

Unplanned Events and Incidents

03rd May 2017

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Why

The wholesale Unplanned Events and Incidents Standard is an integral part of Severn Trent wholesale operations and provides further clarification in respect of the policy.

Who

All wholesale Unplanned Events and Incidents within Severn Trent are to be managed in accordance with this standard and its supporting processes, practices and procedures. The standard applies to, and is the responsibility of all employees.

Scope

The objective of this standard is to set out the company's approach to wholesale Unplanned Events and Incidents in relation to non-household customers. We need to ensure we understand the impact on departments, regularly measure and report compliance and ensure that corrective actions are established and delivered where the desired level of performance is not present.

1 Market Codes

Latest version of Market Codes can be found on www.mosl.co.uk/open-water/codes (30/09/15)

Severn Trent will comply with the service level agreements as set out in the Market Codes.

Severn Trent will notify the retailer of any unplanned interruptions or changes to supply including changes in the composition of water provided or a decrease in water pressure to below the applicable minimum standard; which may take place within all or part of our Area and which are reasonably likely to affect the supply to the retailer's non-household customers, by posting information on our planned/unplanned portal. In the event of incident escalation and/or Severn Trent opening the incident room to deal with the emergency; an additional email will be sent to the retailer, informing them that an incident has been added to the portal.

1.1 24 hour contact arrangements (process Introduction Heading C)

Severn Trent will engage directly with any non-household customer when in relation to an unplanned change and inform the retailer, within two business days (where possible) of any contact it has received directly from its non-household customer.

Severn Trent will re-direct any non-household customer back to the retailer if it is not in relation to an unplanned change.

If Severn Trent are notified by the retailer that it is concerned a non-household customer may not report any unplanned change/ unconsented Trade Effluent discharge, we will manage this as part of Severn Trent's Trade Effluent Standard.

If Severn Trent are notified by the retailer that an actual or potential unplanned change/ unconsented Trade Effluent discharge, we will manage this as part of Severn Trent's Trade Effluent Standard.

Where Severn Trent requires support communications from the retailer, we will contact the retailer by following the 24 hour on-call contact arrangements.

Severn Trent will be available 24 hours a day and will provide 24 hour contact details to the retailer and non-household customer for unplanned events & incidents.

1.2 Identification of Sensitive Customers (process E1)

Types of non-household customer Severn Trent consider to be sensitive are referred to in the Non-Household Sensitive Customer Guidance document, published on our web-site.

Severn Trent will respond to any query which the retailer raises about sensitive customer identification.

Severn Trent may ask the retailer to follow the process set out in the market terms to add or remove a sensitive customer flag from any eligible premises within its area

1.3 Maintenance and implementation of Severn Trent Public and Non-Public Health Related Site Specific Arrangements for managing events and incidents potentially affecting public health (process E2)

Severn Trent publish guidance¹ to public and non-public health related site specific arrangements which it operates and we keep that guidance up-to-date.

¹ Site Specific Arrangements can be found on Severn Trent's web-site

Severn Trent will notify the market operator within two business days of becoming aware of the need for an update on an existing eligible premises covered by a Public Health related Site Specific Arrangement or in relation to a supply point. Severn Trent will consult with the retailer when preparing or revising a Public Health Related Site Specific Arrangement in relation to any of the retailer's non-household customers.

Severn Trent may request a meeting with a non-household customer in relation to a Public Health Related Site Specific Arrangement.

Severn Trent will update public and non-public health related site specific arrangements.

Severn Trent will supply the retailer with details of the Public Health related Site Specific Arrangement; within two business days of receiving notification from the market operator of retailer registration, in so far as they relate to the retailer or its non-household customer.

Severn Trent will inform the retailer which information the retailer must keep up-to-date.

Severn Trent will supply the retailer with details of those arrangements; related to a retailer or a non-household customer, within an eligible premises to which the retailer is not registered.

Severn Trent will inform retailers if we implement any arrangements which relate to any retailer's non-household customers.

Severn Trent will continue to keep the retailer updated as to the progress and management of an event/incident, in relation to the non-household customer's premises and will inform the retailer when the incident has come to an end.

If Severn Trent identifies any lessons learnt in relation to an event/incident which may be relevant to the retailer or its non-household customer, we will inform the retailer.

