

RESPONSE LEVELS

Tier One

Customers for who tier 1 response (Priority Services) applies:

- High dependency / vulnerable residential population including where relocation is highly problematic.
 - Offering: a site specific alternative supplies plan for tankered water provision, pumped into private network or direct into storage tank if available.
 - Hospitals
 - Prisons

Tier Two

Customers for who tier 2 response applies:

- Vulnerable residential population including Safeguard and Local Authority deemed vulnerable resident.
 - Offering: tankered supply or dedicated static tank/bottled water*
 - Residential care homes, the elderly, infirm, hospices etc.

Tier Three

Customers for who tier 3 response applies:

- Residential customers and non-residential but with an unacceptable societal impact
 - Offering: dedicated static tank/bottled water*
 - Educational establishments
 - NHS Walk-in center's
 - Day-care facilities
 - Critical National Infrastructure or locally important infrastructure**

**as defined by Government or Local Resilience Forums during planning or response; i.e. establishments which, if they close will have an immediate detrimental effect on civil society or negatively affect a wider incident response such as communications; energy; food production or distribution; emergency services; transport hubs.

Tier Four

Customers for who tier 4 response applies:

- Agricultural/economic hardship
 - Offering: dedicated static tanks*
 - Premises with livestock, without access to suitable environmental water, where relocation is highly problematic (consider non-potable water options)
 - Other commercial enterprises where available alternative supplies, bottled water, dedicated static tank etc. can maintain their operations.