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| South east water logo. The words south east water are written in black and a blue curved line is positioned partially around the word water. |

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| A lake with a body of water  AI-generated content may be incorrect. |
|  **Reservoirs in Sussex are extremely low and we need to protect them** 8 August 2025 |

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| The recent rainfall has been very welcome, but has had a limited impact on our surface water reservoirs in Sussex and they are still falling quicker and earlier than usual, due to the very dry Spring we’ve had. Our reservoirs, Ardingly and Arlington, have not been this low at this time of year, since the drought of 2022. Ardingly reservoir is at its lowest point in over 12 months, a level we do not usually see until much later in the year.This means the hosepipe restrictions will stay in place.More warm weather is due very soon, and so we’re asking our customers to please help protect resources and keep all other water use around the home to essential purposes only: drinking, washing and cooking.**Why is this happening?**The majority of the water our customers use comes from groundwater, however, surface reservoirs are an important source of water in Sussex and can come under pressure during summer months. It is important we monitor our reservoir levels closely and take action if they become too low. Most of the water in these reservoirs is taken from the nearby rivers.Due to the extremely dry weather and multiple heatwaves we’ve had this year the river flows are much lower than normal. This is adding pressure to our reservoir storage because there is less water available to take from the rivers and we need to rely more on the reservoirs for water supply.  |

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| A graph showing the growth of the rising water levels  AI-generated content may be incorrect. |

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|  **What are we doing?**We play our part too. We share our customers' frustrations in seeing drinking water lost to leaks. Although our leakage is reducing, we know we still have a way to go, which is why we have more teams out finding and fixing leaks than ever before.We spend around £40 million a year on finding and fixing leaks across our network. In the last year, we have found and fixed over 18,000 leaks on our network and a further 6,000 customer-side leaks. This is around a 12 per cent increase on the previous year.**What can our customers do?**Firstly, we thank our customers for keeping to the hosepipe restrictions. Their efforts and a dip in temperatures have meant that demand has been a little lower over the past couple of weeks. However, with another hot spell on the horizon, there is a risk demand could creep up again, even with the restrictions in place. This would mean reservoir levels drop even faster, and put more pressure on other water resources. **Remember, all water comes from the environment, we can’t make more, so we must protect water resources. Our customers can:*** **Stop** doing any task that is not essential. What is essential?
	+ Drinking - to stay hydrated
	+ Washing - your body and clothes
	+ Cooking - to keep yourself fed
* **Think** about their local reservoirs and environment, it’s all of our responsibility to protect them.
* **Act** now, and make changes to how they use water around their home today.

Our top tips on changes customers can make:1. Leave the car washing, it’s not essential right now
2. Use [**grey water**](https://southeastwater.us17.list-manage.com/track/click?u=e1f244c42462bcea5fa96aead&id=8cbb892bf9&e=5329c06fd9) on plants, instead of filling the watering can with tap water
3. Check for leaks in the home, here’s a [**step-by-step guide**](https://southeastwater.us17.list-manage.com/track/click?u=e1f244c42462bcea5fa96aead&id=e4233f7a3a&e=5329c06fd9) (extra tip: [**book a free water-saving visit**](https://southeastwater.us17.list-manage.com/track/click?u=e1f244c42462bcea5fa96aead&id=921fcfc3c9&e=5329c06fd9) and we’ll check for leaks for our customers)
4. Keep showers to 4 minutes or less, it can save up to £135 a year
5. No need to fully flush, using the short flush on button toilets or adding a specialised bag to cistern toilets to reduce the flush to only a few litres per time (extra tip: get a cistern flush bag from us for [**free**](https://southeastwater.us17.list-manage.com/track/click?u=e1f244c42462bcea5fa96aead&id=963c41e1b8&e=5329c06fd9))

**How you can help**We're emailing all our customers to thank them for their hard work in saving water so far and update them on the situation, however I would be grateful if you could share this information amongst your communities too.You can keep up with the latest on the situation using the links below:* [**See how much water is being used across our supply area**](https://southeastwater.us17.list-manage.com/track/click?u=e1f244c42462bcea5fa96aead&id=743b3aec08&e=5329c06fd9)
* [**Take a look at the latest reservoir levels**](https://southeastwater.us17.list-manage.com/track/click?u=e1f244c42462bcea5fa96aead&id=1af7ab8b0c&e=5329c06fd9)
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| [**Find out all you need to know about the hosepipe ban here**](https://southeastwater.us17.list-manage.com/track/click?u=e1f244c42462bcea5fa96aead&id=cccc0734b0&e=5329c06fd9)  |

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| Kindest regards**Tanya Sephton****Customer Services Director** |

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