

**ESSENTIAL
STANDARD
no.33**

Water Hygiene and Protecting our Customers



KEY MESSAGES

Supplying Wholesome water to customers is a legal requirement as well as a moral duty.

No work on our clean water assets may commence without explicit approvals.

Everyone working intrusively past the primary barrier on a Water Treatment Works, (WTW), or Water Network, must hold a Thames Water passport, an in-date Energy & Utility Skills Register (EUSR) National Water Hygiene card and adhere to the requirements of this.

All contractors must have also completed the online training module “Water quality – third party competency training”.

All materials used for the installation and repair of clean water assets must comply to Regulation 31 of the Water Supply (Water Quality) Regulations 2016 (as amended).

Any deviation from approved methods must be re assessed and concerns must be escalated, reported, and investigated.

1. Introduction and duty to customers.



A water supplier must make a careful examination of what risks to health are present in the water catchment and ensure there are sufficient treatment processes in place at a water treatment works to remove the risk to public health.

All processes and materials shall be compliant to required regulations, standards and policies.

2. Design and method statements



Activities on Production assets, including new works & site upgrades must be to Thames Water Asset Standards and have formal design approval from the Responsible Officer and Water Quality, Area Quality Manager or their delegates.

Any new plant or processes to be installed must comply with Water Supply regulations, Internal Policies and Asset Standards for that particular process.

In accordance with WN23, any work to be undertaken on any part of Water Treatment process and/or the Water Supply Network must undergo an Operational Risk Assessment. (ORA). This will include with supporting documentation including for example plant release certificates and isolation plans.



The Risk Assessment and Method Statement (RAMs) must be approved prior to commencing work by the Responsible Manager or their deputy and the duty Water Quality Scientist.

Work must not commence until RAMs have been approved. In addition, a primary authorization, (TWOSA/TOCOP), will need to be issued where this work is being undertaken by contractors on Thames Water owned sites.

3. National Water Hygiene and other training requirements

Everyone working on a Water Treatment Works (WTW), intrusively past the primary barrier or intrusively on the Water Network, MUST hold an in-date Energy & Utility Skills Register (EUSR) card and adhere to the requirements of this. All contractors MUST have also completed the online training module “Water quality - third party competency training”. In addition, all contractors MUST have a SkillGuard for Utilities Card.



- Tools and materials used for work must be stored in accordance with National Water Hygiene and clean areas used.



- High standards of personal hygiene must be maintained.
- Individuals **must not work** on the water processes if they have a waterborne disease e.g. Cryptosporidium, Salmonella Typhus or Vibrio Cholerae.
- Everyone working on a site must wear the appropriate PPE for the job they are doing and keep it clean to prevent contamination of the clean water process.



- Tools and Equipment must be kept clean – i.e. not used on wastewater sites. If there is no alternative, Full disinfection of tools and equipment must be undertaken prior to use.

4. Plant and Materials

As well as for preventing physical harm, to prevent contamination plant must be maintained.



- Fuel storage must be bunded.
- Plant must have drip trays/drip bunds underneath when parked near restricted areas including for example open process on treatment works and exposed live mains on the network (or parked anywhere apart from a designated parking area).



- Any materials used on clean water assets must comply to Water Supply (Water Quality) Regulations 2016 (as amended) Regulation 31, which sets out how approvals can be given to such construction products and materials that do not prejudice water quality and consumer safety.

5. Reporting concerns



Any deviation from an approved method statement must be reported and work must stop until a new risk assessment has been undertaken and approved.

Reporting of safety observations on safeguard must occur when the following are identified:

- Unsafe Acts including use of dirty tools or working in contaminated clothing.
- Unsafe Conditions including submerged process and network pipework with ingress points.
- Unsafe Behaviors including deviation from agreed method statements.

In the event of an incident including the failure of process being worked on or downstream processes due to the work being undertaken or contamination of the process stream is identified immediate escalation and action is required.

Escalation must be in accordance with agreed RAMS.