



# Incident Management Service Levels

July 2023

## **GREEN (Minor / Routine incidents – Tier 3)**

An event or operational issue dealt with as routine, overcome with the assistance of Southern Water Operational teams.

### **Wholesaler Action(s)**

1. Retailers will be sent automatic incident email alerts through Incident and Planned Activity Map (IPAM).

## **AMBER (Significant incidents – Tier 2)**

An event where a Southern Water Amber Incident Management team has been formed.

### **Wholesaler Action(s)**

1. Retailers will be sent automatic incident email alerts through IPAM
2. Retailers will be notified via email in the RWG Best Practice guide format
3. On-call Retailer Relationship Manager collates affected SPIDs to email to retailers
4. Email updates will be supplied along with Key Messages to retailers.

## **RED (Major incidents – Tier 1)**

An event where a Southern Water Red Incident Management team has been formed and may require the assistance of a member of the Executive Leadership Team.

### **Wholesaler Action(s)**

1. Retailers will be sent automatic incident email alerts through IPAM
2. Retailers may receive a call if required/necessary on their 24hr number
3. The on-call Retailer Relationship Manager will collate a list of affected SPIDs to send to retailers
4. A conference call will be set up depending on the type, severity/duration of the incident  
Threshold to be agreed with retailers and run at regular intervals until the incident is closed
5. Email updates will be supplied along with key messages for retailers
6. The on-call Retailer Relationship Manager will provide support to retailers during the duration of the incident.