



guardians of drinking water quality

DRINKING WATER INSPECTORATE

PLANNING FOR THE SUPPLY OF WATER DURING PERIODS OF INSUFFICIENCY

The Inspectorate has collated a number of considerations to help the relevant person(s) formulate an action plan to respond to periods of temporary insufficiency with the supply. An action plan will enable an efficient and structured response and will also reduce the risks to consumers. Temporary insufficiency can arise through:

- drought
- cold weather
- damage to pipework
- pump failures
- bursts pipes
- during maintenance work on the supply infrastructure or storage facilities

The main elements that the plan should cover are:

1. Background Information on the supply
Details about the type of supply, its source, location and assets, the number of consumers supplied, the type of premises supplied and the name and contact details of the local authority.
2. Risks to the supply
The main insufficiency risks to the supply and the details of any current mitigation that is in place.
3. Communication
The contact details of all relevant stakeholders who will require information and advice during an insufficiency event.
4. Providing an alternative supply
Details of where and how an alternative water supply will need to be sourced and provided to consumers during the period of insufficiency.
5. Restoring the supply
A set of procedures that provide instructions and information to facilitate the return of the supply back to normal operation.
6. Lessons Learnt
Consider what went wrong during any previous periods of insufficiency and build into the plan the necessary measures that would prevent a recurrence.

The response to any period of insufficiency will be dependent on the particular circumstances involved and where appropriate you should take advice from your local authority.

1. BACKGROUND INFORMATION ON THE SUPPLY

Name of supply:	
Type of supply:	
Location of supply:	
Typical daily demand:	
Treatment installed:	

Number and type of properties served:	
Number of customers served:	
Local authority details:	
Local water company details:	

2. RISKS TO THE SUPPLY

Identify the main risks to the supply with regards insufficiency and outline the main mitigation measures in each case:

Risk:

Mitigation measure:

Risk:

Mitigation measure:

Risk:

Mitigation measure:

Risk:

Mitigation measure:

3. COMMUNICATION

List the main contact details for the occupants of all the properties supplied with water.

Name:.....

Address:.....

Telephone No:.....

No of consumers:.....

Name:.....

Address:.....

Telephone No:.....

No of consumers:.....

Name:.....

Address:.....

Telephone No:.....

No of consumers:.....

Name:.....

Address:.....

Telephone No:.....

No of consumers:.....

Name:.....

Address:.....

Telephone No:.....

No of consumers:.....

4. PROVIDING AN ALTERNATIVE SUPPLY

What is the main source of alternative water that you will be providing (e.g. bottled water, tankers):

Note: some bottled waters are unsuitable for young babies and so the water quality should be checked against the standards before it is issued

If these alternative supplies rely on the services of a contractor or third party, list their contact details and any additional information required to ensure the delivery of the supply:

How will these alternative supplies be delivered to the properties within 24 hours of the problem occurring:

What is the typical amount of alternative water you will need in total per day of insufficiency:

Note: typical quantities should average 10l per person per day

Are there any vulnerable people (e.g. an elderly person or someone who is undergoing kidney dialysis) and who may not be able to cope without water? If so, what immediate arrangements are in place to provide water?

5. RESTORING THE SUPPLY

What is the source of the insufficiency:

What action was taken to re-instate the private water supply as soon as possible:

What actions are required to prepare the supply for reconnection (flushing, chlorination, samples, replace pipes with barrier pipes etc.)

6. LESSONS LEARNT

The information outlined here should be used in Section 1 to ensure that any risks remain current

What improvements have been made to the supply to prevent a reoccurrence:

Does the supply require any additional treatment processes:

Is there any other learning that can be used to improve the insufficiency plan: