



UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY
ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)



INCIDENT MANAGEMENT PLANNING GUIDELINES FOR WATER SUPPLY AND SANITATION AUTHORITIES

MARCH 2022

FOREWORD

Water Supply and Sanitation Authorities (WSSAs) are required under Section 20 of the WSS Act 2019 to, among other things; secure the continued supply of water for all lawful purposes. This should be done by continuously treating water and monitoring the quality of water supplied at such times and in such a manner as may be prescribed in the water quality standards or regulations.

As part of general compliance monitoring inspection of water utilities conducted by EWURA, it has been revealed that Water Supply and Sanitation Authorities (WSSAs) do not have Incident Management Plans (IMPs) as a tool which enables WSSAs to address challenges related to drought, drinking water contamination, floods and severe sewer blockages. Further, WSSAs lack basic techniques for addressing unforeseen events that may occur in their operations and affect quality and quantity of water supply and sanitation services.

In this respect, these Guidelines for Incident Management Planning for WSSAs have been prepared to guide water utilities on appropriate approaches and tools for minimizing impacts originating from unforeseen events. The Guidelines prescribe key components of incident management planning which include the basic concepts, identification of possible incidents, assessment of incident severity, notification and reporting of incidents.

It is my sincere expectation that WSSAs will adhere to these Guidelines to identify, analyse, implement, evaluate and monitor incident management plans. This will facilitate WSSAs to return to normal operations as quickly as possible following unplanned events.

EWURA wishes to acknowledge views and contributions provided by various stakeholders in developing these Guidelines. I wish to convey special thanks to the Ministry of Water and WSSAs who fully participated in preparing these Guidelines.



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Acting Director General
March 2022

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ABBREVIATIONS AND ACRONYMS

EWURA	Energy and Water Utilities Regulatory Authority
IMP	Incident Management Plan
PRO	Public Relations Officer
RWQL	Regional Water Quality Laboratory
TM	Technical Manager
WSSAs	Water Supply and Sanitation Authorities

1. INTRODUCTION

1.1 Background

The Energy and Water Utilities Regulatory Authority (EWURA) is mandated under section 7 of the EWURA Act Cap 414 to, among other things, monitor the performance of the regulated sectors in relation to availability, quantity and standards of service. Further, Section 29 of the Water Supply and Sanitation Act, 2019 mandates EWURA to monitor water quality and standards of performance for the provision of water supply and sanitation services.

On the other hand, Water Supply and Sanitation Authorities (WSSAs) are required under Section 20 of the WSS Act 2019 to, among other things; secure the continued supply of water for all lawful purposes. This should be done by continuously treating water and monitoring the quality of water supplied at such times and in such a manner as may be prescribed in the water quality standards or regulations.

However, WSSAs are faced with unforeseen events that may occur in the operations of WSSAs and affect quality and quantity of water supply and sanitation services. In order to minimize the impacts of such events, WSSAs are required under Rule 29 of the Water Supply and Sanitation (Licensing and Quality of Service) Rules 2020 to submit an Incident Management Plan (IMP) in a manner prescribed by EWURA.

1.2 Rationale

In the course of service delivery, WSSAs are faced with unforeseen events such as drought, drinking water contamination, floods and severe sewer blockages. These events affect availability and quality of services as well as the environment and public health at large. However, over the years WSSAs have been inadequately addressing such events due to lack of systematic and documented plans. In addition, the mode of notification to the public and relevant authorities during incident occurrence is unclear to many WSSAs.

In addressing the above challenges, it is important for WSSAs to have incident management plans which will help WSSAs to return to normal operations as quickly as possible following unplanned events.

1.3 Objective

The main objective of these Guidelines is to assist WSSAs to prepare and implement Incident Management Plans so as to ensure recovery of services to normal as quickly as possible after occurrence of unforeseen events.

1.4 Scope

These Guidelines cover management of incidents related to provision of water supply and sanitation services and are applicable to water authorities established in accordance with Section 9 of the WSS Act 2019.

2. POLICY AND LEGAL FRAMEWORK

The need for having incident management plans is reflected in various documents guiding operations of water authorities which include the National Water Policy (2002), the Water Supply and Sanitation Act (2019), the Disaster Management Act (2015), Water Supply Regulations (2019); and Water Supply and Sanitation (Licensing and Quality of Service) Rules (2020).

2.1 National Water Policy, 2002

The National Water Policy (NAWAPO), 2002 emphasize on the need for urban-specific strategies for dealing with emergency situations in order to guarantee water supply and sanitation services during such emergencies. Hence, in order to have sustainable and efficient water supply and sanitation services, among other things, the policy require WSSAs to develop contingency plans and mechanisms to deal with emergencies such as floods and drought.

2.2 Water Supply and Sanitation Act (2019)

Section 20 (b) of the WSS Act (2019) requires WSSAs to secure the continued supply of water for all lawful purposes by continuously treating water and monitoring the quality of water supplied at such times and in such a manner as may be prescribed in the water quality standards or regulations.

2.3 The Disaster Management Act (2015)

Section 25 (1) (b) and (c) of the Disaster Management Act 2015 under general obligation, requires every person to maintain a conduct that reduce disaster risk and exhibit readiness and willingness to participate in disaster management activities. In view of that, WSSAs while offering water supply and sanitation services are obliged to

exhibit preparedness in managing unforeseen events (incidents) to reduce disaster risk associated with such incidents.

2.4 Water Supply and Sanitation (Licensing and Quality of Service) Rules (2020)

Rule 29 of the Water Supply and Sanitation (Licensing and Quality of Service) Rules 2020 requires WSSAs to submit an Incident Management Plan (IMP) in a manner prescribed by EWURA. Further, the Rule requires WSSAs to report to EWURA, within twenty-four hours, any information or event in the delivery of the services or in its systems or operations that may pose risks to public health and the environment and EWURA may give directives as it may deem appropriate.

3. UNDERSTANDING OF INCIDENT MANAGEMENT PLAN

3.1 Definition

An Incident Management Plan (IMP) also called an incident response plan or emergency management plan is a documented procedure and protocol that describes the action that a water authority will take to respond and manage interruptions or emergency events. A well-prepared IMP identifies possible threats in service provision, mitigate the impact and facilitate resumption of services within the shortest possible time.

3.2 Basic Concepts of Incident Management Plan

Preparation of an IMP involves the following basic concepts:

(i) Vulnerability Assessment

Vulnerability assessment evaluates susceptibility to potential threats and identify corrective actions that can reduce or mitigate the risk of serious consequences. This assessment will identify natural and man-made threats; the potential targets of threats and the degree of risk from threats. This may range from operational failures, interruptions and contaminations. For example, such events may affect the source water, water treatment facilities, storage facilities, distribution system, power supply and communications systems for water supply and sanitation. Also, the failures and interruptions may occur in any of the components of the sanitation service chain. Vulnerability assessment will include determination of likelihood and impact of the identified events.

Vulnerability assessment will require a WSSA to conduct a field survey of their water and sanitation infrastructure and identify potential events that may affect the utility.

(ii) Mitigation and Preparedness Measures

Based on field surveys, a WSSA will develop mitigation and preparedness measures required to respond to potential incidents. The mitigation measures will include a set of actions that will be implemented by the utility in order to prevent occurrence of incidences or respond when such incidences happen.

Following a disaster, there are normally response and recovery phases as which include immediate response; partial service recovery; and full-service restoration. The immediate response phase will focus on the impact of the event and on system stabilization. A quick and accurate assessment of any damage is essential in recovery operations.

Recovery to the partial service phase involves getting the damaged system operational as soon as possible even if temporary measures are employed. At this time, strategic decisions need to be made on whether to repair or replace various system components depending on the degree of damage, and remaining usefulness. For example, if a section of old pipeline was damaged it may be better to replace the whole pipeline for full-service restoration while temporary repairs are adequate for regaining operational service.

