This document sets out how we will comply with our Priority Services obligations and our obligations under the Security Emergencies Measures Direction, in liaison with partners under the Civil Contingencies Act.

In the event of a significant Type 1 or 2 incident (loss of supply, contamination, taste and odour and discolouration) this policy needs to be shared with the Incident Team and any amendments agreed.

In the event of a large scale incident with a multiagency command structure in place (Type 3 or 4 incident) this policy needs to be shared and agreed with the multiagency team within the first 12 hours of the incident and any modifications agreed. The approach to alternative water supplies needs to be shared and continuously referenced and refined with the multiagency Vulnerable Persons Cell Chair as soon as they are appointed.

**Part 1 - Bottled water**

We will manage all customers registered on our Priority Service scheme with proactive calls and advice and ensure delivery of bottled water in line with our policy.

For customers who are not registered but who may have needs in the community we will apply the following criteria for the delivery of bottled water.

Recognising there is an overlap, this part of the policy is primarily aimed at customers in domestic situations.

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| **Priority Services**  **Scenarios - where bottled water will be provided** |
| **Physical** - Customers who are registered as disabled, or impacted by physical illness that impacts their mobility |
| * If customer is struggling physically due to medical condition – e.g. arthritis * Customers registered as disabled or mobility impacted * Customers where doctor has specifically said they are not to use boiled water * Customers who request water as too weak through age or illness to boil kettles |
| **Mental Heath** - Customers whose normal day to day activity is impacted by a mental health condition |
| * Customers or their representatives that express concern about ability for a customer to understand the need to boil water for example, Alzheimer’s; learning difficulties. Likewise if the condition makes travelling to a water distribution point / shop impossible or difficult. |
| **Financial** - Those whom find themselves subject to financial stress and or may be disadvantaged due to their financial circumstances. We may make an advance compensation payment to these customers in the event of such a large scale incident and the amount and approach would be agreed by the Customer Task Team Leader. This also applies to customers who are on *Water sure* tariff |
| * Customer who has run out of money on their electric meter where the incident required boiling water. * Customers under financial stress where paying up-front for alternative supplies would be difficult * Customers under financial stress where travelling to water distribution points would be difficult |
| **Life Event** - Our customers with changing or developing needs as a result of life events such as flooding, bereavement, just out of hospital, terminal illness |
| * Customer has an open wound – e.g. just back from hospital * Customers whose homes are flooded and therefore access to an electricity or gas supply impacted * Customers on immunosuppressant medication such as chemotherapy – should be boiling water as advised by hospital doctor as part of normal medical advice but provide bottled water if requested |
| **Language** - Those whom English is not their first written or spoken language. We have a full language line service. |
| * Not provided on basis of language difficulties -unless customer meets other criteria * Refer customer to Language Line for full translation services if required   Telephone number **0845 310 9900 and quote code L14009** |

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| **Scenarios: Where we would not normally provide bottled water** |
| * Customer with lots of children or young children with no medical reasons * In boil-water incidents,   + If the customer can on a normal day make a cup of tea, and boil a kettle * Customers requesting bottled water for pets and livestock, ensure the incident Q&As address questions customers may be expected to ask in the context of the incident. * Hotels, cafes, pubs and coffee shops * Child minders |

**Any unusual or sensitive cases to be referred to the Customer Task Team Leader for immediate decision.**

**Part 2 - Sensitive customers policy**

This part of the policy contextualises Part 1 above in the overall approach to alternative water. It also provides guidance to non-household retailers in assessing which of their customers’ premises need to be marked as “sensitive” in the Central Market Operator System.

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| **Tier One**   1. Customers for whom Part 1 (Priority Services) applies 2. High dependency / vulnerable residential population including where relocation is highly problematic.   **Offering:** a site specific alternative supplies plan for tankered water provision (pumped into private network)   * *Hospitals* * *Prisons* |
| **Tier Two**  Vulnerable residential population  **Offering:** tankered supply or dedicated static tank/bottled water\*   * *Residential care homes (elderly, infirm, hospices etc.)* |
| Tier Three  Non-residential but unacceptable societal impact  **Offering:** dedicated static tank/bottled water\*   * *Educational establishments* * *NHS Walk-in centres* * *Day-care facilities* * *Critical national or local infrastructure (as defined by Government or Local Resilience Forums during planning or response); i.e. establishments which, if they close will have an immediate detrimental effect on civil society or negatively affect a wider incident response (e.g. communications; energy; food production or distribution; emergency services; transport hubs).* |
| Tier Four  Agricultural/economic hardship \*  **Offering:** dedicated static tanks (consider non-potable water options)   * *Premises with livestock, without access to suitable environmental water, where relocation is highly problematic* * *Other commercial enterprises where available alternative supplies (bottled water, dedicated static tank etc. can maintain their operations)* |
| **\* If the higher tier needs have been satisfied, resource permitting, tankered water provision (pumped into private network) may be considered.** |

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| **Scenarios: Where we would not normally deliver bottled water** |
| * Customer with lots of children or young children with no medical reasons * In boil-water incidents   + If the customer can on a normal day make a cup of tea, and boil a kettle * Customers requesting bottled water for pets and livestock. Ensure the incident Q&As address questions customers may be expected to ask in the context of the incident. * Hotels, cafes, pubs etc. * Child minders |