

# Results of the W-SMART contingency management questionnaire 2011

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**12 May 2011**

# Objective & Response

- *Objective:* get a picture of present contingency management practice in the water sector
- *Response:* 17 water utilities
  - 8 out of 18 from US
  - 8 out of 10 from The Netherlands
  - 1 from France

# Summary

Question	% Yes
<b>1. Overarching contingency plan</b>	<b>76</b>
<b>2. Risk assessment</b>	<b>94</b>
<b>3. Measures to reduce identified risks</b>	<b>94</b>
<b>4. General emergency response plan</b> - Coordinated with response authorities	<b>100</b> <b>94</b>
<b>5. Alternative drinking water supply</b>	<b>88</b>
<b>6. Emergency exercises</b>	<b>94</b>

# Most common identified risks

	Europe	US
<b>All</b>	<ul style="list-style-type: none"><li>• Technical failure</li><li>• Cyberattack</li><li>• Telecommunications failure</li><li>• Deliberate disturbance (terrorism)</li><li>• Power failure</li></ul>	<ul style="list-style-type: none"><li>• Drought</li><li>• Fire</li><li>• Deliberate disturbance (terrorism)</li><li>• Power failure</li><li>• Severe weather (storm, hurricane)</li><li>• Pandemic Influenza</li><li>• Chemical contamination</li></ul>
<b>Most</b>	<ul style="list-style-type: none"><li>• Biological &amp; chemical contamination</li><li>• Flooding</li><li>• Pandemic influenza</li></ul>	<ul style="list-style-type: none"><li>• Cyberattack</li><li>• Explosion</li><li>• Technical failure</li><li>• Telecommunications failure</li></ul>
<b>Many</b>	<ul style="list-style-type: none"><li>• Fire</li></ul>	<ul style="list-style-type: none"><li>• Flooding</li><li>• Biological contamination</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• <i>Public transportation strike</i></li><li>• <i>Scarcity of diesel</i></li></ul>	<ul style="list-style-type: none"><li>• <i>Tsunami</i></li></ul>

# Remarkable differences / similarities

Question	Europe % yes	US % yes
<b>1. Acces to national database for water security incidents</b>	<b>22</b>	<b>100</b>
<b>2. Mutual aid agreements for emergency response</b> <ul style="list-style-type: none"> <li>- Emergency power services</li> <li>- Emergency water supply equipment</li> <li>- Logistical support</li> <li>- Staff support</li> </ul>	<b>78</b>  33 78 89 22	<b>100</b>  50 75 100 100
<b>3. Alternative drinking water supply</b> <ul style="list-style-type: none"> <li>- Connection with neighbour</li> <li>- Alternative supply by trucks</li> <li>- Distribute bottled water</li> <li>- Other</li> </ul>	<b>100</b> 56 78 44 Stocks in dunes Tap connection to fire hydrant	<b>75</b> 63 75 50 Raw water
<b>4. Arrangements regarding national / regional terrorism threat alert system</b>	<b>78</b>	<b>50</b>

- Questions?
- Identification and prioritisation of the issues that need further action  
(in three groups – 20 min)
- Conclusions presented by the Chairs  
in a plenary forum (15)