

# Unplanned Events and Incidents

April 2020

WONDERFUL ON TAP



# Unplanned Events and Incidents

## Why

The Wholesale Unplanned Events and Incidents Standard is an integral part of Severn Trent wholesale operations, it provides further clarification in respect of the subject and is aligned to the RWG Good Practice Guide as published on the MOSL website

## 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. This standard applies to, and it 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. It is designed to ensure that we understand the impact on teams, regularly measure and report compliance and ensure that the corrective actions are established and delivered where the desired level of performance is not present.

## 1 Market Codes

- 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 and via emails being sent out to notify retailers of SPID affected.

### 1.1 24 hour contact arrangements

- Any Non-Household customer with an emergency can contact Severn Trent directly on our Emergency Hotline number 0800 783 4444
- Severn Trent will inform retailers of any contact we have received from their customers
- Severn Trent will re-direct the customer back to their retailer if their problem is not an emergency
- Severn Trent is available 24 hours per day, 7 days a week and 52 weeks a year for retailers and non-household customers for unplanned events & incidents

### 1.2 Identification of Sensitive Customers (process E1)

- Severn Trent will respond to queries raised by the retailer about sensitive customer identification
- Sensitivity is generally premises where there is vulnerability in terms of people, infrastructure and emergency provision
- There may be occasions when Severn Trent may ask the retailer to add or remove a sensitive customer flag from any eligible premises If the premises is deemed not to be sensitive
- For further information about Sensitive Customers please refer to the Non-Household Sensitive Customer guidance document published on our website:

[https://www.stwater.co.uk/content/dam/stw\\_businesses/retailer-standards-documents/Process\\_E\\_Sensitive\\_Customers.pdf](https://www.stwater.co.uk/content/dam/stw_businesses/retailer-standards-documents/Process_E_Sensitive_Customers.pdf)

### 1.3 Incident Levels

- Severn Trent has a tiered approach to Incident management which is affected by the size and complexity of the situation
- Types of communication and the levels of support required from Retailers will differ depending on the level allocated to the incident
- See Fig 1 for a table of each level, a brief description of it , what triggers it and whether we open the incident room or not:




Severn Trent Incident level	Description	Triggers	Incident room open
 Bronze	When we have an issue that has reached the lowest trigger level and requires a degree of formal management	Triggers defined are based on anticipated or actual impact – no of customers affected, weather, service levels etc	No
 Silver	When we have an escalation in the situation or higher trigger levels have been breached and requires more incident management structure	Escalation triggers are based on anticipated or actual scale of impact - no of customers affected, weather, service levels etc	Yes
 Gold	Incidents that require a company level response and a higher level of coordination of response across Directorates	Further escalation of triggers as above, plus wider consequences such as media, resources etc	Yes

Fig. 1 – Severn Trent incident levels

#### 1.4 Incident types

For the purposes of standardising the communication that gets sent out to Retailers during an incident Fig 2 shows each of the Codes E3 through to E7, the type of incident it is and any sub –types that there might be. Severn Trent will use these types and sub-types in its communication templates;

Code	Type	Sub-Type
E3	Change to water or sewerage services	Water Quality
		Leak/burst
		No Water
		Change in pressure
		Change in sewerage services
E4	Water quality	Water Quality
E5	Sewer Flooding or pollution	Sewer Flooding
		Pollution
E6	Drought	Drought
		Dry Weather
E7	Emergency	Emergency

**Fig 2 – Incident types & sub-types**

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

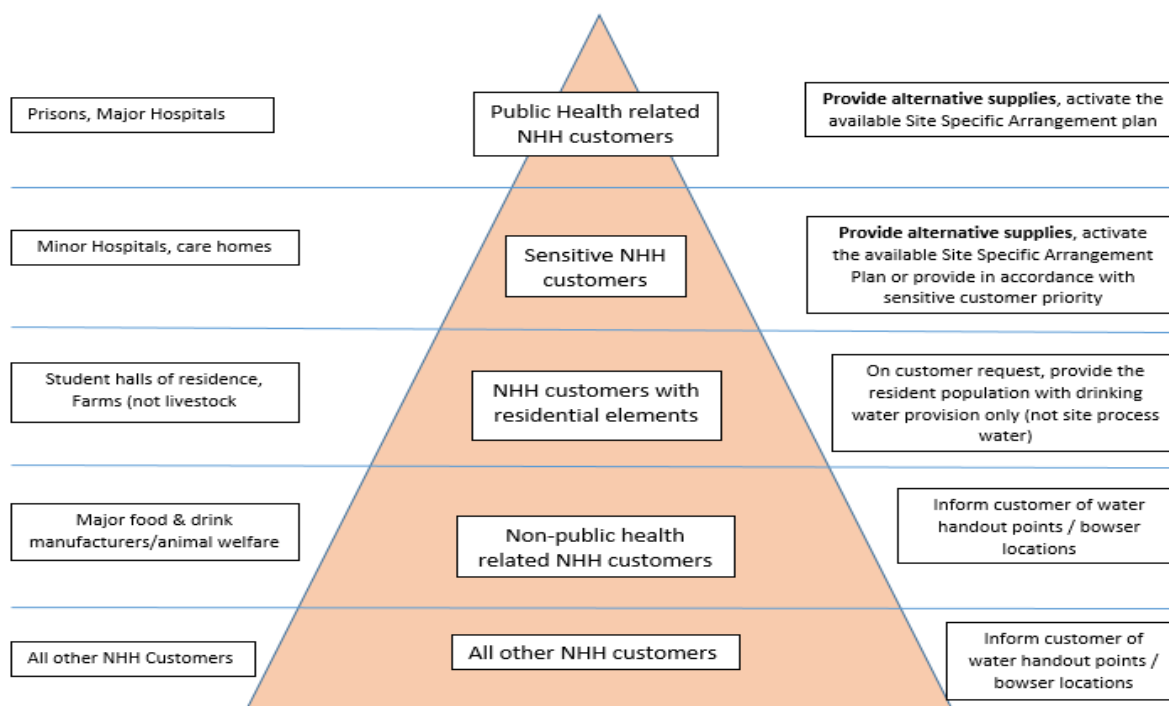
- Severn Trent have a separately published guidance document on the website for wider detail on Site Specific Arrangements
- Severn Trent will consult with a retailer when preparing or revising a PHRSSA for any of their customers
- On occasion, if it is appropriate, Severn Trent may request a meeting with a Non-Household customer in relation to their PHRSSA.
- Severn Trent is responsible for updating public and Non-public related site specific arrangements
- Severn Trent will supply the retailer with details of the PHRSSA once the MO has notified us of the retailer registration
- 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 registered.
- Severn Trent will inform retailers if we implement any arrangements which relate to any of their customers
- 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 Unplanned changes to supply of Water Services and/or Sewerage Services (process E3)

- In the event that Severn Trent becomes aware of any unplanned changes they reserve the right to investigate and request information from the retailer. Occasionally Severn Trent may choose to contact the customer directly, or will ask the retailer to do so on ST's behalf
- Severn Trent will notify retailers whether there is or expected to be an unplanned change in line with any public communication put out
- 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.
- During an unplanned event or incident Severn Trent will inform the retailer if there is a need to take or prepare to take action, and/or be aware if information to react to enquiries
- Every effort will be made on the part of Severn Trent to respond quickly to requests for further information from Retailers related to the Incident/Event
- Severn Trent reserves the right to request Non-household customers (either directly – where we have permission to do so – or via the retailer) to reduce their water demand or reliance on the sewerage system
- In terms of offering alternative supplies, Severn Trent work to a priority matrix (Fig 3) and will provide, where possible, alternative supplies – this cannot be guaranteed but every effort will be made

## EXAMPLES

## RESPONSE



**Fig 3 – Alternative Supplies Matrix**

### 1.7 Drinking water quality incidents (process E4)

- If there is an actual or potential WQ incident resulting in a restriction on water use Severn Trent will inform retailers of a suspension and/or decision not to impose a restriction
- If it is decided that there is a need to impose an immediate restriction on water use Severn Trent will inform the retailers of any restriction needed and will endeavour to do this ahead of a general notification to all customers
- Severn Trent will advise retailers of:
  - The actual area affected
  - The nature of the restriction
  - The time the information is to be released to the non-household customers
  - Any reasonable steps we wish the retailer to take to communicate with their customers
  - Any information the retailer must use when responding to enquiries
- If the problem relates to certain specific types of customer only, Severn Trent will supply any additional, useful information to retailers
- In the event where there is a need for Severn Trent to issue general public communication, the retailer will be provided with copies of script or materials that are to be used
- If asked to by a relevant authority, Severn Trent will ask retailers to confirm which of its Sensitive Customers are in the affected area – we will further liaise with the relevant authority and share whatever information the retailers provide – Where we can directly supply the information we will
- 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

### **1.8 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 water supply 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 arrangementsSewern Trent will review information and investigate the actual or potential incident or event as necessary to determine the cause of it
- If Sewern Trent discover the cause of an event or incident can be traced to a non-household customer, we will notify their retailer
- In this circumstance Sewern Trent may also contact the customer directly to notify them of any action required and may make an agreement as to the steps and timescales for remedial work - a copy of this will be shared with the retailer
- If Sewern Trent suspects or has evidence of an environmental impact we will inform the, and co-operate with, the relevant authority (Local environment agency)
- Regardless of identified source, Sewern Trent may invoke our incident management plan for the protection of our network and staff
- Sewern Trent will provide the retailer with the information needed to respond effectively to any enquires from non-household customers or other stakeholders
- Sewern Trent will take the required action following an event or incident to restore water and/or sewerage services

### **1.9 Droughts or dry weather conditions (process E6)**

- Sewern 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
- Sewern 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
- Sewern Trent will confirm to retailers the process we intend to use 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
- Sewern 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 Sewern 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 Sewern Trent issues any ban or obtains an order or permit, we will inform retailers and keep them informed of any change to terms
- Sewern 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
- Sewern Trent will pay the retailer; to pass on to the non-household customer, any drought payments owed

### **1.10 Emergencies (process E7)**

- In accordance with the Security and Emergency Measures Direction (SEMD), Sewern Trent keeps an emergency plan. Sewern Trent will inform the retailer if we develop an emergency plan relating to the retailer's non-household customer.
- Sewern 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
- Sewern 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

## 2 Severn Trent Unplanned Events and Incidents

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

### 2.1 Incident Management Notification / Communication

- Once it has been established that we are in Incident mode Severn Trent will only communicate via email with retailers with SPIDs in the affected area – all other notifications will be available on our portal
- All retailers will be allocated access to our Planned/Unplanned portal (PUP) via the Account Manager
- Where Severn Trent requires support communications from the retailer, we will contact the retailer by following the 24 hour on-call contact arrangements, and via email push notifications
- Severn Trent will allocate a dedicated Wholesale work stream which is supported by a 24/7 standby rota
- It will be the responsibility of the Wholesale work stream to communicate with Retailers directly via email
- Severn Trent will continue to keep retailers updated at regular and agreed frequencies depending on the severity of the incident
- Severn Trent will deem an incident closed when the supply is restored though there may be residual work to be carried out (ie reinstatement)
- The retailer will be informed when the incident is deemed to be closed giving the last status of the incident and any residual actions
- In summary a call to the 24-hour Retailer number would only be expected for Gold Level Incidents requiring direct Retailer involvement or for awareness that site specific or sensitive customers are affected.

The table below (Fig 4) details the communication methods to be used during the differing levels of Incident

Type	Media	Bronze	Silver	Gold
General Communication methods	Web Notification (eg in named area or postcode region) which should include what NHH customers can do/may be entitled to	Yes	Yes	Yes
	Planned/Unplanned Portal	Yes	Yes	Yes
	Notifications to registered contacts who have previously signed up to receive alerts (Text messaging)	Yes	Yes	Yes
	Social media messaging	Yes*	Yes	Yes
	Telephony announcement messaging	No	Yes	Yes
	Phone calls directly to Sensitive NHH customers	Yes	Yes	Yes
	Phone Calls directly to NHH customers	No	Yes	Yes
Retailer specific communication	Push Notification plus attachment to single retailer email	No – Info self-served on Portal	Yes – during business hours	Yes
	Call to Retailer 24 hr number with clear instructions ( If not answered a second call is made 30 mins later)	No	No	Yes

**Fig 4 – The variety of types of communication**

**\*Trigger level is 10 properties or more (no messaging if under 10 properties) Properties = HH & NHH**

## 2.2 Levels of Support during Incidents and Events

- With regards to what levels of support Severn Trent would reasonably require from Retailers during an incident would be dependent on the severity of the incident and the specific circumstances at the time
- See Fig 5 for a table showing the level of support Severn Trent can expect from retailers depending on the severity of incident

Services		Bronze	Silver	Gold
1	Timely provision of customer contact details for specific postcode areas ( may be through Site Specific Arrangement or upon request)	No	Yes	Yes
2	Provision of a service to pass on messages to customers using information provided by the Wholesaler. Where a specific script is required to be followed, this will be provided to Retailers	No	If required – only during core business hrs	24/7
3	On-going incident management support including dedicated contact channels and a shift rota	No	No	Yes
4	Feedback to Wholesalers on success rates of delivery of any direct customer communications and any relevant customer comments subsequently received	No	If required – only during core business hrs	24/7