(iii) Communications

The IMP should indicate clear lines of communication between sampling, laboratory, scientific, engineering, operational, customer services and management staff during an event. The plan should indicate the contact details (name, telephone and e-mail) of the appropriate person within the WSSA who shall be notified of the incident and arrangements for liaison with that person throughout the incident. Furthermore, IMP shall state what information needs to be provided to the media, who prepares it and who speaks to the media (TV, radio, newspapers and social media). It is important that consistent information is given to the media. The IMP should also indicate the relevant authorities that will be notified.

3.3 Improvement Action

Once an unplanned event has been recovered, WSSAs are required to prepare actions to improve future operations. The post-incident activity will include the review

of incident information from occurrence to closure to determine specifically what happened, why it happened, and what can be done to keep it from happening again. The output of the review is the Post Incident Reports which describe actions performed, the reasons for doing them, findings and recommendations for preventing future accidents. The post incident review and reports have several advantages including providing inputs in updating risk register and incident response procedures.

3.4 Benefits of IMP

The key benefits of IMP to WSSAs include:

- (i). reducing service recovery time;
- (ii). maintaining public trust;
- (iii). sustaining compliance with service standards;
- (iv). mitigating the negative impacts associated with a service outage;
- (v). minimize time and resources in identifying the cause of the problem;
- (vi). decrease the vulnerability of its systems and improve its preparedness and response capabilities to reduce the impacts of any incident that might occur;
and
- (vii). keep records of incidents for future reference and analysis

4. DEVELOPING INCIDENT MANAGEMENT PLAN

4.1 Identification of Possible Incidents

Incidents can occur in any section along the water supply and sanitation services. With regard to water supply, incidents can occur at the catchment, treatment, transmission and distribution to the consumer. Further, in sanitation service chain incidents can occur in any of the segment such as containment, emptying, transport, treatment and disposal/re-use.

Table 1 provides examples of possible incidents along the water supply and sanitation system. WSSAs shall be required to identify all possible incidents relevant to their service provision.

Table 1: Possible Incidents in Water Supply and Sanitation Services System

S/N	Service	Possible Incidents
1	Water Supply System	
1.1	Catchment and water sources	Natural disasters such as drought, storm, severe flood, landslide and earthquake; microbial/chemical contamination from industrial effluent, mining and agriculture (pesticides, herbicides); Salt-water intrusion and sewage intrusion.
1.3	Treatment	Treatment plant breakdowns, explosion, severe flooding, chemical/waste spill, pump failure, electric short circuit and power outages
1.4	Transmission and Distribution	Pipe break/burst, sever floods, pump failure, power outages at the pumping station, failure of water storage tanks, failure of valves, construction accidents, microbial/chemical contamination and sewage intrusion, vandalism
2	Sanitation System	
2.1	Containment	Failure of containment facilities; and natural disaster such as storm and severe flood
2.2	Emptying and Transport of faecal sludge	Waste spill, pump failure, power outages, failure of transfer station and vacuum truck accidents
2.3	Sewer	Sewage overflow, severe sewer blockage, burst, pump failure, power outages at the pumping station and severe injury/death in sewer manhole
2.5	Treatment	Failure of treatment facilities, sewage flooding, pump failure and power outages

S/N	Service	Possible Incidents
2.6	Disposal/Re-use	Disruption of aquatic and terrestrial organisms in the receiving environment

4.2 Assessment of Incident Severity

Incident assessment refers to as an overall process of analyzing and evaluating an incident. The assessment enables to identify incidents that could cause significant impacts and therefore, ensures that appropriate response measures are in place.

WSSAs are required to determine the likelihood and severity level of each incident that may occur in its water supply and sanitation system. The assessment matrix in Table 2 shall be used by WSSAs as an assessment tool. Table 3 and 4 provides guidance on determination of likelihood and severity level of an incident respectively. The incident score is obtained by multiplying the likelihood/probability level and its corresponding level of severity. The resulting incident score will be used to determine the incident rating (such as Low, Medium, High or Very High). Appendix 2 provides an example of incident assessment.

Table 2: Incident Assessment Matrix

Probability of incident		Consequence/Severity				
		1 Negligible	2 Minor	3 Moderate	4 Major	5 Catastrophic
5	Very likely to happen	5	10	15	20	25
4	Likely to happen	4	8	12	16	20
3	Possible to happen	3	6	9	12	15
2	Unlikely to happen	2	4	6	8	10
1	Very unlikely to happen	1	2	3	4	5
Incident Score		1-5	6-9	10-15	16-25	
Incident Rating		Low	Medium	High	Very high	

Source: Bartram *et al*, 2009.

Table 3. Description of Likelihood/Probability Level

Level	Likelihood	Expected or actual frequency experienced
1.	Very unlikely to happen	May only occur in exceptional circumstances; simple process; no previous incidence of noncompliance
2.	Unlikely to happen	Could occur at some time; less than 25% chance of occurring; noncomplex process and/or existence of checks and balances
3.	Possible to happen	Might occur at some time; 25 – 50% chance of occurring; previous audits/reports indicate non-compliance; complex

Level	Likelihood	Expected or actual frequency experienced
		process with extensive checks and balances; impacting factors outside control of organisation
4.	Likely to happen	Will probably occur in most circumstances; 50-75% chance of occurring; complex process with some checks and balances; impacting factors outside control of organisation
5.	Very likely to happen	Can be expected to occur in most circumstances; more than 75% chance of occurring; complex process with minimal checks and balances; impacting factors outside control of organisation

Table 4: Description of Consequence/Severity Level

Level	Severity	Description
1.	Negligible	<ul style="list-style-type: none"> • Minor onsite injuries (first aid and nondisabling, reportable injuries). • Minor environmental impact (no remediation). • No offsite impact or damage. • No public concern or media interest.
2.	Minor	<ul style="list-style-type: none"> • Serious onsite injuries (temporary disabling worker injuries). • Moderate environmental impact (cleanup or remediation in less than 1 week and no lasting impact on food chain, terrestrial or aquatic life). • Minor offsite impact (public nuisance—noise, smoke, odor, traffic). • Potential adverse public reaction. Some media awareness.
3.	Moderate	<ul style="list-style-type: none"> • Permanent disabling onsite injuries or possible fatality. • Significant environmental impact (cleanup or remediation less than 1 month and minor impact on food chain, terrestrial or aquatic life). • Moderate offsite impact limited to property damage, minor health effects to the public or first aid injuries. • Adverse public reaction. • Local media concern
4.	Major	<ul style="list-style-type: none"> • Onsite fatality or less than four permanent disabling worker injuries. • Serious environmental impact (cleanup or remediation requires 3–6 months and moderate impact on food chain, terrestrial and/or aquatic life). • Significant offsite impact property damage, shortterm health effects to the public or temporary disabling injuries. • Significant public concern or reaction. • National media concern
5.	Catastrophic	<ul style="list-style-type: none"> • Multiple onsite fatalities or four or more permanent disabling onsite injuries. • Extensive environmental impact (cleanup or remediation exceeding 6 months, significant loss of terrestrial and aquatic life or damage to food chain uncertain). • Severe offsite impact property damage, offsite fatality, long-term health effect, or disabling injuries.

Level	Severity	Description
		<ul style="list-style-type: none"> Severe adverse public reaction threatening facility continued operations. International media concern

An example regarding assessment of incident severity is provided in Appendix 3.

4.3 Develop Incident Response Plan

WSSAs shall establish appropriate measures to ensure that identified incidents are managed to the desired levels. For incidents rated as low, no action is required, only monitoring is required to ensure that they remain acceptable or low. Further, incidents rated as medium to very high, response measures need to be developed.

WSSAs shall prepare a list of identified incidents in the order of priority, starting with very high to low level as indicated in Table 5.

Table 5: List of Identified Potential Incidents

S/N	Incident(s)	Incident Rating	Proposed Response/Measures	Response Team
1	Example: <i>Sewage intrusion to drinking water distribution network</i>	<i>Very High</i>	<i>Public notification, Closing the system, flushing and disinfecting contaminated system, carrying out water quality tests and reporting</i>	<i>PRO, LT, RWQL, LG-HO, TM, and other supporting staff</i>
2	xxx	xxx	xxx	xxx

4.4 Incident Management Team

In order to ensure effective management of incidences, WSSAs shall establish incident management team. The team should comprise members from each operational department/unit, including technical, commercial, finance, procurement, legal, human resource and customer care/public relations. The team will be led by Incident Management Coordinator and shall report to the managing director of the WSSA.

The team will be responsible to:

- (i). Coordinate incident management and emergency operations including incident assessment, planning strategies and implementing the plan;
- (ii). Ensure incident safety, providing information services to internal and external stakeholders;

- (iii). Establishing and maintaining liaison with relevant stakeholders for managing the incident including disaster committees and service providers;
- (iv). Provide support in mobilization of resources for effective incident reduction and management;
- (v). Providing awareness to WSSA's staff on incident management issues;
- (vi). Reviewing and updating the incident management plan; and
- (vii). Advising the WSSA's Management on incident management and all related matters.

4.5 Training/Awareness on Incident Management Plan

WSSAs are required to conduct training to their staff regarding their incident response plans. All staff who have specific roles within Incident Management Teams should have appropriate regular training and verification of understanding of an IMP. The Incident Management Coordinator will provide advice on training in relation to the Incident Response Plan. All training associated with incident response plans shall be documented.

4.6 Testing of Incident Management Plan

At least once each year a WSSA shall choose an incident response plan(s) for testing by undertaking a review that enables a gap analysis between incident Response Plan and Response Team Plans. Tests will enable reviewing incident assessment and notification procedures and communication protocols to be practiced; and ensuring members of the incident management teams understand their roles and responsibilities. Also, tests will ensure that incident management teams take part in any incident management activities to be undertaken within the WSSA service areas.

4.7 Presentation Format for Incident Management Plan

WSSAs shall prepare and present their IMPs by observing the layout and contents provided in Appendix 4 of these Guidelines. It has to be noted that the contents provided in Appendix 4 are minimum requirements and generally follows a incident management flow-chart as shown in Figure 1, and therefore WSSAs are encouraged to provide additional information as deemed appropriate.

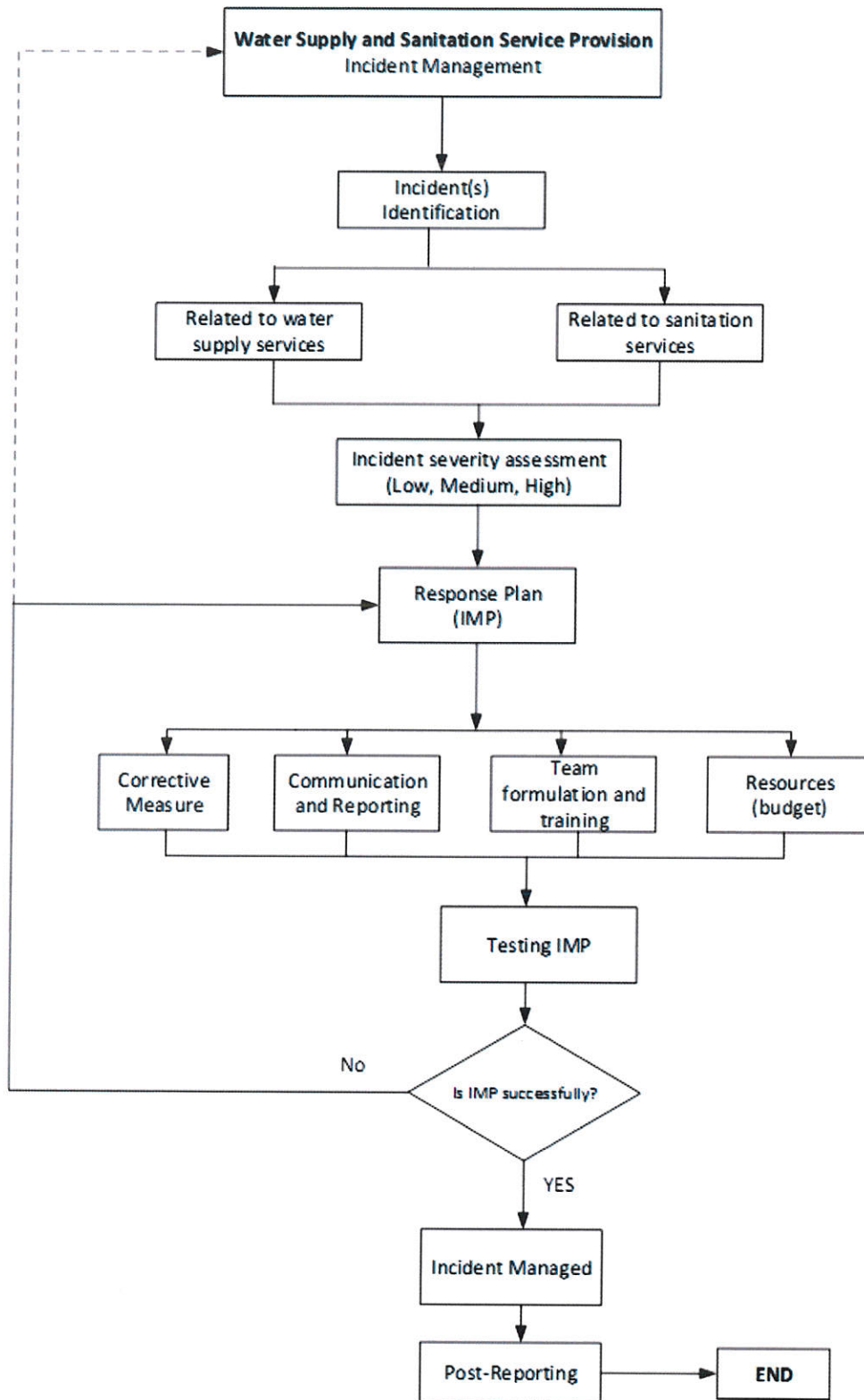


Figure 1: Incident Management Flow-Chart

5. APPROVAL OF AN INCIDENT MANAGEMENT PLAN

WSSAs shall prepare an IMP applicable in their service areas. The WSSAs' Management shall be responsible to prepare the IMP and shall be approved by their Board of Directors for implementation. However, prior to approval by their Board the draft IMP shall be submitted to EWURA for review.

6. IMPLEMENTING AN INCIDENT MANAGEMENT PLAN

The Managing Director of a respective WSSA shall be overall responsible for the implementation of IMP. A WSSA shall commit itself to undertake implementation of their IMP in line with preparation of their business plan and annual budget. Also, the WSSAs should indicate resources for implementation of their IMP. Further, WSSAs shall indicate the implementation of their IMP by having in place internal control mechanisms of monitoring, evaluation and reporting its performance. WSSAs shall include implementation of the IMP in their Annual Performance Report.

7. REPORTING AND NOTIFICATION OF INCIDENT

7.1 Notification

WSSAs shall submit notification of incidents to MoW, EWURA, Defense & Security Committees, Police and Fire Brigades; and notify other relevant stakeholders as well as the public. The incident notification shall be made within twenty-four (24) hours after its occurrence.

In case the incident impact has prolonged or escalate, WSSA shall on daily basis update the relevant authorities and public on the measures taken to combat the situation in order to minimize the effects. Further, WSSAs shall in the course of notifying stakeholders, adhere to their communication policy/protocol. The notification provided shall be proper, accurate and valid.

7.1.1 Notification to MoW and EWURA

Notification to MoW and EWURA shall include the following items:

- (i). Incident name;
- (ii). Incident occurrence date and time;
- (iii). Level of severity of incident;
- (iv). Number of affected customers;
- (v). Estimated time to be taken in fixing an incident; and

(vi). Damages to infrastructures.

The detailed format of reporting an incident is prescribed in **Appendix 1**.

7.1.2 Notification to the Public

Public notification shall easily be accessible by the customers such as wide coverage media and public address systems. The incident notification to the public shall be in a way that will not tarnish the WSSA's image and the Government. Further, notification shall not intend to bring public unrest.

7.2 Post Incident Reporting

WSSAs shall document all incidents and prepare a post-incident report after it has been addressed. The incident report shall be submitted to EWURA and other relevant stakeholders. The post incident report shall include in detail all information presented in Appendix 2 of these Guidelines.

8. MONITORING AND EVALUATION OF INCIDENT MANAGEMENT PLAN

Monitoring is an essential component in verifying whether or not the incident control measures are adequately and effectively implemented. It involves regular assessment of the effectiveness of the planned control measures, and timely implementation of the improvement plans to ensure consistent provision of water supply and sanitation services.

WSSAs shall annually conduct monitoring and evaluation of the implementation of its IMP. WSSAs shall commit themselves to undertake an annual review and assessment of implementation of their plan in line with their Business Plan and annual budget.

APPENDICES

Appendix 1: Incident Notification Report

Name of WSSA				
Location	District:	Region:		
Licence Number				
Incident name/description				
Cause of incident				
Incident occurrence date and time	Date:	Time:		
Level of severity of incident (According to assessment in section 2 of the IMP Guidelines)				
Magnitude of affected customers/population	Number & Percentage of customers affected:	Number & Percentage of affected population:		
Names of Affected Areas				
Time to be taken to fix the incident (estimate)				
Damages to infrastructures/environment				
Relevant authorities notified on the incident				
Time taken to notify relevant authorities and means of notification	Time:	Means of notification:		
Response/measures taken so far:				
Submission				
I declare and warrant that I have all the necessary and appropriate authority on behalf of the WSSA to declare the information provided to be true and accurate to the best of my knowledge:				
Submitted by	Name	Title	Signature	Date

Please complete and sign this form and send to:

The Energy and Water Utilities Regulatory Authority,
 EWURA House, Plot No 3, Block AD, Medeli West.
 P.O Box 2857, Dodoma, Tanzania
 Tel: +255-26 2329002-3
 Fax: +255-26 2329005
 Email: info@ewura.go.tz

Appendix 2: Post - Incident Report

Name of WSSA		
Location	District:	Region:
Licence No.		
Incident name/description		
Cause of incident		
Incident occurrence date and time	Date:	Time:
Level of severity of incident (According to assessment in section 2 of the IMP Guidelines)		
Magnitude of affected customers/population	Number & Percentage of customers affected:	Number & Percentage of affected population:
Names of Affected Areas		
Actual Time taken to fix the incident		
Damages to infrastructures/environment		
Relevant authorities notified		
What did you do to investigate the incident?		
What were the findings from the investigation?		
What actions did you take to correct the problem?		
What actions did you take to prevent the incident occurring again?	Short term (<i>less than 3 years</i>):	
	Medium term (<i>within 3 to 5 years</i>):	
	Long term (<i>more than 5 years</i>):	
Provide evidence that demonstrates that the incident has been resolved		
Any other relevant information		
Submission		
I declare and warrant that I have all the necessary and appropriate authority on behalf of the WSSA to declare the information provided to be true and accurate to the best of my knowledge		
Submitted by	Name:	
	Title:	
	Signature:	
	Date:	

Please complete and sign this form and send to:

The Energy and Water Utilities Regulatory Authority,
 EWURA House, Plot No 3, Block AD, Medeli West.
 P.O Box 2857, Dodoma, Tanzania
 Tel: +255-26 2329002-3, Fax: +255-26 2329005
 Email: info@ewura.go.tz

