

Unplanned events and Incidents

WMU

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Unplanned Events and Incidents

Why

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

Who

All wholesale Unplanned Events and Incidents within Hafren Dwfrdwy 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)

Hafren Dwfrdwy will comply with the service level agreements as set out in the Market Codes.

Hafren Dwfrdwy 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 Hafren Dwfrdwy 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)

Hafren Dwfrdwy 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.

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

If Hafren Dwfrdwy 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 Hafren Dwfrdwy's Trade Effluent Standard.

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

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

Hafren Dwfrdwy 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 Hafren Dwfrdwy consider to be sensitive are referred to in the Non-Household Sensitive Customer Guidance document, published on our web-site.

Hafren Dwfrdwy will respond to any query which the retailer raises about sensitive customer identification.

Hafren Dwfrdwy 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 Hafren Dwfrdwy Public and Non-Public Health Related Site Specific Arrangements for managing events and incidents potentially affecting public health (process E2)

Hafren Dwfrdwy 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 Hafren Dwfrdwy's web-site

Hafren Dwfrdwy 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. Hafren Dwfrdwy 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.

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

Hafren Dwfrdwy will update public and non-public health related site specific arrangements.

Hafren Dwfrdwy 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.

Hafren Dwfrdwy will inform the retailer which information the retailer must keep up-to-date.

Hafren Dwfrdwy 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.

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

Hafren Dwfrdwy 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 Hafren Dwfrdwy 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)

Hafren Dwfrdwy 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.

Hafren Dwfrdwy 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.

Hafren Dwfrdwy 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.

Hafren Dwfrdwy 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.

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

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

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

Hafren Dwfrdwy may notify the retailer that it is exercising any power we have under Law.

Hafren Dwfrdwy will inform the retailer when an unplanned change has concluded.

If Hafren Dwfrdwy 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 Hafren Dwfrdwy 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 Hafren Dwfrdwy 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.

Hafren Dwfrdwy 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, Hafren Dwfrdwy will provide the retailer with any additional information available to us.

When communication is agreed and finalised by Hafren Dwfrdwy 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, Seven 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.

Hafren Dwfrdwy 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, Seven Trent will ask the relevant authority, whilst informing the retailer of any relevant details.

If Hafren Dwfrdwy 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,

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

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

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

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

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

If Hafren Dwfrdwy 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)

Hafren Dwfrdwy 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.

Hafren Dwfrdwy 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.

Hafren Dwfrdwy 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.

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

Hafren Dwfrdwy 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.

Hafren Dwfrdwy 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, Hafren Dwfrdwy keeps an emergency plan.

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

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

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

Hafren Dwfrdwy 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.

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

Hafren Dwfrdwy 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 Hafren Dwfrdwy's emergency plan.

Hafren Dwfrdwy will notify the retailer when the emergency has come to an end.

If Hafren Dwfrdwy 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 Hafren Dwfrdwy Unplanned Events and Incidents

This section refers to standards Hafren Dwfrdwy hold above the Market Codes

2.1 Incident Management Notification

Hafren Dwfrdwy 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 Hafren Dwfrdwy will be deemed authorised by the retailer, and grants authority to Hafren Dwfrdwy 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 Hafren Dwfrdwy 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 Hafren Dwfrdwy 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 Hafren Dwfrdwy 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](#)

² For all charges refer to Hafren Dwfrdwy Wholesale Scheme of Charges

³ Please refer to Wholesale Scheme of Charges