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## Overview

This Standard is about planning how operational activities will be carried out on the drinking water distribution network whilst maintaining water quality and continuity of supply.

This includes organising how to deal with planned and unplanned activities that occur throughout the day. You will need to select appropriate techniques which could include alternative supplies, mains cleansing, making connections, repairs, replacements, installation or maintenance, and prioritise and plan work schedules which take account of resources and legal requirements.

This Standard is appropriate for anyone in drinking water supply distribution who carries out operational planning of network activities.

## Performance criteria

### *You must be able to:*

1. source and interpret information to determine network activities required
2. assess the impact drinking water network operational activities will have on continuity of supply and water quality
3. assess and select techniques and resources for their viability, cost effectiveness and appropriateness for addressing network activities
4. identify the impacts that drinking water network operational activities may have on water quality and continuity of supply
5. assess the current constraints and competing priorities for water supply distribution in line with organisational procedures
6. exchange information with individuals and organisations in line with organisational procedures and regulatory requirements
7. determine a priority order for drinking water network operational activities in line with organisational procedures
8. develop a plan for drinking water network operational activities in line with organisational procedures
9. produce plans which allow for the inclusion of unplanned operational activities as they occur
10. develop impact assessment plans which identify and minimise potential disruptions in line with organisational procedures
11. check and alter network status to take account of planned network activities
12. reassess planned activities in response to changing events
13. check with appropriate people that individuals and organisations have been informed about drinking water network operational activities in line with organisational procedures and regulatory requirements
14. follow organisational escalation procedures for any issues outside of your area of authority

## Knowledge and understanding

### *You need to know and understand:*

1. organisational procedures for different types of network activities
2. regulatory requirements for water quality and continuity of supply
3. what is meant by continuity of supply and issues related to adequacy
4. the advantages and disadvantages of the types of technique which can be used for network activities including, alternative supplies, mains cleansing, making connections, repairs, replacements, installation and maintenance.
5. the implications, effect and response levels of different techniques
6. the application of different techniques and associated cost benefits their appropriateness, viability and cost effectiveness of techniques for different activities
7. factors to be aware of including customer considerations, the effect of weather and seasonal conditions, and current drinking water network configurations
8. work details, including extent, location, time, duration, anticipated completion time and availability of resources
9. the coverage and detail of work plans
10. organisational procedures and regulatory requirements for communicating with individuals and personnel and detail of the communications
11. what you need to consider to prioritise effectively
12. how to identify and assess risk and minimise disruption
13. acceptable levels of flexibility in operational plans
14. how to make changes to network status and what this should cover, who is responsible and lines of informing and reporting
15. organisational procedures and regulatory requirements for communicating with customers, other utilities, contractors, highway authorities, network operatives, colleagues and emergency services
16. the limits of your own experience and responsibility and when it is appropriate to refer to others
17. escalation procedures relating to your area of responsibility

EUSWSD1

Plan operational activities on the drinking water distribution network



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