

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

E3/E4/E5/E7 - 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

E6 - 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 vulnerable customers may identify themselves during an event. Their details will be logged so that an alternative priority service can be provided.

Additionally, there will be NHH vulnerable customers who identify themselves during an event because they are temporarily vulnerable. These customers will be afforded vulnerable status for the duration or until no longer required.

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 set to NHH1. 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

Table of non-household sensitive site category definitions

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.

Southern Water 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. Retailers also have access to our Incident and Planned Activity Map (IPAM) which, when set up, sends out automatic emails about incidents and planned works.

Contact with Local Authorities/Agencies

Contact with vulnerable NHH customers not known to SW should be addressed by informing the Wholesale Services team in-hours or our on-call wholesale manager out of hours, as soon as possible after an incident has been declared.

Drought

In drought conditions, where the extent or restrictions will be known in advance, consultations will take place with our Drought Team, Resilience & Security Manager and the Resilience Forums., Discussions with retailers will be facilitated through your Retailer Relationship Managers. 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 an incident a 24 hour on-call wholesale manager will be 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** Alternative toilet facilities in the event of a loss of sewerage facilities (porta loos/tankers/over pumping, etc.)
- C** Cleaning services in the event of internal flooding from water/sewerage
- D** Arranging accommodation in the event of internal flooding from water/sewerage
- E** Cleaning services in the event of external flooding from sewerage

Planned measures

- A+** Maintaining piped supply if possible
- A** Alternative water supplies in the event of maintenance or shut down/lock off (bottled water/standpipe/bowser/rota cut/pressure reduction/tanker/other)
- B** Alternative toilet facilities in the event of maintenance/shut down
- C** Contacting other agencies to identify their vulnerable people 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 in the event of interruptions to supply.

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

Southern Water Incident Management

Service levels

As a wholesaler we continue to be responsible for responding to, and fixing problems with our assets. Initially, we will respond and help non-household and household customers in exactly the same way during an incident.

Where site specific arrangements / sensitive sites are in place, these will be instigated as per our current process.

Southern Water has a three tiered incident management process, where incidents are graded into **GREEN (Tier 3)**, **AMBER (Tier 1/2)** or **RED (Tier 1)** incidents.

‘Significant’ (**RED**) or ‘Major’ (**AMBER**) incidents are where our incident command structure is formed at a level where the on-call wholesale manager is contacted to begin identifying and liaising with affected retailers. This will trigger a direct notification telephone call to the retailer.

If a ‘Minor’ (**GREEN**) incident command is called, (and for all other low level incidents where a GREEN incident command is not called), the on-call wholesale manager will not be contacted as such incidents are not deemed significant enough to inform the retailer’s 24 hour emergency contact directly. These events will be dealt with using field teams and notification will be via our Incident and Planned Activity Map (IPAM), which will send automatic email alerts, on the initiation of the event, out to retailers (including the initial alert, subsequent updates and an incident closed message). It is the responsibility of the retailer to make sure they have the correct areas set in IPAM for their customer locations, so they will be sent these automatic emails.

For RED or AMBER incidents, the on-call wholesale manager will facilitate the transfer of information, including passing the below, via the retailer supplied 24 hour emergency contact details;

- what the incident is
- the initial cause of the incident
- the effect the incident will have
- identification of the affected areas (by post code)
- SPIDs (possibly) affected
- key messages to be used by retailers on any website, email or telephone calls

The retailers remain responsible for informing their non-household customers of the incident and if they require further or more detailed information, the on-call wholesale manager will liaise with the incident team to get the answers (if available).

Please see **Appendix A** for an easy to use table of our Incident Service Levels.



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 IPAM 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 IPAM 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 County Resilience Forums would also implement a multi-agency approach to the emergency, including alternative provisions for identified sensitive sites and NHH customer groups. Your Retailer Relationship Managers will run frequent conference calls with all affected retailers and be your main point of contact within Southern Water.

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 during office hours of 08.30 – 17:00 / Monday to Friday.

For urgent enquiries please contact your Retailer Relationship Manager(s).

Appendix A – Southern Water Incident Service Levels

GREEN (Routine incidents – Tier 3)	
<u>Southern Water Action(s):</u>	
1. Retailers will be sent automatic incident email alerts through IPAM	
EVENTS Any operational issues dealt with as routine	MINOR An event overcome with the assistance of Southern Water field teams

AMBER (Out of the ordinary incidents – Tier 1/2* depending Duty Manager’s decision)	
<u>Southern Water Action(s):</u>	
1. Retailers will be sent automatic incident email alerts through IPAM	
2. Affected retailers will initially be called on their 24hr emergency number and updated	
3. The on-call wholesale manager will collate a list of affected SPIDs to send to retailers	
4. Email updates will be supplied along with Key Messages to affected retailers	
SIGNIFICANT An event co-ordinated by the Wholesale Manager, using information supplied by a full incident team (IMT) and emergency communications team (ECT)	
<ul style="list-style-type: none"> • An Incident Team is required, operating at regional level • Resources readily available through standing arrangements • Deployment of resources will require careful management • Media (incl social media) interest, of a regional / limited nature • Limited liaison and a limited coordinated response with external agencies 	

RED (Out of the ordinary incidents - Tier 1)	
<u>Southern Water Action(s):</u>	
1. Affected retailers will be sent automatic incident email alerts through IPAM	
2. Affected retailers will initially be called on their 24hr emergency number and updated	
3. The on-call wholesale manager will collate a list of affected SPIDs to send to retailers	
4. A conference call will be set up depending on the type, severity/duration of an incident, and agreed with retailers and run at regular intervals until the incident is closed	
5. Email updates will be supplied along with Key Messages for those affected retailers	
6. The on-call Wholesale Manager will be available to retailers throughout the incident	
MAJOR An event where an incident manager and team has been formed and may require the assistance of a director or the full formation of a strategic team (SMT) and media team (MT)	
<ul style="list-style-type: none"> • Resources may be beyond what is readily available through partners and contractors • May require the mobilisation of additional staff and contracting resources • Likely to be significant press and media interest which may be at a national level. • Likely to be significant liaison and coordination with external agencies 	