# Water and Wastewater Continuity of Supply & Recovery Plan template

watercorporation.com.au

A good emergency management plan protects your livelihood by preparing you for unexpected disruptions to your business. This Water and Wastewater Continuity of Supply & Recovery Plan template provides a well-structured plan that you can tailor to your business.

Use our ‘Guide to Completing a Water and Wastewater Continuity of Supply & Recovery Plan’ to help complete this plan. Copies of the latest version of this template and the guide can be downloaded from [**watercorporation.com.au/prepare**](http://watercorporation.com.au/prepare%20).

**Sign up for water supply alerts and stay in the know about outages impacting your water supply:** [**watercorporation.com.au/supplyalerts**](file:///C:\Users\LIPPIAK0\Downloads\watercorporation.com.au\supplyalerts)



## How to use this template

Before you complete the Water and Wastewater Continuity of Supply & Recovery Plan template and start using it, consider the following:

1. **Use the [*italicised text*].** The italicised text is there to help guide you by providing some more detailed questions you may like to answer when preparing your response. ***Please note:*** If a question does not apply to your circumstances it can be ignored and deleted.
2. **Download the Continuity of Supply & Recovery Plan guide.** This guide, available from [watercorporation.com.au/prepare](http://watercorporation.com.au/prepare), contains general advice on planning for a water or wastewater interruption and a complete overview with details on each question asked in the Water and Wastewater Continuity of Supply & Recovery Plan template.
3. **Get some help.** If you aren’t confident in completing the plan yourself, you can enlist the help of a professional (such as a Waterwise Plumber or hydraulic consultant) to look through your plan and provide you with advice.
4. **Review. Review. Review.** Ask a number of impartial people to proofread your final plan.
5. **Print.** Before you print a copy of your completed Water and Wastewater Continuity of Supply & Recovery Plan and store it in a safe location, ensure you delete the [*italicised text*]. To print a copy, select the Printer icon on the toolbar, or select File then Print on the main menu.

For advice and examples on how to complete this template, please download the **Continuity of Supply & Recovery Plan** **Guide** from [watercorporation.com.au/prepare](http://watercorporation.com.au/prepare).

**[*INSERT YOUR BUSINESS LOGO*]**

[*Your Name*]

[*Your Title*]

[*Business Name*]

[*Main Business Address*]

**ABN:** [*ABN*]

**ACN:** [*ACN*]

[*Business Name*]

# Water and Wastewater Continuity of Supply & Recovery Plan

**Prepared:** [*Date prepared*]

Revision history

|  |  |  |  |
| --- | --- | --- | --- |
| Version Number | Changes made | Person responsible | Date updated |
| *[e.g. Version 1.0]* | *[Description of changes made and what prompted the changes]* | *[e.g. C. Jones]* | *[Day/Month/Year]* |

Communication strategy

|  |  |  |  |
| --- | --- | --- | --- |
| Manager/staff | Type of communication | Person responsible | Frequency |
| *[e.g. CEO]* | *[E.g. Presentation, email]* | *[e.g. C. Jones]* | *[e.g. Monthly and after each change]* |
| *[e.g. CEO]* | *[E.g. Presentation, email]* | *[e.g. C. Jones]* | *[e.g. Monthly and after each change]* |
| *[e.g. CEO]* | *[E.g. Presentation, email]* | *[e.g. C. Jones]* | *[e.g. Monthly and after each change]* |

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## The Continuity Plan

### How much water does your business use?

Understanding your water use profile is the first step to building a Continuity of Supply Plan. To build your water use profile, copy the water use information from the back of your bill and populate the table below.

By understanding you daily water demand, you will be able to determine how much water you need to source if you wish to continue operating your business during an outage, and will help you calculate costs for each option.

Table 1: Your business water use

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Period** | **Reading** (numbers on dial of meters) | **Volume of water used**  **(Kilolitres)** | **Reading Date** | **Days in Reading Period** | **Average Daily Water Use** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |
| ***TOTAL*** | ***NA*** |  | ***NA*** | ***365 days*** |  |

Water Use Profile

Using the TOTAL volume of water figure in Table 1, determine your water use profile based on the guide in Table 2. Consider this category when reviewing the Continuity Strategies section.

Table 2: Water use category

|  |  |
| --- | --- |
| **Water use volume per year** | **Category of use** |
| 0 – 2000 kL | Low |
| 2000 – 10,000 kL | Medium |
| 10,000 – 20,000 kL | High |
| 20,000 kL + | Very High |

### Asset Overview

Knowing where your water meter is located is useful during an outage, as you may need to access the meter to connect a water tanker or isolate it to protect your internal plumbing. Identify the location of your water meter/s and record the meter number written on the meter casing.

Table 3: Asset location

|  |  |
| --- | --- |
| **Water Meter number** | **Location** |
|  |  |
|  |  |
|  |  |

### Onsite Storage

Having water stored on your property will reduce the impact of an outage on your business and may enable to continue operating without interruption. Using the table below, list any water or wastewater storage available. This may include waste/water tanks, or bottled water kept on site.

Table 4: Onsite storage details

|  |  |
| --- | --- |
| **Onsite Storage Type** | **Availability, location, duration, size** |
|  |  |
|  |  |

### Minimum Operating Requirements

Knowing the minimum amount of water your business needs to operate each day may help you manage during periods of interrupted or reduced supply. Some sites may have the ability to restrict water supply to business-critical areas only, and isolate areas that are less critical, such as garden irrigation.

Table 5: Minimum water requirements

|  |  |
| --- | --- |
| **Minimum Daily Usage** | **Minimum flow rate** |
|  |  |

### Risk & Hazard Register

List any known safety hazards which may be encountered around the water or wastewater services.

Table 6: Risk and Hazard register

|  |  |
| --- | --- |
| **Risk or Hazard** | **Description & Potential Mitigation** |
|  |  |
|  |  |
|  |  |
|  |  |

### Critical business area analysis

Identify the critical areas of your business (e.g. mechanical, plumbing, hair/eye wash basins, hygiene stations and fire protection systems) and any protection strategies.

Table 7: Critical water using areas

| Rank | Critical business areas | Impact if failed | Protection strategies |
| --- | --- | --- | --- |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

### Continuity Strategies

List the options for how water and/or wastewater flows can be maintained at the property.

Table 8: Water Supply Continuity Options

|  |  |  |  |
| --- | --- | --- | --- |
| **Option** | **Description** | **Requirements / Considerations** | **Cost (if relevant)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Table 9: Wastewater Supply Continuity Options

|  |  |  |  |
| --- | --- | --- | --- |
| **Option** | **Description** | **Requirements** | **Cost (if relevant)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## The Action Plan

### Emergency contacts

| Organisation Name | Contact Person | Job Title | Phone number |
| --- | --- | --- | --- |
| Water Corporation |  | Faults and Emergencies phone line | 13 13 75 |
| Water Corporation |  | Faults and Emergencies website | [www.watercorporation.com.au/Outages-and-works](http://www.watercorporation.com.au/Outages-and-works) |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Outage procedure instructions

1. **Report**

If you have mains water or wastewater overflowing anywhere on or near your property or any damage is being caused call 13 13 75 immediately. This line is attended 24 hours a day, 7 days a week.

1. **Activate contingency plan**

Identify the appropriate Continuity Strategy you will use and activate it.

1. **Communications**

* Consider informing customers, suppliers or anyone attending your site about the interruption. Water Corporation may be able to provide a time estimate for services to be restored.
* Check [watercorporation.com.au/Outages-and-works](https://www.watercorporation.com.au/Outages-and-works) to check the status of the outage.

 **Tip: Stay up to date!** Sign up for water supply alerts and stay in the know about outages impacting your water supply: [watercorporation.com.au/supplyalerts](https://www.watercorporation.com.au/supplyalerts)

## The Recovery

### Business impact assessment

| Rank | Damage | Impact to business | Severity | Action | Recovery steps | Resources needed | Actioned by | Estimated date of completion |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

### Recovery Awareness

1. **Discoloured water**

Once the water is restored, it may be discoloured or cloudy. This is due to the repairs which may have stirred up sediment, causing it to become suspended in the water. The sediment makes the water look discoloured, but it is harmless, and the water is safe to use.

To clear the sediment, run a garden tap closest to your water meter for 2 minutes and see if this clears the discolouration. If the water doesn’t clear, please contact us on 13 13 75 and we will respond within 2 hours, usually by flushing the water mains in your area.

1. **Repair works**

Be aware of areas where repairs have been made or that may have temporary reinstatements in place. There may be traffic management in place to manage the impact on your business and it is important to take care to ensure the safety of all those attending your site.

### Claiming flooding insurance

If you would like to claim flooding on insurance, we recommend that you contact your insurance company as soon as possible, as they will be able to advise you on the best process to follow to recover any loss or damage. We will refund any insurance excess amounts and we will also consider any uninsured losses.

* Your own insurance company will not normally need to establish liability before proceeding with your claim. We would have to establish liability which may be a lengthy process, particularly if a third party is involved.
* Most insurance companies will normally replace or settle on a new for old basis. We will work with you to obtain reasonable recompense for the damage caused.
* If your insurance company is confident that we are liable, they may choose to counter claim us at a later date.

For more information visit [watercorporation.com.au/Help-and-advice/Water-issues/Wastewater/Mains-water-and-wastewater-flooding](file:///C:\Users\LIPPIAK0\Downloads\watercorporation.com.au\Help-and-advice\Water-issues\Wastewater\Mains-water-and-wastewater-flooding)

## More information­­

* Visit [watercorporation.com.au/prepare](https://www.watercorporation.com.au/Help-and-advice/Water-issues/Water-supply-interruptions/How-to-prepare-for-work-planned-in-your-area#tipsforbusinesses) for more tips on preparing for an outage.

## Supporting documentation

### Appendices

Attached is my supporting documentation in relation to this Emergency management & recovery plan. The attached documents include: