks as possible. Our operational teams are out and about much more than usual making interventions such as installing new pumping stations, pumping between reservoirs, bringing ground water sources into use and prioritising maintenance to help ensure supplies are not interrupted during this prolonged dry spell.

As you would expect, we are working closely with the Environment Agency in monitoring the situation to ensure we have enough water in supply right across the region while balancing the needs of customers and the impact on water sources and the local environment. We are still urging customers to help us by using water wisely where they can.

As always, I will keep you updated of the situation and please do not hesitate to let me know should you require any further information. Later this morning we will be issuing a press release, and advertisements will start to appear in the local and national media advising customers of this news.

Kind regards,

Lizzie