



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

## Retailer Policy

### Overview

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 – Unplanned events and incidents

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

#### E6 - Planned activities

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

### Procedure

#### How to identify a business as a sensitive site

Retailers should discuss with their customers whether they can be classified as a sensitive site. If it is agreed that they should be, the retailer can set a flag in the centrally held market data that we as a wholesaler will use for unplanned events and incidents. The available three classifications can be (i) Sensitive Site (SEMDV), (ii) Public Health Related Site-Specific Arrangements or (iii) Non-Public Health

Related Site-Specific Arrangements. There is a free descriptor box in addition to setting these flags where more details can be given on the vulnerability or special requirements of the site. For example, a livestock farm could be classified with a Non-Public Health Related Site-Specific Arrangements Flag and additional information can be given of the number of herd of cattle. This will aid the wholesaler in planning for alternative water provision for the farm.

Please see the Southern Water's Guidance document on Site Specific Arrangement for Sensitive Sites to understand what information is needed by Southern Water in setting up NHH sites as sensitive sites.

## 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 giving examples of the customer groups. Dependent upon the scale and severity of the incident (unplanned or otherwise), the NHH1 group will be initially prioritised. Consideration will be made to subsequent levels based on resources.

Category	Description	Examples	SWS Response
<b>NHH1</b>	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
<b>NHH2</b>	Residential population	Care Homes Hospices Nursing Homes Sheltered Housing	Depending on the quantity of water required, options include static tank(s) or bottled water
<b>NHH3</b>	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
<b>NHH4</b>	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
<b>NHH5</b>	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 1 showing non-household sensitive site category definitions

## Communication and Contact

### Operational emergencies / Unplanned incidents

During an unplanned incident including, dependant on the severity, your on call Wholesale manager will contact retailers via direct email messaging. This messaging will include all affected SPIDs and be in the RWG Incident best practice guide format. Text messages, social media and updates via our web based incident map will also be used. Our 24-hour emergency number may also be called for updates and requests for assistance.

During the incident our local operations teams will endeavour to warn those NHH sensitive sites affected as a priority and arrange any available alternative supplies, depending on the severity and duration of the incident.

## Planned activities

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. Our Incident and Planned Activities Map (IPAM) will also be updated with all planned activities. 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 and social media channels. Retailers have access to IPAM which, when set up by the retailer (as a self-serve IT solution), sends out automatic emails about incidents and planned works.

## Drought

In drought conditions discussions with retailers will be facilitated through your Retailer Relationship manager (RRM). Your RRM will keep you regularly updated on any recent developments and if required hold online briefings to give retailers updates. If required, we'll also send out written communication to NHH customers. For anything else required, please contact your RRM.

**Note:** During an incident a 24 hour on-call Wholesale Services 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

UNPLANNED ACTIVITIES			
Provision	NHH 1&2	NHH 3	NHH 4&5
A	✓	✓	✓
B	✓	✓	✓
C	✓	✓	✓
D	✓	✓	✓
E	✓	✗	✗
PLANNED ACTIVITIES			
A+	✓	✓	✓
A	✓	✓	✓
B	✓	✓	✓
C	✓	✓	✓

Table 2 showing Unplanned and Planned Activity responses for different NHH categories

## Alternative Water Supplies and Sewerage Services

### Unplanned events and incidents

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

Large events will be run by the Incident Team (RED) and will follow the Sensitive Site plans we hold for the NHH1 categorised customer. Our incident team will contact and provide the required alternative supplies for the duration of the incident. For other categories of NHH customers we will collate all NHH customers with Public and Non-public health flags set against them in the Central Market Operating System (CMOS) to plan in alternative supplies dependant on the severity and duration of the unplanned event/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 site arrangements are in place, these plans will be instigated as per our unplanned event/incident process below.

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 via email with associated affected SPID data as per RWG Unplanned Event and Incident Guidance document.

If the severity of the incident warrants an immediate telephone call to the retailers, one will be made. These unplanned events and incidents will be placed on 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 up in IPAM for their customer locations, so they will be sent the correct automatic emails.

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.

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
- support required from the retailer

The retailers remain responsible for informing their non-household customers of any unplanned activity or incident. Please see **Appendix A** for an easy-to-use table of our Incident Service Levels.

## Planned activity

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 via IPAM to their retailer.

Longer term work (capitol work) that may affect NHH customers 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 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. Your Retailer Relationship Manager will engage regularly with all affected retailers and be your main point of contact within Southern Water.

## Contacts

For any further information, please contact your Retailer Relationship Manager.



## Appendix A – Southern Water Incident Service Levels

<b>GREEN (Routine incidents – Tier 3)</b>	
<u>Southern Water Action(s):</u>	
This will be covered by business-as-usual activities using operational teams.	
<b>EVENTS</b> Any operational issues dealt with as routine	<b>MINOR</b> An event overcome with the assistance of Southern Water field teams

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

<b>RED (large unplanned activities and incidents - Tier 1)</b>	
<u>Southern Water Action(s):</u>	
<ol style="list-style-type: none"> <li>1. Affected retailers will be sent automatic incident email alerts through IPAM</li> <li>2. Affected retailers will initially be contacted via their 24hr emergency contact</li> <li>3. The on-call wholesale manager will collate a list of affected SPIDs to send to retailers</li> <li>4. A conference call could 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</li> <li>5. Email updates will be supplied along with Key Messages for those affected retailers</li> <li>6. The on-call Wholesale Manager will be available to retailers throughout the incident</li> </ol>	



## **SIGNIFICANT**

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