



DRAFT v 1 9/6/2021

Contact Management Protocol

New Appointments and Variations (NAVs)

Purpose of this document

This document sets out the Protocol and guidance for the Incident Management process which will be followed when South West Water (SWW) are the bulk supplier of Drinking Water to a NAV or are the recipient of a bulk discharge of wastewater from a NAV.



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Document Purpose

This plan is to ensure that communication, management structures and appropriate resources are in place to manage operational events and incidents efficiently and effectively ensuring the below objectives are met:



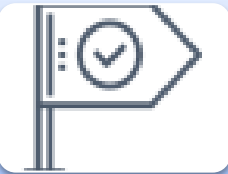
- Health, Safety and welfare of all staff and public are treated as a priority
- Take action to minimise environmental impacts



- Work with other Category 1 and 2 responders under the Civil Contingencies Act 2004 guidance to ensure effective multi-agency Incident Management
- Ensure timely and effective communication of information about the progress of the incident to stakeholders, customers and media



- Identify at the earliest stage the potential for the incident to impact the other party and ensure that controls are implemented without delay
- Delivery of effective and efficient incident management which is compliant with agreed procedures, plans and policies
- Restoration of services to customers as quickly as possible



- To effectively fulfil all legal and statutory requirements
- Ensure effective post incident review and subsequent application of lessons learned
- To protect the business from potential adverse effects of the incident and avoid negative reputational impact on either party

Scope

This guidance covers any incident where SWW and the NAV are required to work cooperatively to effectively resolve an incident, this may include (but not limited to) incidents involving;

- Water Quality (contamination of supply, discolouration etc.)
- Loss of Supply/Water
- Loss of Waste Water network and/or treatment
- Loss of discharge capability (sewer collapse etc.)
- Operational Security Threats
- Environmental Pollution
- Fire or Explosion
- Flooding



For the purpose of this document, an event may be declared an Incident when meeting the following criteria (but not limited to);

- Large-scale and/or long duration
- Significant impact on site specific arrangements and/or sensitive and /or livestock customers
- When assistance may be required from the NAV with regards to communication to the end customer, and there is a need to proactively notify the NAV
- Opening of incident room

For the duration of the incident, there is an expectation that SWW and the NAV will openly share information relating to the incident.

Incident Ownership

If the incident occurs within the SWW Drinking Water distribution network or concerns the assets which allow the treatment and/or transportation of a bulk discharge from an NAV then SWW will lead and resource the response and recovery of the incident.

When the origin of the incident is within the NAVs Drinking Water distribution network or concerns the sewerage network owned and managed by the NAV, then that Contracting Party will lead and resource the response and recovery of the incident.

If the origin of the incident is unclear, then the party whose assets are most affected will take the lead.

Incident Process

Section 1: Notification of an Incident

The SWW Integrated Wholesale Contact Centre (WCC) operates 24 hours a day, 7 days a week and 365 days a year. The Head of Service Delivery (or nominated deputy) oversees all incident management – in relation to customer impact and management - activity within the centre.

The NAV's Incident control centre contact is the Wholesale Delivery Manager (or nominated deputy) whose details are set out in Appendix A [details to be provided – phone number, email address etc]

When an incident occurs, which has or may affect either the NAV or SWW, the Incident Manager or their designated deputy will contact the NAV as set out in the relevant agreement and provide the following information;

- Description of the incident
- Number of impacted properties
- Expected timescales
- Possible Impacts
- Alternative Water Supplies / Alternative Waste Removal
- Contact Details
- Main Point of Contact (if different from designated incident manager)

Section 2: Response to an incident

In line with our incident management procedures, the incident will be managed effectively.

The Incident Manager(s) will discuss and agree:

- The Communications approach for end customers (these discussions should include which party has the responsibility for delivery of that strategy)
- Communication and liaison with regulators e.g. Local Authority, Environmental Health, PHE, CC Water, DWI, Environment Agency, Defra and others as required. (These discussions should include which Party has the responsibility for these communications)
- The frequency of contact between SWW and the NAV (including the preferred method of contact – be this email, telephone, teleconference, or face to face)
- Regulatory/Investigatory Sampling (if required) and the responsibility for the collection and analysis of those samples (see Appendix D for further details)
- Provision of Alternative Supplies (where required) (See Appendix D for further details)
- Incident Classification (for each party)
- Method for distribution of incident notes
- Criteria for closure of the response phase of the incident.

Section 3: Closure of an Incident

Prior to closing an Incident, notification to the NAV of the intent to close the incident should be completed.

The Incident Manager(s) will discuss and agree:

- Closure of the Incident
- Communication of closure to external agencies and regulators
- Liaison with external agencies and regulators
- Communication of closure to relevant personnel
- Communication with customers and media
- Post Incident Review arrangements

Upon completion of the above actions an Incident Closure Notice will be issued confirming closure of the incident.



Appendix A

Contact Details: In the event of an Incident/Potential Incident

In hours: Mon to Fri 9:00 to 17:00

Out of hours: Mon to Fri 17:00 to 09:00, and Sat and Sun

[NAV]

Role	Name	Contact Telephone Number
Duty Manager (In-hours)	TBC	TBC

South West Water

Role	Name	Contact Telephone Number
Wholesale Delivery Manager (in hours)	TBC	01392 672119 07795 301252
Alarms Team (out of hours)	Person on Call	0800 7811 406
Wholesale Contact Centre	24/7/365 Operational Staff	03344 346 2020

Contact Details: For notification of other Operational Events / Planned Works

[NAV]

Role	Name	Contact Telephone Number
TBC	TBC	TBC

South West Water

Role	Name	Contact Telephone Number
Contract Manager (In-Hours)	TBC	01392 443764 07342 072588

Alternative Supplies

In an incident which results in the loss or reduced flow of water supply, a single plan for the distribution of alternative supplies should be agreed between SWW and the NAV.

Prioritisation of alternative supplies should be on the basis of need amongst all domestic customers affected with respect to the Security and Emergency Measures Direction 1998.

The principles contained in the Water Industry Mutual Aid Scheme will also apply.

Customer Communications

In Incidents where contamination of the Drinking water supply is confirmed or suspected, prompt and informed contact with customers is critical.

It is essential that customers of both Parties receive the same messages at the same time to avoid confusion, concern and possibly risks to health.

Both parties shall therefore co-operate in any communications to customers.

Civil Contingencies Act 2004

SWW is an active Category 2 Responder at local and regional level. The Civil Contingencies Act 2004 envisages co-operation between Category 1 and 2 agencies in planning for and responding to major incidents.

In the management of incidents under this Act, a multi-agency Strategic Co-ordination Group (SCG) may be established. For incidents affecting customers of SWW and the NAV it is envisaged that a single representative from SWW would be agreed on to attend any SCG and represent both Parties. Clear communication routes should be established to support three-way communication between the SCG representative and both Parties.

Provision of Information

SWW and the NAV will share information in the recognition, response, recovery and post-Incident review stages of any Incident except where such information is commercially sensitive and/or legally privileged.

Process Governance

This document will be reviewed annually between SWW and the NAV.

SWW and the NAV will co-operate in any programme of joint training and exercising should these be developed and required. Such training or exercising should include personnel from both parties who are responsible for responding to incidents.