

# Site Specific Arrangement Guidance

## Scope

The objective of this document is to give guidance regarding how public and non public site specific arrangements are defined in relation to Non-Household premises in the Open Market. These arrangements are in place for specific supply points at eligible premises in order to help meet statutory and other regulatory obligations in the event of a drinking water quality incident, flooding or other event which poses a threat to public health such as environmental pollution.

The Wholesaler may need to hold or have access to up-to-date information about an eligible premises, for example twenty-four (24) hour on-site contact details. They may also require the Retailer to take certain steps to support communication with its Non-Household Customer in the event of an unplanned change to Water and/or Sewerage Services. The Wholesaler and Retailer shall engage with each other in order to ensure that the Wholesaler has, or has access to, up-to-date information so that the Retailer can understand what steps, if any, it may be required to take under any Public Health Related Site Specific Arrangements. The Wholesaler may also have in place Non-Public Health Related Site Specific Arrangements for certain Non-Household Customers. If the Wholesaler does have any such arrangements in place, this process shall be applied in the same way as for Public Health Related Site Specific Arrangements. The site specific arrangement guidance policy will be reviewed every 24 months.

### Site Specific Arrangement Classification Criteria

Site Specific Arrangements are categorised as either Public Health or Non Public Health in high level groupings. Public Health Related Site Specific Arrangements are generally for eligible premises where there is a permanent duty of care to the general public or a site which could cause risk during an unplanned water or waste incident to the public at large. Non-Household properties who receive a wholesale service provision for water/and or waste from Severn Trent Water will be eligible for a public health or non public health site specific arrangement if they are a business type categorised below:

<b>PUBLIC HEALTH RELATED SITE SPECIFIC ARRANGEMENT</b>	
Public Health Related Site Specific Arrangements are generally for eligible premises where there is a permanent duty of care to the general public or a site which could cause risk to the public at large.	
COMAH	Business premises registered under the Control of Major Accident Hazards Regulations 1999
Hospital	This will include major, minor and private hospitals, hospices and secure mental health units.
Prisons	HM Prison Service establishments
Environmental/Health & Safety High Risk	An NHH site with potential to cause significant impact to: <ol style="list-style-type: none"> <li>1. Compromise of drinking water abstraction quality</li> <li>2. Ecological disaster</li> <li>3. Serious health and safety impact to employees or members of the public</li> </ol>
Critical Infrastructure sites	Critical national or local infrastructure sites i.e. establishments that may have an immediate detrimental effect, or effect a wider incident response.

<b>NON PUBLIC HEALTH RELATED SITE SPECIFIC ARRANGEMENT</b>	
Major food & drink manufacturers	Large scale industrial premises which manufacture food and drink
Major pharmaceutical manufacturer	Major pharmaceutical manufacturers where water is used as a component of product for consumption
Major manufacturers with critical Water Quality sensitivity	Major industrial production processes where a change in water quality will significantly impact on the customers manufacturing process

#### **Site Specific Arrangement Details**

Site specific arrangements identify pieces of information for an eligible premises which can be used during an incident to minimise impact of an event. Severn Trent Waters site specific arrangements for non household customers will vary from a detailed contingency plan for hospitals and prisons (In support of the Security and Emergency Measures, Water and Sewerage Undertakers Direction 1998) to documentation of customer contact details for other eligible premises. If a Retailer is aware of a Severn Trent Water regional customer who qualifies for a site specific arrangement in accordance with the criteria given, they may request a review of the customer's eligibility for an arrangement.

#### **Must Have's / Must Do's**

The Wholesaler shall publish guidance as to the Public Health Related Site Specific Arrangements which it operates (if any) and keep that guidance up-to-date, they shall also keep the information held by the Market Operator on which Eligible Premises within its Area are covered by Public Health Related Site Specific Arrangements up-to-date by notifying the Market Operator within two (2) Business Days of becoming aware of the need for such update in accordance with the Market Terms. The Wholesaler shall do this either in relation to a New Supply Point or an existing Eligible Premises which is already registered. Those Eligible Premises may also be occupied by Sensitive Customers.

In addition to the requirements to notify the Market Operator of new eligible premises which qualify for a Public Health Related Site Specific Arrangement; Severn Trent Water will also operate the same policy in relation to a Non Public Health related Site Specific Arrangement.

The Wholesaler shall consult with the Retailer when preparing or revising a Public Health or Non Public Health Related Site Specific Arrangement in relation to any of the Retailer's Non-Household Customers. The Retailer shall enable the Wholesaler to prepare or maintain the Site Specific Arrangements by providing up-to-date contact details for its Non-Household Customer or other information or assistance reasonably requested by the Wholesaler from time to time. Severn Trent Water will advise the Retailer when a Site Specific Arrangement requires updating following an unplanned event.