Fig 5 – Levels of support

## 2.3 Message formats

- Severn Trent will, via the Wholesale work stream, manage all communications out to Retailers
- Severn Trent recognise that Retailers would prefer to have the communications (to be referred to as the Incident Alert Notification) cover a standard format of detail which we list below which is the bulk of the message plus detail of the attachment required of SPID information
- Retailers will be notified by Severn Trent who will deliver the information required via email to the addresses specified by the retailer
- Severn Trent will adopt the standard email format as described in the Good Practice guide – see Fig 6

From	Wholesaler Email	Incident email in-box
To	Retailer Email	Dedicated email address
Subject	<i>a-b-c-d</i>	<i>a</i> is the type of event (ie E3 – E7)
		<i>b</i> is the level of event (ie Bronze, Silver or gold)
		<i>c</i> is the count of SPIDs affected for that retailer
		<i>d</i> is the unplanned event's title
Contents	Wholesaler name	
	Event Code and sub type	Where the Code is E3 – E7 for example
	Support Level	State what is required of the retailer in this event/incident
	Count of SPIDs affected	For that particular retailer
	Unplanned event ID	The unique ID the Incident room has named it
	Description of the incident	
	Date & Time of incident start	



	Action already taken	
	Action planned	To include the estimated time of service restoration if known
	Postcodes affected	At least district but as much detail as possible
	Customer message	Summary of any customer message at this time
	Action for Retailer to take	Any specific action the Wholesaler wants from the Retailer to support including and script where onward communication is required
	Information on potable water access location	For 'No Water' or 'do not drink' incidents only

**Fig 6 – Standard format of Information email**

### 2.3.1 Format of the Incident Alert Notification attachment

- The attachment will follow the standard recommended by the Good Practice guide – see Fig 7, this will label the attachment to clarify the link between the SPIDs, the Retailer and the Incident.

Incident ID	The name given to the incident via the Incident room
Retailer	Specific to the incident
SPID/s	Number of Water or Waste SPIDs affected for that retailer
Postcode/s	Postcode/s of the SPID/s
Sensitive Customer/s	Water or Waste SPIDs affected and associated customer names
Site Specific Arrangements	Water or Waste SPIDs affected and associated customer names

**Fig 7 – Standard Attachment Header**

- The details provided will be in Excel format and will include the following:

Incident ID	Retailer	SPID	Postcode	Sensitive Customer/Site Specific Arrangements
Incident ID	Org ID	xxxxxxxxxxWxx	xxxx xx	Yes/No
Incident ID	Org ID	xxxxxxxxxxWxx	xxxx xx	Yes/No
Incident ID	Org ID	xxxxxxxxxxWxx	xxxx xx	Yes/No
Incident ID	Org ID	xxxxxxxxxxWxx	xxxx xx	Yes/No
Incident ID	Org ID	xxxxxxxxxxWxx	xxxx xx	Yes/No

**Fig 8 – Format of Excel attachment**

### 2.3 Incident Completion

- When the Incident has been called as completed by the Incident team Severn Trent will send a notification (via email) to the Retailers see Fig 9
- Please note the point at which Severn Trent deems an incident to be over may be where there are outstanding actions to be completed – for example reinstatement of an area – however full details of what is left to complete will be provided on the closing email

From	Wholesaler email	Incident email in-box
To	Retailer email	Dedicated email address
Subject	<i>a-b-c-d</i>	a is the type of event (ie E3 – E7)
		b is the level of event (ie Bronze, Silver or gold)
		c is the count of SPIDs that may still be affected for that retailer
		d is the unplanned event's title
Contents	Wholesaler name	
	Incident Code and sub-type	Where the code is E3 – E7
	Support Level	
	Count of SPIDs left affected	For that specific Retailer
	Incident ID/Name	
	Date & time of Incident closure	
	Closure Text	Reference to any outstanding issues, compensation payments (if applicable) or other actions

**Fig 9 – Standard email format – Incident closure**

#### **2.4 Water Resources Management Plan (WRMP)**

- Severn Trent's 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 each 5 year review, 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 WRMP on our website
- All contact will come from our Wholesale Asset Management team and the outcomes and updates will be published on the company Website here:

<https://www.severntrent.com/about-us/our-plans/>