

Document Owner: Manager Customer Planning

## Using Tankered Drinking-Water Supplies

**Scope/Purpose:** To ensure that where tankered drinking-water carriers are used either within the context of an emergency response or as part of a planned temporary supply that the water is protected from contamination at all times during its loading, transit and delivery. Only registered water carriers should be used.

### Health & Safety and Operational Information

#### Hazard Indicators



#### Personal Protection



#### Health and Safety Information

- Health and Safety documentation.
- Generic Traffic Management Plans or site-specific Traffic Management plan.
- 

#### Operation's & Maintenance Documentation

- Corridor Access Requests (CAR) and WIP Permits (site specific or generic/global)
- Service plans (B4uDig)
- Design drawings
- Site plans
- Notification Calling Cards

#### Customer Information (Confidential)

- Blow Back at risk customers (WWL)
- Vulnerable customers (DHB supplied list)
- Priority customers (WWL)

#### Priority Customer Categories

- Schools and Childcare
- Commercial premises
- Hospitals
- Retirement Homes/Villages
- Correction Facilities
- Military Installations
- Oil and Gas Refinery

#### Emergency Procedure / Escalation

- Make "Site Safe" and isolate risks to people or property with resources at hand
- In event of service strike to utility/energy source (e.g. fuel, Gas, Power, Water etc.) report immediately to team leader

#### Additional Consideration

- Guidelines for the Safe Carriage and Delivery of Drinking-water (Ministry of Health June 2008) (Good reference for operating requirements, cleaning/disinfecting, delivery requirements etc.)
- Fulton Hogan Work Instruction for Disinfection of Water Systems

#### Escalate if extra resources required or problems occur!

- Escalate to Team Leader and inform of the issues faced and/or expected resources required if necessary.

### Required Skills, Competencies (Qualifications and/or Certifications)

Competent persons only – NZ Certificate in Infrastructure Works Level 3, or higher, with Strand in Water

Document Owner: Manager Customer Planning

## Using Tankered Drinking-Water Supplies

### Standard Operating Procedure

#### Required Equipment

Equipment and Information	Details
Fully Equipped Vehicle	Ensure vehicle, plant, equipment and materials appropriate to the day's work schedule are available
Vulnerable & Priority List	Dialysis patients if change in chlorination status
Specialist Equipment	Approved Water tanker, water horses and temporary storage bladders or tanks. FAC photometer. Disinfection equipment

#### Prepare to do the work

Action	Action Details
Scoping – Quantity, delivery  Access/collection	Determine requirements for potable water – duration, amount, and location (see example below). Confirm tankered water carrier(s) availability and that currently registered. <a href="https://www.drinkingwater.esr.cri.nz/carriers/carriermap.asp">https://www.drinkingwater.esr.cri.nz/carriers/carriermap.asp</a> Determine options for ongoing delivery if required (how will carrier be alerted to needing to deliver more water). <i>(Tankering is much more efficient if water can be off-loaded to a storage tank(s) rather than allowing people to collect their water directly from the tanker (allows tanker to return for another load quickly))</i> Consider feasibility of access for tanker, especially, if delivery is to a reservoir or treatment plant (when normal source of water (or treatment aspects) is to be by passed). Check load bearing capacities for any bridges/culverts etc. Full tankers are heavy. Agree level of service for distribution points for longer outages with HDC engineer to contract.
Notification /Legislation	Is notification to Medical Officer of Health/Drinking Water Assessor (DWA) required? Ministry of Health is required to be notified of temporary suppliers and their source water e.g. for events, emergencies or while permanent supply is being repaired. Health Act (HA) requires that water carriers are registered and that the registration is renewed annually. Renewal of the registration requires a certificate from a Drinking Water Assessor (DWA) A water carrier who supplies water for more than 5 days is committing an offence under 69ZZQ of the HA if they are not registered
Customer Notification	Notification of incident and location of collection point(s), collection times (may be completed by water supplier)

#### Perform the work

Action	Trade	Action Details
Collection by Public Water source/testing	Serviceperson	Confirm source of water, collection (backflow) and review carrier's record keeping, including cleaning schedule and discuss E.coli sampling that is intended/review results. <i>Note that the Guidelines refer to the Drinking-water Standards – but the section regarding tankered water carriers was removed in the 2018 revision.(requirements for sampling etc are therefore as stated in the water carrier's Water Safety Plan and/or should be confirmed in consultation with the DWA)</i>
Traffic management	Serviceperson	Review set up of tanker(s), ensure traffic management plan is appropriate and site is safe for unloading and distributing water.

Document Owner: Manager Customer Planning

### Using Tankered Drinking-Water Supplies

Action	Trade	Action Details
Review set up	Serviceperson	Ensure there is signage clearly displayed that alerts if the water still needs to be boiled and/or reminds customers of the importance of bringing clean containers to collect their water in.
Record	Serviceperson	Review delivery method for consumer collection, a 'water horse' allows a few people to collect water at the same time. Ensure collection point(s) protected from contamination (e.g. birds perching on tap etc). Check FAC and record levels using portable equipment. Confirm, if appropriate, how water level in tank will be monitored/additional deliveries signalled
Delivery to reservoir/ treatment plant Water source/testing	Serviceperson	Confirm if tankered water will go through the treatment plant or be delivered directly into storage Confirm source of water and review carrier's record keeping, including cleaning schedule and discuss E.coli sampling that is intended/review results. Ensure use of backflow protection device Ensure discharge of water is suitable (e.g. not stirring up sediment if delivered into a treated water reservoir)
Close Out	Serviceperson	Review incident from FH point of view Seek involvement in wider review of incident/event Use learnings to review and update procedure(s) Undertake training of staff in review/updates to procedures

#### Follow Up Work(s)

Action	Trade	Action Details
Record	Serviceperson	On receipt of the laboratory tests update the Water Quality Sampling Survey Form(s) that have been completed with the test results.
Report	Serviceperson	If laboratory results indicate, an issue with the supply network, which requires further intervention, on discovery, immediately notify your supervisor of the issue to enable the decisions on further actions to be taken.
Comm's	Serviceperson	Update customer of the results of the laboratory testing which has occurred. This may occur via the hub customer centre.
Contact Card	Serviceperson	Customer Calling Card / Notification letter drop cards. Explain activities undertaken in their absence and the results of any field test undertaken. Provide a date when expected results of Lab testing will be made available