

UNEXPECTED water supply interruption (6 hours)

- ▶ Your water supply stops working without warning, affecting taps, toilets, dishwasher, etc
- ▶ This is due to a burst pipe in your local area
- ▶ It stops for 6 hours, between 12:00 and 18:00 on a Wednesday afternoon



6 hours

PLANNED water supply interruption (6 hours)

- ▶ Your water company sends you a notice in the post that in 2 days' time your water supply will stop for 6 hours, affecting all taps, toilets, dishwasher, etc
- ▶ This is due to planned maintenance in your local area
- ▶ As planned, it then stops between 12:00 and 18:00 on a Wednesday afternoon



**Planned,
6 hours**

UNEXPECTED water supply interruption (24 hours)

- ▶ Your water supply stops working without warning, affecting taps, toilets, dishwasher, etc
- ▶ This is due to a burst pipe in your local area
- ▶ Water would be made available nearby to collect in buckets or bottles and vulnerable people would be delivered water directly
- ▶ It stops for 24 hours, from a Wednesday morning to a Thursday morning



24 hours

UNEXPECTED low water pressure (6 hours)

- ▶ Your tap water supply starts running with a low pressure, without warning
- ▶ This is due to a burst pipe in your local area
- ▶ It takes longer to fill a kettle, sink or bath and a shower would be weak. Some appliances like dishwashers and washing machines may not work properly
- ▶ This happens for 6 hours, between 12:00 and 18:00 on a Wednesday afternoon



6 hours

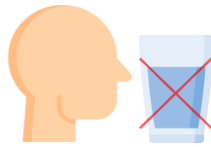
Boil water notice (48 hours)

- ▶ Your water company sends you a notice saying you need to boil tap water before drinking, cooking or preparing food to avoid the risk of becoming ill
- ▶ This is due to traces of e-coli being found in the water supply in your area
- ▶ You can still safely use tap water for washing and cleaning
- ▶ Bottled water would be delivered to vulnerable customers that need it
- ▶ The notice arrives on a Wednesday. After two days the water will be safe to drink again and your water company will notify you



Do not drink notice (48 hours)

- ▶ Your water company sends you a notice saying not to drink your tap water, or use it for cooking or preparing food, to avoid the risk of becoming ill
- ▶ This is due to traces of a harmful chemical being found in the water supply in your area
- ▶ You can still safely use tap water for washing and cleaning
- ▶ Water would be made available nearby to collect in your own buckets or bottles and vulnerable people would be delivered bottled water directly
- ▶ The notice arrives on a Wednesday. After two days the water will be safe to drink again and your water company will notify you



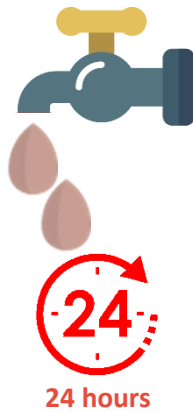
Discoloured water (6 hours)

- ▶ Your tap water starts running light brown, without warning
- ▶ This is due to traces of sediment from pipes being disturbed
- ▶ The water is safe to drink, but you shouldn't use a dishwasher or washing machine until the water runs clear again
- ▶ This happens for 6 hours, between 12:00 and 18:00 on a Wednesday afternoon



Discoloured water (24 hours)

- ▶ Your tap water starts running light brown, without warning
- ▶ This is due to traces of sediment from pipes being disturbed
- ▶ The water is safe to drink, but you shouldn't use a dishwasher or washing machine until the water runs clear again
- ▶ This happens for 24 hours from a Wednesday morning



Water taste and smell (6 hours)

- ▶ Your tap water starts tasting or smelling different, without warning
- ▶ This is due to chlorine, and the taste and smell is like a swimming pool
- ▶ The water is safe to drink, and for use in the dishwasher or washing machine
- ▶ This happens for 6 hours, between 12:00 and 18:00 on a Wednesday afternoon



6 hours

Water taste and smell (24 hours)

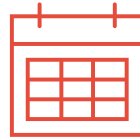
- ▶ Your tap water starts tasting or smelling different, without warning
- ▶ This is due to chlorine, and the taste and smell is like a swimming pool
- ▶ The water is safe to drink, and for use in the dishwasher or washing machine
- ▶ This happens for 24 hours from a Wednesday morning



24 hours

Sewer flooding: INSIDE your property (1 month)

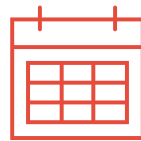
- ▶ Flooding from the sewer gets inside your property, affecting your living areas
- ▶ This results from prolonged heavy rainfall in your local area
- ▶ It gives off a foul smell, and damages floors, walls and furniture
- ▶ It takes 1 month for your property to get back to normal



1 month

Sewer flooding: OUTSIDE your property (1 week)

- ▶ Flooding from the sewer affects access to your front door / entrance
- ▶ This results from prolonged heavy rainfall in your local area
- ▶ It gives off a foul smell, and could cause damage
- ▶ It takes 1 week for access to your property to get back to normal



1 week

Hosepipe ban (5 months)

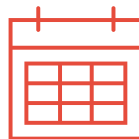
- ▶ Your water company sends you a notice saying you must not use a hosepipe or sprinkler
- ▶ This is due to an extended period of dry weather leading to a water shortage
- ▶ The hosepipe ban begins in May and lasts for 5 months



5 months

Emergency drought restrictions (2 months)

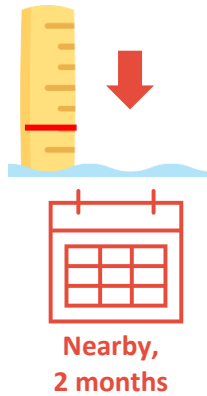
- ▶ Your water company cuts off the tap water supply from 2pm to 7am every day
- ▶ This is due to a severe drought leading to an extreme water shortage in your area
- ▶ Standpipes would be available nearby to collect water in your own buckets or bottles and vulnerable people would be delivered bottled water directly
- ▶ The restrictions begin in July and last for 2 months



2 months

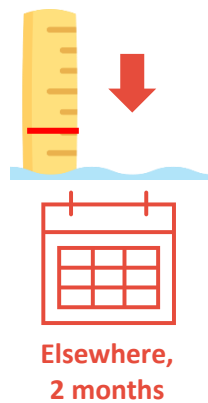
Low flows in rivers NEARBY (2 months)

- ▶ The water level in a nearby stretch of river (less than 5 miles away) has a flow that is lower than the minimum it should be naturally
- ▶ This could affect habitats and harm the wildlife living in and by the river
- ▶ This is due to a combination of extended dry weather and water being taken for public water supply
- ▶ This happens from July and lasts for 2 months



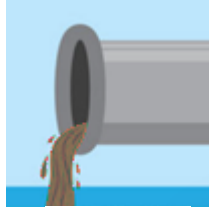
Low flows in rivers ELSEWHERE (2 months)

- ▶ The water level in a stretch of river somewhere in your region, but not nearby, has a flow that is lower than the minimum it should be naturally
- ▶ This could affect habitats and harm the wildlife living in and by the river
- ▶ This is due to a combination of extended dry weather and water being taken for public water supply
- ▶ This happens from July and lasts for 2 months



Storm overflow NEARBY (4 hours)

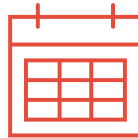
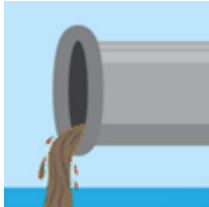
- ▶ Rainwater mixed with untreated sewage spills into a nearby stretch of river (less than 5 miles away)
- ▶ This is due to prolonged heavy rainfall and is allowed by the regulator to reduce the risk of sewer flooding
- ▶ There is no damage to the river and visible pollution is minor



**Nearby,
4 hours**

Minor pollution incident NEARBY (1 day)

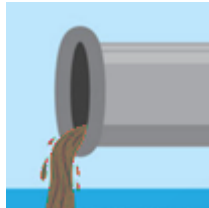
- ▶ Untreated sewage spills into a nearby stretch of river (less than 5 miles away)
- ▶ This is due to sewerage equipment failure
- ▶ The damage to the river and visible pollution would be minor
- ▶ The spill begins on a Wednesday and lasts for 4 hours. The river is then back to normal after 1 day



**Nearby,
1 day**

Significant pollution incident NEARBY (4 weeks)

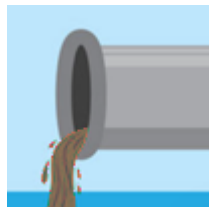
- ▶ Untreated sewage spills into a nearby stretch of river (less than 5 miles away)
- ▶ This is due to sewerage equipment failure
- ▶ The damage to the river would be significant, including possible harm to wildlife and health risks to river users, plus visible sewage litter
- ▶ The spill begins on a Wednesday and lasts for 2 days. The river is then back to normal after 4 weeks



**Nearby,
4 weeks**

Storm overflow ELSEWHERE (4 hours)