1.4 Unplanned changes to supply of Water Services and/or Sewerage Services (process E3)

Severn Trent may exercise its power of investigation or we may request more information from the retailer when we become aware of unplanned changes. We may also choose to contact a non-household customer directly or reasonably ask the retailer to do so.

Severn Trent will notify retailers as to whether there is; or expected to be; an unplanned change, no later than the issue of any general public communication.

Severn Trent will provide information to the retailer; including any additional information that may have particular impact on specific classes of non-household customer, or notify the retailer that a suspension is imposed.

Severn Trent will inform the retailer whether to take or prepare to take action and/or to be aware of information to react to enquiries. Where appropriate, we will actively contact the retailer to confirm receipt of information.

Severn Trent will use reasonable endeavours to respond expeditiously to requests for further information regarding the unplanned change and the reasons for the unplanned change.

Severn Trent will continue to update information passed on to the retailer and provide; where required, alternative supply as frequently as possible.

Severn Trent may reasonably request the retailer to request the non-household customer to reduce their demand for water or reliance on the sewerage system.

Severn Trent may notify the retailer that it is exercising any power we have under Law.

Severn Trent will inform the retailer when an unplanned change has concluded.

If Severn Trent identify any lessons learnt in relation to an event/ incident which may be relevant to the retailer or its non-household customer, we will inform the retailer of those lessons learnt.

1.5 Drinking water quality incidents (process E4)

If Severn Trent considers there is an actual or potential water quality incident which requires a restriction on water use; following an unplanned change to the supply water services and/or sewerage services or receipt of information via the 24 hour contact arrangements, we will provide information or notify a retailer of a suspension and/or decision not to impose a restriction.

If Severn Trent decide to impose an immediate restriction on water use, we will endeavour to advise the retailer of any such restriction in advance of the general notification to all customers. In any event we will inform the retailer at the same time as any general notification.

Severn Trent will advise the retailer of:

- the actual area affected;
- nature of restriction;
- the time when information is to be released to non-household customers;
- any reasonable steps we wish the retailer to take to communicate with non-household customers; and,
- information which the retailer must use when responding to enquiries.

If the event relates to particular types of customers, Severn Trent will provide the retailer with any additional information available to us.

When communication is agreed and finalised by Severn Trent Incident Management; we will issue a general public communication and inform the retailer, whilst providing copies of script/materials to be used.

If requested to by the relevant authority, Severn Trent will ask the retailer to confirm which of its Sensitive Customers are in the affected area. We will further liaise with the relevant authority with any information the retailer provides.

Severn Trent will confirm the communications that the relevant authority is carrying out to non-household customers and advise the retailer accordingly. Where specialist communications are required, Severn Trent will ask the relevant authority, whilst informing the retailer of any relevant details.

If Severn Trent identifies any lessons learnt in relation to an event/incident which may be relevant to the retailer or its non-household customer, we will inform the retailer.

1.6 Sewer Flooding and Other Public Health Risks such as pollution incidents or unconsented Trade Effluent discharges (process E5)

Upon receipt of information indicating a sewer flooding or other public health risk, following either:

an unplanned change to the supply water services and/or sewerage services; or

receipt of information via the 24 hour contact arrangements; or

through our own monitoring of the 24 hour contact arrangements,

Seven Trent will review information and investigate the actual or potential incident or event as necessary to determine the cause of event or incident.

If Severn Trent discover the cause of an event or incident can be traced to a non-household customer, we will notify the appointed retailer within two business days of discovery.

If Severn Trent discover the cause of an event or incident can be traced to a non-household customer, we may contact the non-household customer directly to notify of action required and may make agreements as to the steps and timetable for remedial work and send a copy of the correspondence to the appointed retailer.

If Severn Trent suspects / has evidence of an environmental impact, we will inform and co-operate with the relevant authority (local environment agency).

Regardless of identified source, Severn Trent may invoke our incident management plan for the protection of our network and staff.

Severn Trent will provide the retailer with the information needed to respond effectively to any enquires from non-household customers or other stakeholder.

Severn Trent will take the required action following an event or incident to restore water and/or sewerage services.

If Severn Trent identify any lessons learnt in relation to an event/ incident which may be relevant to the retailer or its non-household customer, we will inform the retailer of those lessons learnt.

