

SWB Bulk Supply Water Quality Protocol

March 2023



DRINKING WATER SERVICES

Water Quality

1 Application, Purpose, and Interpretation

1.1 This Protocol applies to the following agreement(s):

Current Parties South West Water Limited..... (Supplying Company);
and..... (Receiving Company)

Location/Name of Bulk Supplies are listed in the Annex 1 appending this document.

1.2 The Protocol does not create binding legal obligations or amend the above agreement(s). Its purpose is to set out the intentions of the parties concerning exchange of relevant water quality information.

1.3 It is intended that the Protocol will continue throughout the duration of the above agreement(s) but will be reviewed by the parties from time to time.

1.4 For the purposes of this protocol, the following words shall have the meaning specified.

‘Act’ means the Water Industry Act 1991.

‘Authorised Departure’ means an authorisation granted by the Secretary of State under Regulations 20 and 21 to temporarily supply water exceeding a drinking water standard when there is no risk to human health and while remedial work is being carried out to improve the quality of the supply.

‘Bulk Supply’ means the supply of potable or non-potable water by the Supplying Company to the Receiving Company made under the Agreement(s) referred to in Section 1 of this Protocol.

‘Intake Protection Alarm’ means an alarm generated and relayed to a control room by an automatic water quality monitoring system used to monitor set parameters in a surface water source upstream of an intake point for water treatment works.

‘NAV’ refers to any New Appointment and Variation.

‘Notice’ refers to a notice given by the Secretary of State under Regulation 28(4).

‘Potable Water’ means water that is required to meet the standards of Water Supply (Water Quality) Regulations 2016 as amended in England.

‘Regulator’ means the Secretary of State for Environment, the Drinking Water



Inspectorate or the Environment Agency.

‘Regulations’ means the Water Supply (Water Quality) Regulations 2016 (as amended) in England. All references to a Regulation Number relates to the Regulations. Devolved regulations apply in Scotland, Northern Ireland and Wales.

‘Risk Assessment’ means a risk assessment made under Regulation 27. **‘Report’** means a report submitted under Regulation 28.

‘Source to Tap Chain’ means the source of supply from which the Bulk Supply is taken, and, where relevant, the storage reservoir used to store raw water, water treatment works used to treat the Bulk Supply, service reservoirs used to store the Bulk Supply and any other part of the Supplying Company’s water supply network which the Supplying Company consider could have a significant impact on the quality of the Bulk Supply.

‘Undertaking’ means an undertaking given by the Supplying Company under the provisions of Section 19 of the Act. Undertakings are legally binding programmes of work by a water company and agreed by the Chief Inspector of Drinking Water to address actual or potential water quality issues.

2 Risk assessments

- 2.1 The Bulk Supply shall be detailed in the Risk Assessments and Reports of both parties.
- 2.2 The Supplying Company shall provide the Receiving Company with details of any risk-based monitoring programmes that are relevant to the Bulk Supply (e.g. the names of pesticides assessed in the raw water source from which the Bulk Supply is taken) so that monitoring programmes of the parties can, where appropriate, be aligned.
- 2.3 The parties will cooperate in providing each other with Report information reasonably required in order to conduct and update their Risk Assessments to the extent that it is relevant to the Bulk Supply.

3 Information Exchange

- 3.1 The Supplying Company will provide the Receiving Company with the following:
 - i) a copy of any Authorised Departure or Undertaking (including the schedule of works), associated with the Bulk Supply;
 - ii) a copy of any relevant part of a Notice or Report associated with the Bulk Supply;
 - iii) details of the Source to Tap Chain, including any material changes to the Source to Tap Chain before they occur (except in the case of emergencies where the Supplying Company should inform the Receiving Company as soon as practicable after necessary

action is taken); and

iv) information set out in the local arrangements (if any) referred to in the Schedule to this Protocol

3.2 The Supplying Company will keep the Receiving Company fully informed if seeking an Authorised Departure or Undertaking which affects the Bulk Supply or if a Notice is received which affects the Bulk Supply.

3.3 A party will notify the other party and provide all relevant information as soon as reasonably practicable after becoming aware of any of the following:

3.3.1 In respect of Bulk Supplies of potable water, where any circumstances arise which have led to a breach of Regulation 4 (or where the notifying party believes there is a significant risk of such a breach) which could impact the Bulk Supply.

3.3.2 In respect of Bulk Supplies of non-potable water:

i) any significant change in water quality which the notifying party believes may have an impact on the Receiving Company; and

ii) any significant Intake Protection Alarms where the Supplying Company identifies a potential impact on the quality of the Bulk Supply.