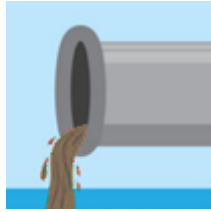
- ▶ Rainwater mixed with untreated sewage spills into a stretch of river somewhere in your region, but not nearby
- ▶ This is due to prolonged heavy rainfall and is allowed by the regulator to reduce the risk of sewer flooding
- ▶ There is no damage to the river and visible pollution is minor



**Elsewhere,
4 hours**

Minor pollution incident ELSEWHERE (1 day)

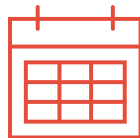
- ▶ Untreated sewage spills into a stretch of river somewhere in your region, but not nearby
- ▶ This is due to sewerage equipment failure
- ▶ The damage to the river and visible pollution would be minor
- ▶ The spill begins on a Wednesday and lasts for 4 hours. The river is then back to normal after 1 day



**Elsewhere,
1 day**

Significant pollution incident ELSEWHERE (4 weeks)

- ▶ Untreated sewage spills into a stretch of river somewhere in your region, but not nearby
- ▶ This is due to sewerage equipment failure
- ▶ The damage to the river would be significant, including possible harm to wildlife and health risks to river users, plus visible sewage litter
- ▶ The spill begins on a Wednesday and lasts for 2 days. The river is then back to normal after 4 weeks



**Elsewhere,
4 weeks**

River water NEARBY is not High quality

- ▶ A nearby stretch of river (less than 5 miles away) meets Medium rather than High quality standards, as defined by the government ⓘ



Nearby

- ▶ This is due to a variety of factors, including the quality of treated wastewater, the river flow level, and the run-off from the surrounding area
- ▶ This has some effect on habitats for fish and wildlife, and can lead to algae (green slime) in the water

River water ELSEWHERE is not High quality

- ▶ A stretch of river in your region, but not nearby, meets Medium rather than High quality standards, as defined by the government ⓘ



Elsewhere

- ▶ This is due to a variety of factors, including the quality of treated wastewater, the river flow level, and the run-off from the surrounding area
- ▶ This has some effect on habitats for fish and wildlife, and can lead to algae (green slime) in the water

ⓘ button show card:

River water quality level	Definition
High	<ul style="list-style-type: none"> ▪ There will be a diverse and natural range of plants, insects, fish, birds and other animals. ▪ Water will generally have the right degree of clarity and there will be no noticeable pollution. • Water will generally be suitable for contact activities, such as rowing or swimming
Medium	<ul style="list-style-type: none"> ▪ There will be plants, insects, fish, birds and other animals, but there will be some fish and other wildlife missing. ▪ Water will be slightly murky or discoloured in parts, and there will sometimes be visible pollution in some places, and some algal blooms. ▪ Water may be suitable for contact activities in some areas but not others.
Low	<ul style="list-style-type: none"> ▪ There may be limited or no plants or wildlife, or the water may be dominated by a single plant species. ▪ Water will generally be murky or discoloured, and may sometimes be bad-smelling in some places. There may also regularly be visible pollution in some places, and frequent algal blooms. ▪ Water will be unsuitable for contact activities.

Coastal bathing water is not Excellent quality

- ▶ The sea water at the beach you would be most likely to visit meets Good rather than Excellent quality standards, as defined by the government ⓘ
- ▶ This is due to the quality of treated wastewater entering the water nearby
- ▶ You could still swim in the sea, but there would be a small increase in the chance that you might get ill if you swallowed some water



**Water not
Excellent**

ⓘ button show card:

Bathing water quality level	Definition
Excellent	The highest standard which means the bathing water is consistently very clean, with less than a 3%, or 3 in 100, chance of a stomach upset.
Good	Between 'Sufficient' and 'Excellent'. This means there is between a 3% and a 5% chance of a stomach upset.
Sufficient	The minimum standard required for bathing water which means there is between a 5% and an 8% chance of a stomach upset.

Coastal bathing water is neither Excellent nor Good quality

- ▶ The sea water at the beach you would be most likely to visit meets Sufficient rather than Good or Excellent quality standards, as defined by the government ⓘ
- ▶ This is due to the quality of treated wastewater entering the water nearby
- ▶ You could still swim in the sea, but there would be a small increase in the chance that you might get ill if you swallowed some water



**Water
neither
Excellent
nor Good**

ⓘ button show card:

(Same as for previous bathing water quality card)

No service issue

- ▶ There would be no issue affecting the water service at your property