1.7 Droughts or dry weather conditions (process E6)

Severn Trent may agree to follow any industry guidance or other code of practice regarding communications; including with non-household customers, in relation to drought or other dry weather conditions.

Severn Trent will inform retailers when it considers a drought/dry weather condition to be developing/escalating and when we are giving particular consideration to any restriction/ reduction in water services.

Severn Trent will confirm to retailers the process we intend to manage drought or dry weather conditions and any reasonable message we wish the retailer to convey to its non-household customers and we will respond to and consider any question, information or representation which the retailer makes.

Severn Trent will provide any information available; that is reasonably requested by retailers, to follow any instructions e.g. asking non-household customers to reduce their demand for water.

When Severn Trent intends to issue a temporary ban on usage relevant to the retailer's non-household customer's activities or we intend to seek any drought order or permit, we will consult the retailer.

When Severn Trent issues any ban or obtains an order or permit, we will inform retailers and keep them informed of any change to terms.

Severn Trent will inform retailers whenever it considers a drought or other dry weather event to be subsiding and when any temporary ban, order or permit has been lifted.

Severn Trent will pay the retailer; to pass on to the non-household customer any drought payments owed.

1.8 Emergencies (process E7)

In accordance with the Security and Emergency Measures Direction, Severn Trent keeps an emergency plan.

Severn Trent will inform the retailer if we develop an emergency plan relating to the retailer's non-household customer.

Ongoing communications required between Severn Trent and the retailer during an emergency response will follow the 24 hour contact arrangements.

Severn Trent will manage the emergency in line with the emergency plan; which may include contacting non-household customers directly, to issue instructions or provide advice.

Severn Trent may request retailers to pass information on to its non-household customers and/or respond to enquiries following a specified script. We may also ask retailers to seek further information from its non-household customers.

Severn Trent will continue to update both publicly available information as well as the information specific to non-household customers provided to the retailer.

Severn Trent may; within reason, ask retailers to ask its non-household customers to reduce their demand for water services and/or sewerage services, or carry out other steps documented in Severn Trent's emergency plan.

Severn Trent will notify the retailer when the emergency has come to an end.

If Severn Trent identify any lessons learnt in relation to an event/ incident which may be relevant to the retailer or its non-household customer, we will inform the retailer of those lessons learnt.

2 Severn Trent Unplanned Events and Incidents

This section refers to standards Severn Trent hold above the Market Codes

2.1 Incident Management Notification

Severn Trent will contact retailers by telephone only when an incident management team has been assembled. All other notifications will be available on the portal.

2.2 Service Request

Any service requested from the Wholesale Scheme of Charges² must be submitted by a retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format), any standard request accepted by Severn Trent will be deemed authorised by the retailer, and grants authority to Severn Trent to complete any works necessary and any relevant cost charged to the retailer. Where the work is non-standard a quotation will be provided prior to the work being completed. Service requests made over the phone will not be accepted.

2.3 Follow on Work

If a job Severn Trent has quoted for changes due to non-household customer/retailer activity on site; we will consider this an abortive visit, which is chargeable³ and new quote from Severn Trent will be required.

2.4 Water Resources Management Plan (WRMP)

The WRMP sets out how we intend to provide sustainable and reliable supplies of water to our customers over the next 25 years and beyond. It consists of several elements, including;

- A 25 year demand forecast. This describes how much water customers will need in the future, considering factors such as climate change and population.
- A 25 year supply forecast. This sets out how much water is available for use now and how this may change in the future. We consider the impact of climate change and potential reductions in the volume of water we are allowed to take from rivers and groundwater.
- An assessment of the options to manage demand including leakage reduction.

It is a statutory requirement that Severn Trent updates and consults on its WRMP every five years, and we have to follow a set regulatory timetable. Retailers will be consulted at points along that timeline, and we will hold stakeholder forums through 2017 where we will seek feedback on how our water resources strategy is developing. Once we have produced our updated plan and have agreement from the Secretary of State, we will publish our draft WRMP for full public consultation in early 2018.

All contact will come from our Wholesale Asset Management team and the outcomes and updates will be published on the company Website here www.severntrent.com/about-us/future-plans

² For all charges refer to Severn Trent Wholesale Scheme of Charges

³ Please refer to Wholesale Scheme of Charges