Asset trace policy.
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1. Background

In response to changes introduced in the water industry to create competition in the non-household customer market, we need to have a defined policy on asset tracing to support identification of customers who are supplied by any specific water main or who would be impacted by any service failure of a particular asset.

2. Scope

The purpose of this document is to agree our approach to asset tracing within our geographical information system and to set out the key principles which will inform the way we will carry out asset tracing to identify the impact of planned or unplanned changes in service on household and non-household customer for both water and wastewater services.

Clean water traces include:

- Single DMA
- Non-PMA assets in a DMA
- PMA
- FMZ
- Multiple DMA
- Valve isolation
- Network anomalies
- Nearest hydrant

Waste water traces include:

- Upstream
- Downstream
- On both surface water and foul sewers.

3. Definition of terms

**DMA** – District Metered Area – a discrete area of the water distribution network created by closing boundary valves

**FMZ** – Flow Monitoring Zone – a discrete area of the water distribution network created by closing boundary valves. It is sub-divided into DMAs.

**Geographical Information System** – a system designed to capture, store, manipulate, analyse, manage, and present all types of spatial or geographical data

**PMA** – Pressure Managed Area – a discrete area of the water distribution network managed to a specific pressure to reduce the likelihood of burst mains

**Ofwat** – Water Services Regulation Authority - the economic regulator of the water sector in England and Wales

4. Principles

We will carry out analysis (asset traces) using our geographical information system to identify which customers are impacted by planned work on our assets or events and incidents resulting in unplanned changes in service. This will enable us to meet our obligations to notify customers and retailers of changes in service. Our methodology has been approved by Ofwat and it is understood that, due to the limitations of our data and geographical information system there is a small risk that we may not identify all customers who will be impacted by planned work on our assets or events and incidents resulting in unplanned changes in service.

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5. Policy

- We will maintain our network asset information and geographical information system to enable us to carry out asset tracing and identify the customers impacted by planned work on our assets or events and incidents resulting in unplanned changes in service.
- Clean water asset traces will run up to the meter within a DMA and we will not develop the capability to carry out valve to valve hydraulic tracing.
- All traces will run in accordance with our geographical information system business rules.

6. Changes to policy

This policy will be reviewed on an annual basis and updated periodically as required.

7. References

None

8. Appendices

There are no appendices to this document.