



Southern Water Guidance on Site Specific Arrangement for Sensitive Sites

Retailer Policy

Overview

This document details Southern Water's (SWS), policy guidelines to retailers for setting up new site-specific arrangements for non-household (NHH) sites.

Procedure

When a customer requests (or a retailer identifies) a site that will require a site-specific arrangement, initial guidance should be taken from '***Dealing with sensitive sites and other non-household customers in the event of a change in water or sewerage service***' document. This policy can be found on our website.

The service provided to NHH customers by the wholesaler, will be dependent on the NHH customer's categorisation. This categorisation is based on customer type and covered by service agreements and agreed site-specific plans.

Retail service providers may offer additional support to augment wholesaler provisions.

The following guidance is supplied for NHH categorisation;

Category	Description	Examples	SWS Response
NHH1	High dependency and/or high occupancy residential population where relocation would be problematic	Hospitals Prisons	Retailer to work with the wholesaler (using full SSA template) to produce site specific arrangement (SSA). SWS options include, tanker supplies direct into on-site mains / dedicated static tanks.
NHH2	Residential population	Care Homes Hospices Nursing Homes Sheltered Housing	Less comprehensive version of SSA (SSA Lite) compiled by retailer and submitted to the wholesaler to establish service depending on the quantity of water required.
NHH3	Non-residential but societal impact	Education facilities (Schools, Nurseries) Health Centres GP Surgeries Dentists Essential Food Industries Emergency Services	Consideration given to establishing SSA 'lite', compiled by retailer and submitted to the wholesaler or covered by 'Dealing with sensitive sites and other non-household customers in the event of a change in water or sewerage service' . Location of alternative water supplies would depend on local feasibility.
NHH4	Animal Use	Farms with livestock Zoos Vets Kennels / Catteries	See 'Dealing with sensitive sites and other non-household customers in the event of a change in water or sewerage service' .
NHH5	Critical national or local infrastructure	Airports Train/Bus Stations Motorway Services Hotels / Restaurants	See 'Dealing with sensitive sites and other non-household customers in the event of a change in water or sewerage service' .

Each category of NHH customer should have service provisions tailored to the specific needs of that category.

For example;

Site Specific Arrangement (SSA) – pre-planned arrangements with customers to determine the level of service needed in the eventuality of a supply interruption/do-not drink or boil notice.

The retailer should consult with the wholesaler to produce a site-specific arrangement for NHH1 category NHH customers using the SSA template provided in Appendix A.

Site Specific Arrangement Lite (SSA Lite) – a less detailed version of the SSA aimed at NHH customers with lower impact of supply interruptions. This is for NHH customers in categories below NHH1.

The retailer should consult with their customer to compile a lite version of the site-specific arrangement using the SSA template provided in Appendix B.

Any completed forms should be submitted to your Retailer Relationship Manager (RRM). Southern Water will validate these arrangements and if required discuss with you the arrangement details or any amendments requested.

Appendix A: Template for SSA for NHH1 customers

Wholesaler Document

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1	Purpose
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1 Purpose

This document provides information on _____ to aid in the response to an event or incident affecting the NHH Site.

2 Site Information

2.1 Contact Details

NHH 1 Address:		
24 Hour Emergency Contact Details:	Contact Number:	
	Name / Job Title:	
	Contact Number:	
	Name / Job Title:	
	Additional contact	

2.2 Hospital Bed & Staff Count

	Number of Beds
Total Number of Beds:	
Staff Numbers:	
Total number of persons onsite (approx.):	
Maximum number of persons onsite	

3 Water Supply Details

Normal Water usage:	Per Day:	
	Per Year:	
Critical Water usage:	Per Day:	
	Per Year:	
Water Storage:	Capacity / Time:	
	Telemetry:	
Water Tanker Fill Point:		
Is the fire main connected to hospital main supply and storage tanks?		
Rezone options available:		
Fire Hydrant injection point available:		
Overland Option Available?		
Tanker Fill Point:		

4 Sewage System Details

Critical Sewage Assets onsite:	
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5 Site Access / Maps

(Suggested maps: Map of Prison layout, onsite mains, fill points identified.)

5.1 Traffic Management

5.2 Alternative Supplies

Appendix B: Template for SSA lite with NHH2 or NHH3 customers

Wholesaler Document

1 Business Information

Business Name:		
Business Address:		
Business Type: (i.e. food manufacture, livestock etc.)		
Business Critical Functions (please provide detail)		
Is livestock/ animals kept on site? If yes please advise on type and amount		
Is loss of operation a threat to life? (provide detail)		
Business size	Approx. number staff on site	
24 hour Operational	Critical periods of operation	
	Business critical functions	
Operating hours		
Emergency Contact Details:	Contact Number:	
	Name / Job Title:	

2 On site Facilities

Onsite Facilities (offices, canteen, toilets etc.)	
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3 Usage & Storage

Normal Water usage:	Per Day:	
	Per Year:	
Water Storage:	Capacity / Time:	
	Telemetry	

5 Storage Capacity

6 Impacts

Detail impacts on a loss of supply/compromise to quality