



**Legislation and Regulation
Establishing CNI Coherency**

**The Customers' Perspective
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OBJECTIVES



- **Why the water industry?**
- **Threats to service**
- **What do our customers want?**
- **Our regulators and regulation**
- **Response**
- **Issues**

BACKGROUND



- **Water is an essential resource, without it public health is quickly compromised**
- **The Water industry protects public health through the:**
 - **supply of wholesome drinking water (Wessex Water has 1.2 million customers)**
 - **treatment of waste water (Wessex Water has 2.6 million customers)**
- **Clearly meets the criteria for ‘Critical National Infrastructure’ (CNI)**

BACKGROUND



To maintain this service in a year we typically use:

~271 GWh Electricity

2,450,000 litres of fuel

177 tonnes Chlorine

**3,000+ mobile phones and fixed line communications
etc**

**The water industry is therefore also a big customer of
other utility services**

THREATS



- **Terrorism including explosive, chemical, biological or radiological attack**
- **Extortion**
- **Cyber attacks**
- **Disgruntled employees or customers**
- **Accidents outside our control**
- **Hoaxes**

WHAT DO CUSTOMERS WANT?



Simple

An uninterrupted water supply 365 days of the year 24 hours a day, that is also safe to drink

Take away their effluent so they don't have to think about it once they've flushed the toilet

An uninterrupted service to industry, hospitals etc

REGULATORS



REGULATION



- **Two main sets of legislation**
 - **Security & Emergency Measures (Water & Sewerage Undertakers) Direction 1998**
 - **Civil Contingencies Act 2004**

SECURITY & EMERGENCY MEASURES DIRECTION 1998



- **The Direction promotes the Government's policy for integrated emergency management**
- **Requires plans that are flexible and can be put into action to deal with any incident regardless of the cause**
- **Includes an expectation of continuity of supply**

SECURITY & EMERGENCY MEASURES DIRECTION 1998



- **Water and Sewerage Companies required to:**
 - **secure and protect all installations**
 - **have plans to ensure the provision of essential water supply or sewerage services at all times, including civil emergencies**
 - **supply a minimum of 10 litres of drinking water per person per day, when piped supplies cannot be maintained**
 - **have suitably trained and competent staff**
 - **have stocks of emergency equipment**

CIVIL CONTINGENCIES ACT 2004



- **The Act delivers a single framework for civil protection in the United Kingdom**
- **Part 1: Local arrangement for civil protection - establishes clear roles and responsibilities for local responders which are divided into two categories:**
 - **Cat 1 blue lights and local authorities**
 - **Cat 2 "co-operating bodies" that will be heavily involved in incidents that affect their sector e.g. Health and Safety Executive, utilities, transport, etc**

CATEGORY 2 RESPONDERS



- **Water companies are seen as Cat 2 responders**
- **Required by the Act to:**
 - **be engaged when they can add value**
 - **play a part in civil protection at local level**
 - **respond to reasonable requests**
 - **co-operate with Cat 1 responders**
 - **have effective representation**

ISSUES (1)



- **Need to avoid over regulation**
e.g. **European Programme for Critical Infrastructure Protection (EPCIP)**
- **Protective measures based on threat level, operability and affordability**
- **Ability to maintain reputation and trust in drinking water**
- **Who advises?**
- **Who decides?**

ISSUES (2)



- **As a customer of other utilities, cross sector interaction is essential**
- **Managing customer expectations**