

Investigation into the Freeze Thaw incident 2010-11

NI Water Commitments for the Provision of Information in Relation to the Delivery of the Freeze Thaw Recovery Plan

6 July 2011

Ref	Description of Commitment	Delivery Date
RPD1	<p>NI Water will submit finalised documentation demonstrating its approach to the governance, management and delivery of the action plan to the Utility Regulator. This will include:</p> <ul style="list-style-type: none"> ○ Details of the governance structure established to manage the delivery of the action plan. ○ An overview of the governance processes being employed including proposals for reporting and tracking progress on delivery. ○ Completed action overview sheets for all actions for which NI Water has primary responsibility for delivery. ○ An overall Programme showing the delivery timeline for each action and the milestone dates for the key deliverables under each action. ○ A progress monitoring spreadsheet summarising the key information for each action and the progress status for each deliverable. ○ The format of the metrics report which NI Water proposes to use to report progress to the Output Review Group. ○ The format of the highlight report which NI Water proposes to use to report to the Output Review Group. 	All by 8 July
RPD2.1	<p>NI Water will submit a monthly progress report to the Utility Regulator which will comprise:</p> <ul style="list-style-type: none"> ○ An update of the progress monitoring spreadsheet summarising the key information for each action and the progress status of each deliverable. This will be the same version issued internally within NI Water to the monthly Project Board. ○ Details of any changes to delivery dates and/or deliverables since the last monthly report. <p>NI Water will meet with the Utility Regulator to expand on these reports on request.</p>	1 st Friday in each calendar month commencing August 2011
RPD2.2	NI Water will submit the draft format of the proposed report to the Output Review Group to all stakeholders for review and comment.	8 July
RPD3.1	<p>NI Water will submit a summary progress report to the Output Review Group or other such stakeholder meetings as advised by the Utility Regulator comprising of:</p> <ul style="list-style-type: none"> ○ A metrics report illustrating overall progress in the delivery of actions, milestones and deliverables. 	September 2011* November 2011* and quarterly as agreed with ORG thereafter

	<ul style="list-style-type: none"> ○ A highlight report summarising progress, key highlights, exceptions, risks and issues for the current reporting period and the outlook for the next reporting period ○ Completion reports for any actions signed off during the current reporting period. The completion report will provide a summary of work carried out and any action taken as a result. It will describe and quantify the improvements made and the benefits for consumers. It will identify any follow on actions and the means by which these will be delivered. 	
RPD 3.2	This information will be submitted to the Utility Regulator one working week in advance of the Output Review Group for review and consideration.	
RPD 4.1	<p>NI Water will submit the following information to the Utility Regulator in relation to the Mock Incident Exercise:</p> <ul style="list-style-type: none"> ● Notification of the relevant qualifications and experience of any external facilitators and industry experts appointed to assist with the scoping and delivery of the exercise. ● Details of the planned exercise including: <ul style="list-style-type: none"> ○ How the exercise has been designed to provide an appropriate test of the overall plan. ○ Specific provisions for testing areas of concern and failure identified by the Freeze/Thaw Investigation and any new systems and processes that have been implemented as a result. Particular emphasis will be given to the areas of information flow and the consumer interface. ○ How the exercise has been 'scaled' to provide an appropriate test of NI Water's ability to cope with a similar event. ○ How NI Water will be able to stimulate the level of activity, operational constraints and 'disruptors' associated with such live events. 	All one month in advance of the due date of the exercise*
RPD 4.2	<p>In addition the following information will be provided to the Output Review Group and the Utility Regulator following completion of the exercise:</p> <ul style="list-style-type: none"> ● A copy of the mock incident exercise report and any recommendations produced. ● A copy of the action plan produced as a consequence of the exercise detailing deliverables and delivery dates for any actions. ● Verbal feedback on the delivery and outcome of the exercise. 	November 2011*
RPD 5.1 (See Note 2)	NI Water will provide the following information to the Utility Regulator relating to the Independent Audit of the emergency planning processes	8 July

	<p>and procedures:</p> <ul style="list-style-type: none"> • Notification of the relevant qualifications and experience of the individual/organisation chosen to undertake the independent audit of the Incident Plan. • Details of the independent audit including: <ul style="list-style-type: none"> ○ How the plan as a whole is to be audited. ○ Specific provisions for focusing on areas of concern and failure identified by the Freeze/Thaw investigation and any new systems and processes that have been implemented as a result. 	
RPD 5.2 (See Note 2)	<p>In addition the following information will be provided to the ORG and the Utility Regulator following completion of the exercise:</p> <ul style="list-style-type: none"> • A copy of the independent audit report findings and any recommendations produced. • A copy of the action plan produced as a consequence of the audit detailing deliverables and delivery dates for any actions. • Verbal feedback on the outcome of the audit. 	<p>8 July</p> <p>29 July</p> <p>September 2011*</p>
RPD 6.1	<p>NI Water will publish the following on its website:</p> <ul style="list-style-type: none"> • The open letter and associated Annex issued to the Utility Regulator confirming NI Water's commitment to the delivery of the action plan. 	<p>8 July</p>
RPD 6.2	<ul style="list-style-type: none"> • Progress updates on the delivery of the action plan following review by the Output Review Group. A narrative will be provided which describes to stakeholders and the public the beneficial outcome of the actions for the consumer and how NI Water has assured itself of the sufficiency of the action taken. 	<p>September 2011*</p> <p>November 2011 *</p> <p>and quarterly as agreed with ORG thereafter</p>
RPD 7	<p>NI Water will revisit longer term actions to ensure delivery and in particular alignment with the Price Control process</p>	<p>January 2012</p>

Notes:

Note 1: An asterisk symbol (*) indicates that the date is to be confirmed

Note 2: In 2011 NIW engaged an Independent expert to undertake an audit of the Major Incident Plan. The details of this audit will provided in relation to commitments made in RPD 5.1 and RPD 5.2. NIW will carry out annual independent audits on its Major Incident plan from April 2012 onwards.