3.3.3 In respect of all Bulk Supplies

i) any event which is notified to a Regulator, a Health Authority or a Local Authority that may impact upon the Bulk Supply;

ii) a significant change in the number or type of water quality customer contacts where assessment identifies a potential link to, or impact upon, the Bulk Supply;

iii) any significant aesthetic issue affecting appearance, odour or taste which the notifying party believes may have an impact on, or be attributed to, the Bulk Supply;

iv) any planned work which identifies a potential impact on the Bulk Supply;

v) any other information that the notifying party believes has the potential to significantly impact the Bulk Supply.

4 Communication

4.1 All notifications made under this Protocol shall be made initially by telephone followed by e-mail communication. The contact names, telephone numbers and e-mail addresses shall be those set out in the Table 1, Schedule 1, except where alternative contact details are

supplied by either party.

- 4.2 Telephone contact between parties must be available 24 hours a day;
- 4.3 Where a water quality issue has been identified and notified, an ongoing dialogue between the parties regarding impacts and remedial actions should be conducted.

5 Regulation 15

- 5.1 The Receiving Company acknowledges the requirements of Regulation 15 (Sampling: new sources) and any associated guidance issued by the Drinking Water Inspectorate.

Schedule 1 – Local Arrangements and Contact Details

Any specific additional arrangements are to be detailed here;

Drinking Water Safety Plan (DWSP)

DWSPs will be reviewed formally on an annual basis, or when a material change in risk has been identified in the relevant supply chain. This would include any substantive changes to the raw water monitoring programme in advance of the forthcoming year which would be notified to the receiving Company.

The supplying Company will notify the receiving Company of any legal instruments that come into force that are associated with the relevant Bulk Supply. These are available in detail when published on the Drinking Water Inspectorate's website.

Compliance Data for Risk Assessment

Before a bulk supply commences, compliance data for the previous 3 years will be shared, this will be a one-off data transfer to enable the Receiving Company to complete a risk assessment of the incoming bulk supply.

Performance data will be shared and reviewed annually between parties.

Chemical and trace Organic Parameters

Liaison will take place the same day as any PCV breach that may impact the bulk supply (i.e. supplying WTW, recurrent issues within the system upstream of the bulk supply).

Microbiological parameters

Liaison will take place the same day following detection of any of the microbiological parameters



listed in the table below at the treatment, storage and distribution stages where it is believed this may impact on the bulk supply.

Parameter	Details
Coliform	Unless there is sufficient evidence the failure is attributable to a customer fitting and will not impact on the bulk supply.
<i>E. Coli</i>	Unless there is sufficient evidence the failure is attributable to a customer fitting and will not impact on the bulk supply. Further liaison following receipt of confirmed result
Enterococci	Unless there is sufficient evidence the failure is attributable to a customer fitting and will not impact on the bulk supply.
Clostridium	Unless there is sufficient evidence the failure is attributable to a customer fitting and will not impact on the bulk supply.
Cryptosporidium	Any positive detection at the supplying WTW or in upstream distribution.

Water Quality Events

For any water quality event as defined by DWI reporting triggers at the supplying WTW or within the supply system associated with the bulk supply that is likely to impact water quality or quantity supplied, company contacts must be informed. This includes, for example, presence of substances or organisms in the water supply that do not have a regulatory standard e.g. hydrocarbons.

In addition the following circumstances will be notified:

- Widespread loss of supply
- Planned work or control measures on the distribution system which may have an impact on NAV Water customers and the bulk supply, and as such customers have been carded or received letters in advance. Examples include planned flushing work, or changes to source from a chlorinated to a chloraminated supply.

To allow the NAV to complete comprehensive desktop risk assessments in response to reported Water Quality issues, on occasion the NAV may request water quality information.

Data transfer

From time to time, the NAV may request supply point data which may include radioactivity and pesticides. Any supply point parameters will be agreed with the supplying company.

Operational Management

Significant revision to the disinfection regime at the supplying works will be notified in advance of change. The requirements of this bulk supply agreement will be referenced within local

emergency planning protocols and will include notification criteria. This will be covered by any updates sent out via Regulation 28 updates.

Contact details

Table 1: Contact information

Company	Time	Water Quality Contacts	Telephone	Email
Supplying Company	Office hours and out of hours.	24 Hour Helpline	0344 346 2020	N/A
	Office Hours (0900-1700)	Duncan Thorne – Water Quality Manager (Bournemouth and WQ Regulations).	07775571207	dthorne@southwestwater.co.uk
		Tony Bowen -Water Quality Manager South West and Isles of Scilly.	07717516421	axbowen@southwestwater.co.uk
Receiving Company	Office Hours (0900-1700) Out of hours.			



Appendix Annex 1

Bulk Supply	Supplier Water Supply Zone	Recipient Water Supply Zone	Supply Type	Supply System/Supplying WTW/SR	Status (In Supply Y/N)

