



Alternative  
water  
supplies  
policy.

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## 1. Background

We aim to provide the best service that we can to our customers, which includes minimising the impact of network issues on them. Where possible we will utilise technology to keep our customers in supply however deployment is dependent on location, work volume and other operational constraints. Therefore, an alternative water supply policy has been produced to provide a defined framework for the provision of water through alternative methods in the event of a supply interruption, where an asset failure or other incident prevents us from delivering water to a customer via a piped supply.

We comply with the Security and Emergency Measures Direction (SEMD) and associated guidance in the provision of alternative water if there is an unavoidable failure in the essential water supply to customers. We pay due regard to all customers' needs and prioritise alternative water services to support UK welfare. We provide 10 litres per person per day beginning in the first 24 hours to support customers' essential water use (domestic needs).

## 2. Scope

The alternative water supply policy describes the types of alternative water supplies available and how they will be provided to customers in the event of an interruption to supply. We will notify retailers of all such interruptions that require an alternative water supply.

## 3. Definition of terms

**Business continuity plan** - is an essential part of any organisation's response planning. It sets out how the business will operate following an incident and how it expects to return to 'business as usual' in the quickest possible time afterwards.

**Non-household customer** – means those customers who are within the scope of the competitive market

**Security and Emergency Measures Direction (SEMD)** - a statutory document produced under the provisions of section 208 of the Water Industry Act 1991. It places upon water companies the requirement to keep under review and revise such plans as it considers necessary to ensure the provisions of essential water supply and wastewater services at all times.

## 4. Principles

The key principles which have shaped the development of this policy are:

- meeting our statutory obligations for the provision of alternative water when the standard supply of water to customers is interrupted.
- ensuring the best possible customer experience during interruptions to the supply of water.

## 5. Policy

When we are unable to maintain a piped supply, or where the quality of the piped supplies (potable water) is such that it is considered unfit for human consumption even if it was boiled, we may provide an alternative water supply. This may include, but is not limited to – bottled water, tankers and static tanks.

We will provide household customers with 10 litres per person per day within the first 24 hours of the supply being interrupted, to meet our obligations set out in the Security and Emergency Measures Direction. We will aim to do the same for non-household customers, providing water

for essential domestic use. At all times services are prioritised to support UK welfare; for example household customers with special requirements for high volumes of water for domestic needs will be prioritised over non-household customers using water for non-domestic needs.

The method of deployment of alternative water supplies would be at our discretion (tankered, static tanks or bottled water). We may provide alternative water before this statutory time, at our discretion. Previous receipt of alternative water supplies is not an indicator of future provision.

We expect non-household customers whose business processes are sensitive to changes in the water supply (for example composition or pressure) to maintain their own business continuity plans for managing events and incidents including unplanned changes in water supply. This includes food and drink manufacturers or other manufacturers who are dependent on water.

It's the customer's responsibility to make sure that any water fill point is accessible, that we can connect to it using standard fittings and that there is someone available to help us if needed.

Where there are access restrictions impacting the size of tanker that can access this fill point, it's the customer's responsibility to capture this and communicate it to us.

Retailers may choose to offer a higher level of service provision to their non-household customers, but this would be at their own cost and we don't guarantee that suitable water to fill a tanker or static tanks would be available.

Where appropriate, we may provide alternative water supplies in advance of our statutory obligations, but this cannot be guaranteed. For sensitive customers, this may mean that we provide them with alternative water 6 hours after a supply interruption, and for other non-household customers this may mean that we will provide them with alternative water supplies 12 hours after a supply interruption. This provision could be tankered, static tanks or bottled water, depending on the circumstances at the time, and will be in line with our obligations under the Security and Emergency Measures Direction.

## 6.Changes to policy

This policy will be reviewed on an annual basis and updated periodically as required.

## 7.References

Security and Emergency Measures Direction

Sensitive Customers Policy

Event Management Policy

## 8.Appendices

Area	Type of AWS	Timeline (hrs from start of Event)											
		1	2	3	4	5	6	7	8	9	10	11	12 12 hrs +
Vulnerable Customers	Bottled Water	Identify						Review				Review	
		Contact - Customer											
		Contact - Emergency											
		Planning											
					Comms		Comms		Comms		Comms	Comms	
				Plan and order							Review		
							Deliver						
NHH Sensitive Customers	Tanker/ Tanks	Identify						Review				Review	
		Contact											
		Plan and order											
					Comms		Comms		Comms		Comms	Comms	
				Plan and order							Review		
							Deliver						
Insets	Tanker	Identify						Review				Review	
					Comms		Comms		Comms		Comms	Comms	
				Plan and order									
							Deliver						
Household	Tanks	Identify						Review				Review	
	Bottled Water												
					Comms		Comms		Comms		Comms	Comms	
				Plan and order									
							Deliver						
Non- household	Tanker/ Tanks	Identify						Review				Review	
					Comms		Comms		Comms		Comms	Comms	
				Plan and order									
							Deliver						