

draft Drought Plan 2027
**Appendix 5:
Temporary Use Bans
and Non-Essential
Use Bans**

May 2026

Appendix 5 - TUBs and NEUBs

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1. Temporary Use Bans (TUBs)

Temporary Use Bans (TUBs) are powers granted to water companies to impose restrictions on customers' water use. TUBs are often referred to as 'hosepipe bans' but in reality, they cover a much wider range of restrictions as mentioned in the Water Use (Temporary Bans) Order 2010.

The restrictions focus on domestic activities. While aimed primarily at household customers, they also apply to non-household customers when those customers are carrying out domestic activities unrelated to their business operations. A business is defined as those which pay business rates, and domestic properties are those subject to council tax.

Water companies are expected to apply their powers fully in one phase before progressing to the next, for example, implementing TUBs before applying for a Drought Order. We regularly review legislation to ensure we remain compliant with the requirements, especially if implementing restrictions is required.

This document provides the most up to date information on TUBs but if any changes occur post publication of Drought Plan 2027 these will be clearly communicated at the time of any restrictions being implemented. All information regarding restrictions (e.g. implementation, changes and lifting of restrictions) will always be made available on our website and through the local newspapers and/or media as appropriate.

1.1 TUBs representation

Under circumstances where a TUB is required to conserve water during periods of drought, we will always provide the opportunity for representations to be submitted. In accordance with Section 76B of the WIA 1991 before any restrictions are imposed, we shall:

- Provide notice of the proposed TUB and its terms in at least two newspapers circulating in the area to which it is to apply and on the Anglian Water website.
- Provide clear details how and by when to make representations about the proposed TUB.
- Specify the date from which it applies and the area to which it applies.

The same advertising process will be followed for any further significant variation to the TUB or the revocation of the restriction. We will revoke restrictions that are no longer required with immediate effect, and period of representation will be applied.

Examples of the types of notice that could be used are included within the UKWIR Code of Practice 2023¹. We would adopt standard wording in notices to ensure essential core information is provided and the risk of confusion is minimised.

Making representations

An appropriate period will be allowed for representations to be received and considered before implementing a TUB. This period will be proportionate to the scale of the proposal, the number of customers affected, and the severity of the water resource situation, but will always be at least three days. The longest period of time will always be provided where possible.

The period of representation will be clearly detailed in our notice and will ensure a balance between the urgency of the need for demand restrictions with the anticipated public interest of the restriction.

Dedicated postal and email addresses will be created at the time, for customers seeking to make a representation by writing or email respectively.

Considering representation

Representation received within the period of consultation will be reviewed on a routine basis. The DMT will convene and consider representations. A Statement of Response will be produced following the close of the consultation period which will outline our considerations and actions taken.

¹ UK Water Industry Research (2023) Managing through drought: Code of Practice and guidance for water companies on water use restrictions

1.2 TUBs exceptions

Water companies can grant exceptions to these restrictions to minimise impacts on vulnerable customers and the wider economy. We contributed to the UKWIR Code of Practice (2023)², which aligned how TUBs and exceptions are applied across companies. We have also worked with neighbouring companies in WRE and WRSE to support this alignment.

There are two main types of exceptions to TUBs restrictions which can be applied by water companies:

- **Statutory Exceptions** - activities or water uses permitted by law to be excluded from TUB restrictions.
- **Non-Statutory Exceptions** - water uses not covered by a statutory exception, but which water companies can grant under certain circumstances.

Non-Statutory exceptions can then be further split into categories:

- **Common** - exceptions offered by all companies signing the Code of Practice.
- **Bespoke** - exceptions which individual water companies may like to offer customers depending on its circumstances.

[Table 1.1](#) sets out a summary of the Statutory exceptions as well as Non-Statutory exceptions that Anglian Water would look to make during the implementation of a TUB.

Any customers that are covered by an exception do not need to make representation or obtain permission from us. However, representations can be made for any water use that a customer believes is not covered or is not made clear by the stated exceptions. All applications for exceptions must be made within the prescribed consultation period, and a formal response will be published to identify exceptions that have been approved.

We will liaise with our NHH retail partners, regarding exceptions for businesses whose commercial activity could be affected by the imposition of restrictions.

Please note that no compensation will be awarded in the event of a temporary restriction on water usage.

2 UK Water Industry Research (2023) Managing through drought: Code of Practice and guidance for water companies on water use restrictions

Table 1.1 TUB categories and exceptions summary

TUB Category	Statutory Exception	Anglian Water Non-Statutory Exception
1. Water a garden using a hosepipe	Using a hosepipe to water a garden for health or safety reasons. In this category, the definition of “a garden” includes “an area of grass used for sport or recreation”. Therefore, it should be noted that 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.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. A drip or trickle irrigation watering system can be used if: they are fitted with a pressure reducing valve and a timer; they are not handheld; they place water drip by drip directly onto the soil surface or between the soil surface without any surface runoff or dispersion of water through the air using a jet or mist.
2. Cleaning a private motor-vehicle using a hosepipe	A “private motor-vehicle” does not include (1) a public service vehicle, as defined in section 1 of the Public Passenger Vehicles Act 1981 (c), and (2) a goods vehicle, as defined in section 192 of the Road Traffic Act 1988 (d).	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. A hosepipe can be used in the course of a business to clean private motor vehicles where this is done as a service to customers and where this cannot be reasonably done using a bucket.
3. Watering plants on domestic or other non-commercial premises using a hosepipe	Does not include 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.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. Hosepipes can be used to water food crops (including food trees) at domestic premises or private allotments, where this cannot be reasonably done by watering can. Hosepipes can be used to water saplings, trees, whips and hedging that have been planted within a 3-year window of the imposition of the TUB, where this cannot be reasonably done by a watering can or non-potable water. Hosepipes can be used to water newly laid turf for the first 28 days after it has been laid, where this cannot be reasonably done by watering can. This can only be done where the turf was laid prior to the TUB notice. A drip or trickle irrigation watering system can be used if: they are fitted with a pressure reducing valve and a timer; they are not handheld; they place water drip by drip directly onto the soil surface or between the soil surface without any surface runoff or dispersion of water through the air using a jet or mist.
4. Cleaning a private leisure boat using a hosepipe	(1) cleaning any area of a private leisure boat which, except for doors or windows, is enclosed by a roof and walls. (2) Using a hosepipe to clean a private leisure boat for health or safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. A hosepipe can be used to fill a water tank to be used for cleaning, cooking and sanitisation. A hosepipe can be used for maintenance or if fouling is causing increased fuel consumption where it's not possible to use a bucket and sponge. A hosepipe can be used to remove graffiti from a boat where this cannot be reasonably done using a bucket/alternative. A hosepipe can be used to prevent or control the spread of non-native and/or invasive species where other means are not appropriate. A hosepipe can be used by a business for commercial cleaning (e.g. boat hire business) where this cannot be reasonably done using a bucket.
5. Filling or maintaining a domestic swimming or paddling pool	(1) filling or maintaining a pool where necessary in the course of its construction (2) filling or maintaining a pool using a hand-held container which is filled with water drawn directly from a tap (3) filling or maintaining a pool that is designed, constructed or adapted for use in the course of a programme of medical treatment (4) filling or maintaining a pool that is used for the purpose of decontaminating animals from infection or disease (5) filling or maintaining a pool used in the course of a programme of veterinary treatment (6) filling or maintaining a pool in which fish or other aquatic animals are being reared or kept in captivity.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. A hosepipe/mains fed system can be used when filling a swimming pool, swim spa, exercise spa, paddling pool that is a fixed structure from empty after construction or significant refurbishment. In this case significant refurbishment should be treated as equivalent to construction. Once it has been refilled then a hosepipe cannot be used for any subsequent filling. A hosepipe/mains fed system can be used to top up a swimming pool, swim spa, exercise spa, paddling pool as part of maintenance (i.e. commercial) service contract but not by a domestic customer. A hosepipe/mains fed system can be used as part of a commercial maintenance service for all items listed in statutory exceptions listing. A hosepipe can be used for pools within places of worship or community pools when they are used as part of a religious ceremony where this cannot be reasonably done using a bucket.
6. Drawing water, using a hosepipe, for domestic recreational use	None.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. A hosepipe can be used when filling a hot tub from empty after construction or installation or significant refurbishment. In this case significant refurbishment should be treated as equivalent to construction. Once it has been refilled then a hosepipe cannot be used for any subsequent filling. A hosepipe can be used for filling a water tank in a caravan or motorhome where the water is to be used for washing, cooking or sanitation purposes. A hosepipe can be used to fill a hot tub that is rented to customers as part of a commercial enterprise. Once the rented hot tub has been filled then a hosepipe cannot be used for any subsequent filling. A hosepipe can be used to top up a hot tub as part of maintenance (i.e. commercial) service contract but not by a domestic customer.