Appendix 3: An example of Incident Assessment and Response Plan

Process step	Incident Source	Incident type	Likelihood	Severity	Score	Risk rating	Corrective actions
Catchment	Discharge wastewater from village	Microbial	5	4	20	Very High	Construction of treatment plant; Increasing Villagers awareness about the risks of Drainage into water
	Pesticide and nitrogen fertilizer use in agricultural activities	Chemical	3	5	15	High	Collection and management of agricultural runoffs; Train Farmers to use green fertilizer
	Wastewater from mining	Chemical	5	4	20	Very High	Collection and management of wastewater; Construction of treatment plant; Applying fines in the event of drainage into the water
Treatment	Algae bloom	Chemical	2	3	6	Medium	Reducing water stays; Continuous cleaning of water reservoirs; Appropriate chlorination
	Block filter	Microbial and Chemical	3	4	12	High	Create an appropriate water backwash; Change the filters on time
Distribution	Fracture of the pipe due to the excavation and installation of facilities	Chemical and physical	3	4	12	High	Preparing GIS map for Pipe Line Coordination with relevant departments to create facilities
	Old pipe	Chemical	3	3	9	Medium	Replacing worn-out pipes; Continuous inspection
	Neighbouring the sewage line with distribution pipe	Microbial	2	5	10	High	Moving the water transmission path; Install leak warning system
Point of use	Pressure drop	Physical	4	3	12	High	Use of special pumps with high power; Consumer education to optimize consumption culture
	Construction of wells in home	Chemical	4	4	16	Very High	Prevent the construction of Wells; Information on the dangers of using such wells

Appendix 4: Layout of Incident Management Plan

1. Cover page

- Name and Logo of the WSSA
- Title: Incident Management Plan FY 202w/202x – 202y/202z
- Contact details of the WSSA (physical address, postal address, telephone and mobile and email address)
- Month and year of approval of the programme

2. Introduction

2.1. Background

2.2. Utility Description

Generally, the utility description covers the utility profile

2.3. Objective of the IMP

2.4. Scope of the IMP

2.5. Assumption or limitations of the IMP

3. Incident Management Planning

In this section, WSSAs should detail on the overall incident management process as explained in section 4 of the EWURA IMP Guidelines for WSSAs. Among other things, WSSAs shall provide details on the following subsections.

3.1. Incident Identification and Assessment

3.1.1. Incidents Related to Water Supply Services

3.1.2. Incidents Related to Sanitation services

3.2. Assessment of incident Severity

3.3. Incident Response Plan

3.4. Incident Management Team

3.5. Training/Awareness on IMP

3.6. Testing of IMP

4. Implementation of the IMP

WSSA should state out the resources for implementation of the plan (Refer to Section 6 of the EWURA IMP Guidelines for WSSAs)

5. Incident Communication

WSSA should detail on how communication of an incident will be achieved. Refer to Section 7 of EWURA IMP Guidelines for WSSAs; that is notification and reporting in case of an incident.

- Details on handling incident communications internally and externally
- Communicating incidents to relevant Authorities (eg MoW and EWURA)
- Communicating incidents to Stakeholders (consumers and other affected groups)

6. Post-Incident Analysis

WSSAs shall commit themselves to undertake post incident analysis. That the utility shall be responsible to

- determine how the incident occurred, causes and nature of the incidences, action taken and how to prevent similar incidents in the future, and
- prepare a plan to address the necessary changes

7. Monitoring and Evaluation of IMP

WSSA shall state on how monitoring and evaluation of plan implementation will be done (refer to section 8 of EWURA IMP Guidelines for WSSAs).

8. Review of IMP

WSSAs shall commit itself to undertake an annual review and assessment of implementation of their plan in line with their Business Plan and annual budget.

9. Approval

Refer Section 5 of EWURA IMP Guidelines for WSSAs

10. Appendices.

Provide appendices (if any)