

**Review of Procedures for Operation and Maintenance of the Distribution Network  
 Procedure and Practice for dealing with the Discolouration of Supplies  
 Checklist for Assessment**

Water Company:

**SCOPE**

The procedure and practice is expected to deal with the discolouration of supplies when it occurs.

**GENERAL**

Is there a documented procedure for dealing with the discolouration of supplies when it occurs (Yes or No)?

If not, go straight to BBV Assessment of Company procedure at the end of the checklist

Company document title:

Company document reference

Date when the document came into force

**AWARENESS**

Does the procedure include a definition of what constitutes a discolouration of supply incident (Yes or No)?

If so, reprint the definition below.

Does the procedure ensure that control room staff recognise a potential discolouration of supply incident (Yes or No)?

Are the lines of communication between control room staff and management for alerting them of a potential water quality incident clear (Yes or No)?

Where an incident has occurred, does the Company assign a unique identifier or reference to be used for subsequent correspondence and reporting (Yes or No)?

**CAUSE**

Does the procedure provide an action chart or other form of guidance for detecting the cause of the discolouration of supply incident (Yes or No)?

Does the detection procedure include the following?

**Checking whether there are any planned Company maintenance activities**

Yes or No

**Checking whether there is any commissioning of new facilities**

Yes or No

**Checking whether there are any contractors carrying out works on Company assets in the area**

Yes or No

**Checking whether there is any third party use of fire hydrants either planned or for emergencies**

Yes or No

**Checking whether there are reports of a burst, poor pressure or a supply interruption**

Yes or No

**ADVICE TO CUSTOMERS**

Does the procedure classify discolouration of supply incidents into different categories of seriousness (Yes or No)?

If so, list the categories below together with the criteria used to classify the incident into the categories.

Does the procedure give direction for identifying those consumers likely to be affected by the incident (Yes or No)?

Does this direction include the need to identify special needs consumers (Yes or No)?

Does the procedure specify the means of advising affected consumers of the incident (Yes or No)?

If so, do these means relate to the seriousness of the incident (Yes, No or N/A)?

If they do relate to the seriousness of the incident list them below.

**e.g. Press release broadcast on local radio for serious events affecting more than 500 consumers.**

Does the procedure set elapsed time targets for advising consumers of the incident following its awareness (Yes or No)?

If they do, list the time targets below.

Does the procedure ensure that Call Centre staff are supplied with consistent information so that they can advise consumers who call in as to the safety of the water (Yes or No)?

Where consumers are advised not to use the water, does the procedure specify the requirements for providing alternative supplies (Yes or No)?

If so, does this include the provision of bottled water for special need consumers (Yes or No)?

Does it also include for the planning of water bowsers so that consumers do not have to travel more than a maximum distance (Yes or No)?

If so, what is this maximum distance?

**INCIDENT RESPONSE**

Does the procedure give guidance on the responses required for different causes of discolouration incidents (Yes or No)?

If so, list the causes with the corresponding responses.

Does this procedure refer to other procedures for resolving discolouration of supplies incidents e.g. mains flushing (Yes or No)?

If so, list the procedures below together with their references.

**SAMPLING AND ANALYSING**

Does the procedure specify the area to be covered by sampling (Yes or No)?

Does the procedure identify the number of samples that need to be taken (Yes or No)?

Does the procedure identify the requirements for repeat sampling (Yes or No)?

Does the procedure set time targets following awareness of the incident within which the first samples are to be taken (Yes or No)?

Does the procedure give guidance on which parameters need to be examined (Yes or No)?

For those parameters analysed remotely from the sampling locations, does the procedure set a time target for analysing the samples (Yes or No)?

**NOTIFICATION AND REPORTING**

Does the procedure identify the departments, authorities and regulators that need to be notified of the incident (Yes or No)?

Does the procedure state the time by which these organisations need to be notified (Yes or No)?

If so, does the procedure include the following organisations. Enter the time specified for notification.

Organisation	Yes or No	Time for notification
<b>Local Health Authority or similar</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environmental Health Department or similar</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Drinking Water Inspectorate</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other (specify)</b>	<input type="checkbox"/>	<input type="checkbox"/>

Does the procedure identify the lines of communication with these organisations and the member of staff responsible for notification and liaison (Yes or No)?

Does the procedure require that a log of notifications and communications with these organisations be maintained (Yes or No)?

Does the procedure ensure that there is proper liaison with these organisations during and after the incident until it is closed (Yes or No)?

Does the procedure specify the requirement for submitting an interim incident report to the DWI and the timing of the submission (Yes or No)?

Does the procedure identify the content of the interim incident report (Yes or No)?

Does the procedure specify the requirement for submitting a final incident report to the DWI and the timing of the submission (Yes or No)?

Does the procedure specify the content of the final incident report (Yes or No)?

**BBV ASSESSMENT OF COMPANY METHOD**

Does the Company have a documented procedure for dealing with the discolouration of supplies (Yes or No)?

If not, the recommendation is that a procedure should be drafted and the further assessment below is not required.

**Awareness** - Is the Company procedure for identifying and communicating a discolouration incident considered satisfactory (Yes or No)?

If not, identify those areas where the procedure is considered deficient.

**Cause** - Is the Company procedure giving guidance on determining the cause of the discolouration incident considered satisfactory (Yes or No)?

If not, identify those areas where the procedure is considered deficient.

**Advice to customers** - Is the Company procedures for give guidance on identifying those consumers likely to be affected by the incident, the means of advising them of the incident and of alternative supply arrangements considered satisfactory (Yes or No)?

If not, identify those areas where the system is considered deficient.

**Incident response** - Is the Company procedure for responding to discolouration incidents considered satisfactory (Yes or No)?

If not, identify those areas where the system is considered deficient.

**Sampling and analysing** - Is the Company procedure for sampling and analysing the results considered satisfactory (Yes or No)?

If not, identify those areas where the system is considered deficient.

**Notification and reporting** - Is the Company procedure for notifying and reporting discolouration incident details to the relevant organisations considered satisfactory (Yes or No)?

If not, identify those areas where the system is considered deficient.

**BBV Quality Assurance**

Checklist completed by  Date

Checklist checked by  Date