TUB Category	Statutory Exception	Anglian Water Non-Statutory Exception
7. Filling or maintaining a domestic pond using a hosepipe	Filling or maintaining a domestic pond in which fish or other aquatic animals are being reared or kept in captivity.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. Commercial ponds containing fish or other aquatic animals can be topped up using a hosepipe when this cannot be reasonably done using a bucket.
8. Filling or maintaining an ornamental fountain	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.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. A hosepipe can be used for ornamental fountains within places of worship or community ornamental fountains when they are used as part of a religious ceremony and where this cannot be reasonably done using a bucket.
9. Cleaning walls, or windows, of domestic premises using a hosepipe	Using a hosepipe to clean the walls or windows of domestic premises for health or safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. To clean graffiti where this cannot be reasonably done using a bucket / alternative. A hosepipe can be used where cleaning apparatus is not connected to mains supply. Electric pumps that are connected to water butts filled by rainwater are not covered by the restrictions. A hosepipe can be used to prevent or control the spread of non-native and/or invasive species where other means are not appropriate. A hosepipe can be used to clean the walls and windows of domestic premises where this is done by a business as a service to customers.
10. Cleaning paths or patios using a hosepipe	Using a hosepipe to clean paths or patios for health or safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. To clean graffiti where this cannot be reasonably done using a bucket / alternative. A hosepipe can be used where cleaning apparatus is not connected to mains supply. Electric pumps that are connected to water butts filled by rainwater are not covered by the restrictions. A hosepipe can be used to prevent or control the spread of non-native and/or invasive species where other means are not appropriate. A hosepipe can be used to clean the paths or patios of domestic premises where this is done by a business as a service to customers.
11. Cleaning other artificial surfaces using a hosepipe	Using a hosepipe to clean an artificial outdoor surface for health or safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. To clean graffiti where this cannot be reasonably done using a bucket / alternative. A hosepipe can be used where cleaning apparatus is not connected to mains supply. Electric pumps that are connected to water butts filled by rainwater are not covered by the restrictions. A hosepipe can be used to prevent or control the spread of non-native and/or invasive species where other means are not appropriate. A hosepipe can be used to clean artificial outdoor surfaces of domestic premises where this is done by a business as a service to customers. Cleaning outdoor public and community spaces where this cannot be reasonably done using a bucket/alternative.

2. Non-Essential Use Bans (NEUBs)

Following the introduction of TUBs and if a drought continues to worsen, water companies can also apply to the Secretary of State to further increase the level of water restrictions with a Drought Order enacted as a Non-Essential Use Ban (NEUB). These are introduced in addition to TUBs and include restrictions on businesses which use water in their operations. A business is defined as those which pay business rates, and domestic properties are those subject to council tax.

NEUBs are a set of measures granted to water companies to impose further restrictions on the use of water as long as certain legislative tests are met. Before applying for a Drought Order to restrict water use, water companies are expected to have made full use of their powers under the WIA 1991, as stated in the Explanatory Memorandum to the Water Use (Temporary Bans) Order 2010:

“By extending the water uses that water undertakers may prohibit under section 76(1) of the Act [WIA 1991], water undertakers may be able to delay or avoid the need for Drought Orders under the Water Resources Act 1991”

In order to grant a Drought Order under the WRA 1991 73(2), the Secretary of State must be satisfied that:

“By reason of an exceptional shortage of rain, a serious deficiency of supplies of water in any area exists or is threatened”.

The timescales for introducing restrictions through a Drought Order are significantly longer than for TUBs under the WIA 1991, and if an objection is received, the Secretary of State would typically require a public inquiry or hearing.

Under Schedule 8, paragraph 3 (c) of the WRA 1991, the company must publish a notice of its application for a Drought Order to restrict water use, which shall state that objections to the application may be made to the Secretary of State within seven days from the date on which it is served or published.

This document provides the most up to date information on NEUBs, but if any changes occur post publication of Drought Plan 2027 these will be clearly communicated at the time of any restrictions being implemented. All information regarding restrictions (e.g. implementation, changes and lifting of restrictions) will always be made available on our website and through the local newspapers and/or media as appropriate.

2.1 NEUBs representation

In order to provide transparency, any exceptions would need to be managed and approved via the representation process which would be consistent with the TUBs representation detailed in **Section 1.1**. All applications for exceptions must be made within the prescribed consultation period, and a formal response will be published to identify exceptions that have been approved.

Examples of the types of notice that could be used are included within the UKWIR Code of Practice 2023³. We would adopt standard wording in notices to ensure essential core information is provided and the risk of confusion is minimised.

2.2 NEUBs exceptions

Our NEUBs exceptions have been determined following the same process as the TUBs exceptions outlined in **Section 1.2**. [Table 2.1](#) sets out a summary of the Statutory exceptions, as well as the Non-Statutory exceptions that Anglian Water may make during the implementation of a NEUB. However, it is important to note that the Non-Statutory exceptions listed are examples and we reserve the right to change them depending on the drought being faced.

Any customers that are covered by an exception do not need to make representation or obtain permission from us. However, representations can be made for any water use that a customer believes is not covered or is not made clear by the stated exceptions. All applications for exceptions must be made within the prescribed consultation period, and a formal response will be published to identify exceptions that have been approved.

Prior to applying for Drought Orders, we would work closely with businesses and trade organisations to encourage them to use water wisely, and so delay the introduction of restrictions which could then impact on their operations.

Please note that no compensation will be awarded in the event of a NEUB.

3 UK Water Industry Research (2023) Managing through drought: Code of Practice and guidance for water companies on water use restrictions

Table 2.1 NEUB categories and exceptions summary

NEUB Category	Statutory Exception	Anglian Water Non-Statutory Exception
1. Watering outdoor plants on commercial premises	The purpose specified does not include watering plants that are: (a) grown or kept for sale or commercial use; or (b) part of a National Plant Collection or temporary garden or flower display	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders.
2. Filling or maintaining a non-domestic swimming or paddling pool	The purpose specified does not include: (a) filling or maintaining a pool that is open to the public; (b) filling or maintaining a pool where necessary in the course of its construction; (c) filling or maintaining a pool using a handheld container which is filled with water drawn directly from a tap; (d) filling or maintaining a pool that is designed, constructed or adapted for use in the course of a programme of medical treatment; (e) filling or maintaining a pool that is used for the purpose of decontaminating animals from infections or disease; (f) filling or maintaining a pool that is used in the course of a programme of veterinary treatment; (g) filling or maintaining a pool in which fish or other aquatic animals are being reared or kept in captivity; (h) filling or maintaining a pool that is for use by pupils of a school for school swimming lessons. For the purposes of paragraph 3(2)(a), a pool is not open to the public if it may only be used by paying members of an affiliated club or organisation.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register, who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. Swimming pools serving industrial training if considered justified. Pools with religious significance. Pools fitted with approved water conservation or recycling systems. Pools that are subject to significant repair and renovation, defined as: Pool renovations are classified as alterations that require substantial changes to the shape of a pool or major additions to the structure around the pool. These are treated as new pools. Activities such as retiling or resurfacing existing pools are not classed as renovations.
3. Filling or maintaining a pond	The purpose does not include: (a) filling or maintaining a pond in which fish or other aquatic animals are being reared or kept in captivity; (b) filling or maintaining a pond using a handheld container which is filled with water drawn directly from a tap. The purpose specified in sub-paragraph (1)(b) does not include filling or maintaining a domestic pond using a hosepipe.	None.
4. Operating a mechanical vehicle washer	None.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. On grounds of biosecurity to prevent disease causing agents entering or leaving any place where they can pose a risk.
5. Cleaning any vehicle, boat, aircraft or railway rolling stock	Cleaning any vehicle, boat, aircraft or railway rolling stock for health or safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. Those using vessels as a primary residence, which should be subject to the same constraints as any other domestic customer when restrictions are imposed. Cases in which the fouling of hulls is causing increased fuel consumption by the drag created. To clean graffiti where this cannot be reasonably done using a bucket / alternative. To prevent or control the spread of non-native and/or invasive species.
6. Cleaning any exterior part of a non-domestic building or non-domestic wall	Cleaning of any exterior part of a non-domestic building or a non-domestic wall for health or safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. Use of low water use technologies. To clean graffiti where this cannot be reasonably done using a bucket / alternative.
7. Cleaning a window of non-domestic building	Cleaning a window of a non-domestic building using a hosepipe for health or safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders. Businesses involved in cleaning windows in non-domestic premises using water-fed poles or similar from an alternative (non-potable) water source.
8. Cleaning industrial plant	Cleaning industrial plant using a hosepipe other than for health or safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you

NEUB Category	Statutory Exception	Anglian Water Non-Statutory Exception
		<p>would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders.</p> <ul style="list-style-type: none"> To clean graffiti where this cannot be reasonably done using a bucket / alternative.
9. Suppressing dust	Suppressing dust using a hosepipe other than for health and safety reasons.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders.
10. Operating cisterns in unoccupied and closed buildings	None.	<ul style="list-style-type: none"> A hosepipe may be used by customers who are on the Priority Services Register who are physically unable or who cannot make adjustments (due to health reasons) to use a watering can/bucket safely. If you are not on the Priority Service Register but feel you would be unable to make reasonable adjustments and would need to use a hosepipe, you will need to contact Anglian Water to be added to the Priority Service Register, this includes Blue Badge holders.



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