

Dealing with sensitive sites and other non-household customers in the event of a change in water or sewerage service

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Sensitive Sites and other non-household customers

Objective

This policy sets out the procedure that Southern Water will follow for identifying and dealing with sensitive sites and other non-household (NHH) customers, in order that a responsive service can be provided in the event of a change in water supply or sewerage service.

Definitions

Operational Emergencies

No Water	Burst main; Poor pressure; Loss of source; Water quality/contamination
Water Flooding	Internal or external flooding of a property as a result of a burst main or leakage
Sewer Flooding	Internal or external flooding of a property as a result of sewer blockage/burst/surcharge/system overwhelmed

Planned Measures

Shutdowns	Planned work on the distribution or sewerage network and other operational assets such as water supply works & reservoirs
Drought	Pressure reduction; Rota-cuts; Stand pipes; Bowsers; Tankers; Bottled water

Procedure

Registering during an event

NHH sensitive sites may be identified during an event. Their details will be logged so that an alternative priority service can be provided.

Non-household sensitive site definition

The following table identifies NHH customers included in the definition of sensitive sites, rated in order of priority from NHH1 to NHH5. Dependent upon the scale and severity of the incident (planned or otherwise) priority will be given to NHH1 customers. Consideration will be made to subsequent levels based on resources.

Category	Description	Examples	SWS Response
NHH1	High dependency and/or high occupancy residential population where relocation would be problematic	Hospitals Prisons	Retailer to provide site specific plan (SSP). SWS options include, tankered supplies direct into on-site mains / dedicated static tanks
NHH2	Residential population	Care Homes Hospices Nursing Homes Sheltered Housing	Depending on the quantity of water required, options include static tank(s) or bottled water
NHH3	Non-residential but societal impact	Education facilities (Schools, Nurseries) Health Centres GP Surgeries Dentists Essential Food Industries Emergency Services	Consider quantity of water required and assess the feasibility of the customer collecting water from a rendezvous point
NHH4	Animal Use	Farms with livestock Zoos Vets Kennels / Catteries	Consider quantity of water required and assess the feasibility of the customer collecting water from a rendezvous point Consider the use of non-potable water
NHH5	Critical national or local infrastructure	Airports Train/Bus Stations Motorway Services Hotels / Restaurants	Consider quantity of water required and assess the feasibility of the customer collecting water from a rendezvous point

Communication and Contact

Operational Emergencies

All forms of media will be used to warn customers in an emergency situation including, TV, radio, newspaper (press releases), loudhailers and written communications. Local operations teams will endeavour to warn those NHH sensitive sites affected as a priority.

Planned Measures

Written letters/cards will generally be the preferred form of communication, although in drought situations there will be TV/newspaper (press releases)/radio communications on the subject. NHH sensitive sites will be warned as a priority.

SW Website

Details of all significant events (emergencies & planned), will be posted onto the company's website, social media, and other media feeds, and include special information for NHH sensitive sites & other essential user groups.

Drought

In drought conditions where the extent or restrictions will be known well in advance, consultations will take place through the Drought Team, Resilience & Security Manager and the Resilience Forums. Multi Agency plans will be developed within the forum to cope with the restrictions being imposed and the needs of the sensitive sites and other essential user groups affected.

Note: During any incident the WST are responsible for engagement with the retailers.

Alternative Service provided

Operational Emergency

- A** Alternative water supplies in the event of a loss of piped supplies or contamination (bottled water/bowser/tanker or other means)
- B** Emergency measures will be put in place (tankering and pumping) to recover/maintain, on a temporary basis, the removal of waste waters from toilet facilities impacted.
- C** Cleaning services in the event of internal flooding from water/sewerage
- D** Cleaning services in the event of external flooding from sewerage
- E** Contacting other agencies to identify sensitive sites and arranging support and assistance if required

Planned Measures

- A** Alternative water supplies in the event of maintenance or shut down/lock off (bottled water/standpipe/bowser/rota cut/pressure reduction/tanker/other)
- A+** Maintaining piped supply if possible
- B** Alternative measures for the removal of wastewater to allow toilet facility services to be maintained in the event of maintenance/shut down
- C** Contacting other agencies to identify sensitive sites and arranging support and assistance if required

OPERATIONAL EMERGENCIES			
Provision	NHH 1&2	NHH 3	NHH 4&5
A	✓	✓	✓
B	✓	✓	✓
C	✓	✓	✓
D	✓	✓	✓
E	✓	x	x
PLANNED EMERGENCIES			
A	✓	✓	✓
A+	✓	✓	✓
B	✓	✓	✓
C	✓	✓	✓

Table of Operational and Planned Emergency responses for different NHH categories

Alternative Water Supplies and Sewerage Services

Operational Emergencies

The provisions of the Security & Emergency Measures Direction 1998 (SEMD) cover the requirements of customers during an operational emergency i.e.: Loss of water supply or sewerage services. The type of alternative provision is dependent upon the scale of the incident.

Small events are dealt with by the local teams.

Alternative sewerage services would be deployed following approval by the appropriate incident manager giving due consideration to the severity of the incident.

Planned Measures

Normal planned 'everyday' maintenance work to the water network or the sewerage system is managed by local teams. NHH customers are warned and timescales are provided along with any alternative provision, if required at all, via the WST to their retailer.

Longer term work is normally managed as a project and a project manager appointed. The project manager will be tasked to consider all aspects of the work to ensure proper planning has been undertaken before the job commences. This will include notification and alternative service provision. Again, the route of notification is via the WST to the NHH customer's retailer.

Drought is not deemed a normal occurrence, indeed it would be seen as a national emergency and every effort will be made to ensure water supply is maintained as far as possible. Southern Water's Drought Tactical Plan will be fully deployed in this event and a Drought Manager and Team will be appointed for the duration to ensure all elements of the plan are implemented. The Local Resilience Forums would also implement a multi-agency approach to the emergency, including alternative provisions for identified sensitive sites and NHH customer groups.

Contacts

For any further information on the above process please contact the Southern Water Wholesale Services Team on 0330 303 1272 or email wholesaleservices@southernwater.co.uk

For urgent inquiries please contact your Retailer Relationship Manager.