

Incident Management Service Levels

Date February 2021

Version 2.0



from
**Southern
Water** 

GREEN (Routine incidents – Tier 3)

Wholesaler Action(s)

1. Retailers will be sent automatic incident email alerts through IPAM

MINOR

An event or operational issue dealt with as routine

- Overcome with the assistance of Southern Water Operational teams

AMBER (Out of the ordinary incidents – Tier 2/1 depending on Incident Team decision)

Wholesaler Action(s)

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)

- 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)

Wholesaler Action(s)

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, 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)

- 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