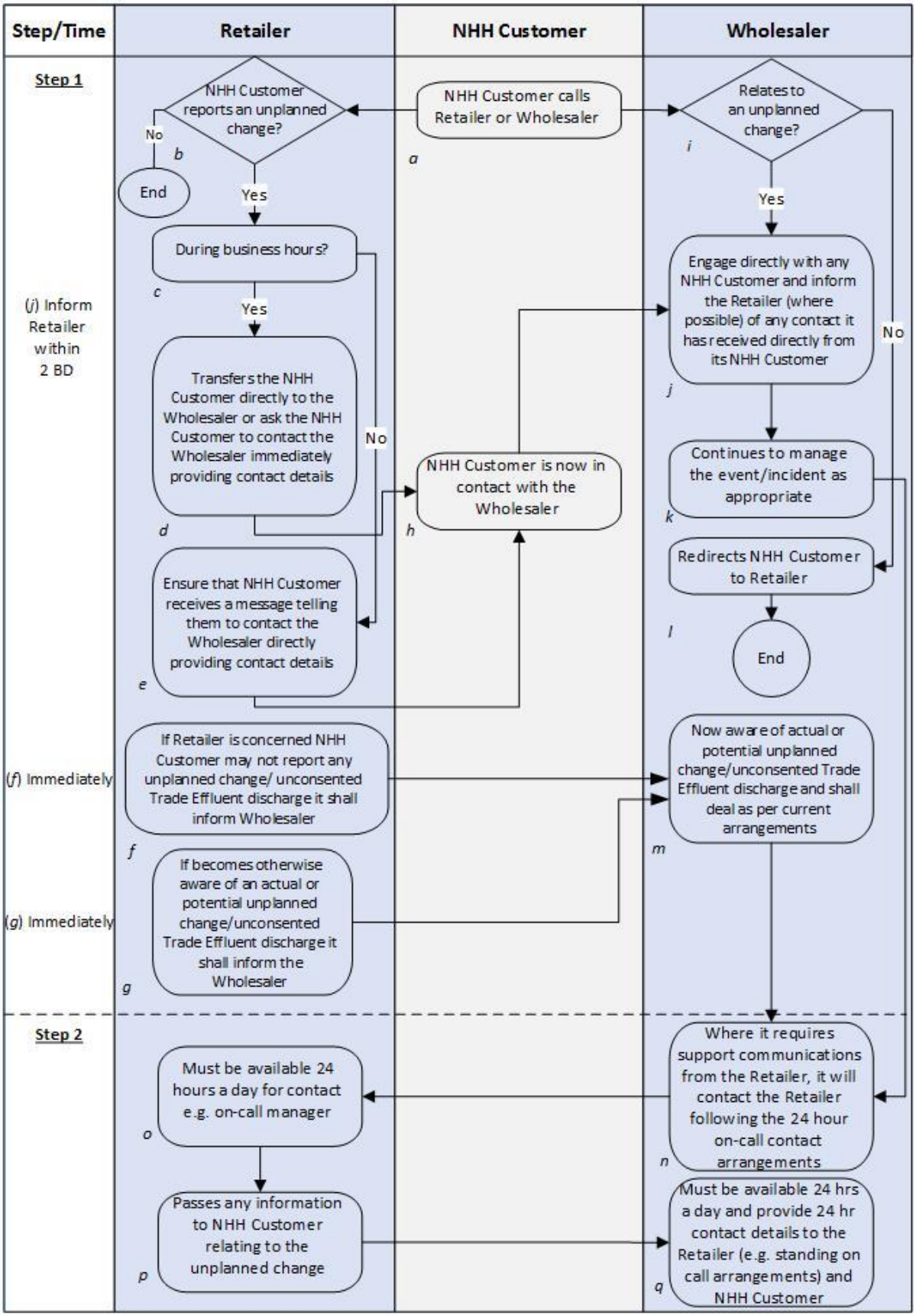
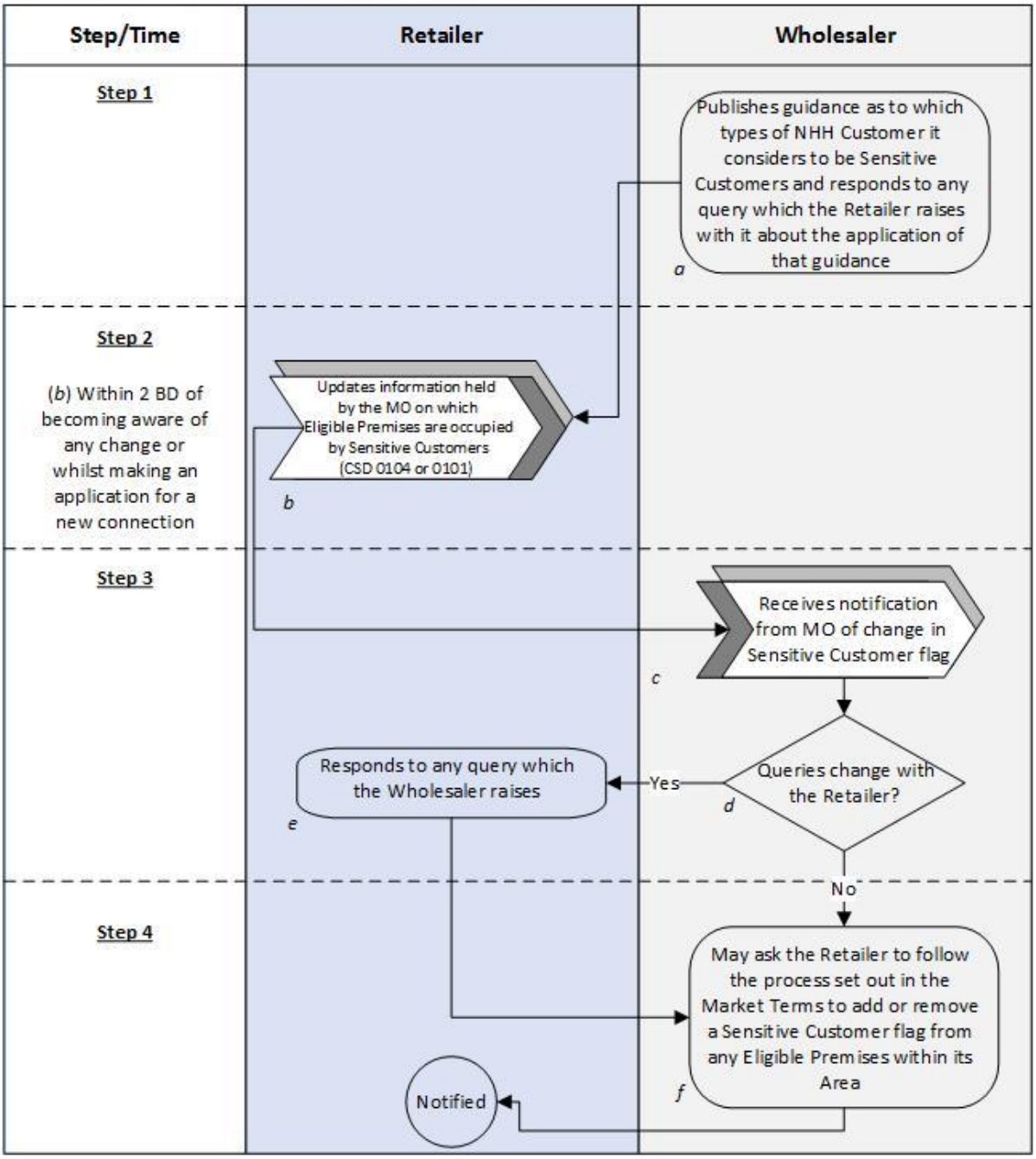
Operational Terms:

Annex E - Process diagrams for part E (Unplanned events and incidents)

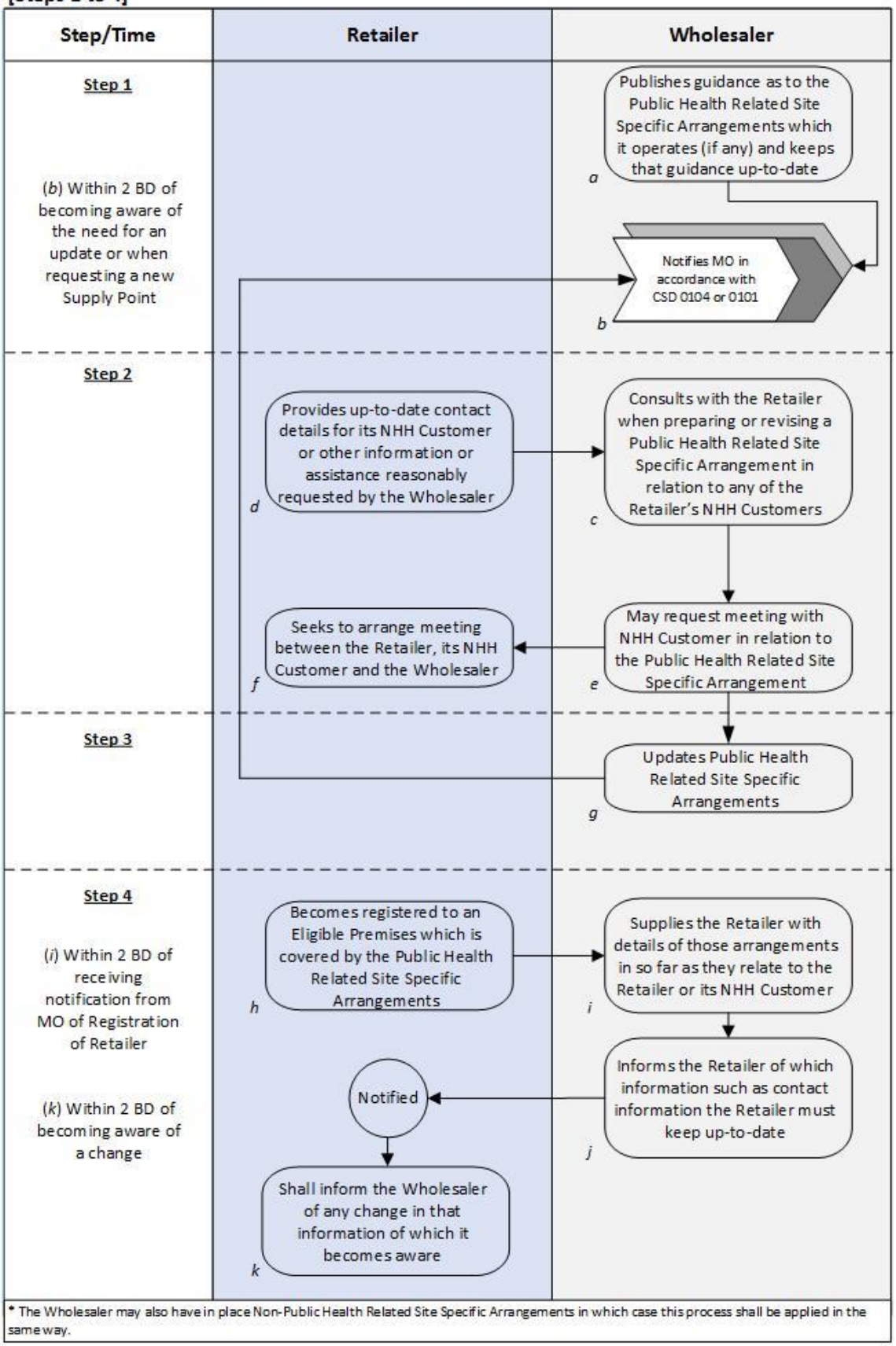
Part E Introduction Heading C – 24 hour contact arrangements



Process E1 – Identification of Sensitive Customers

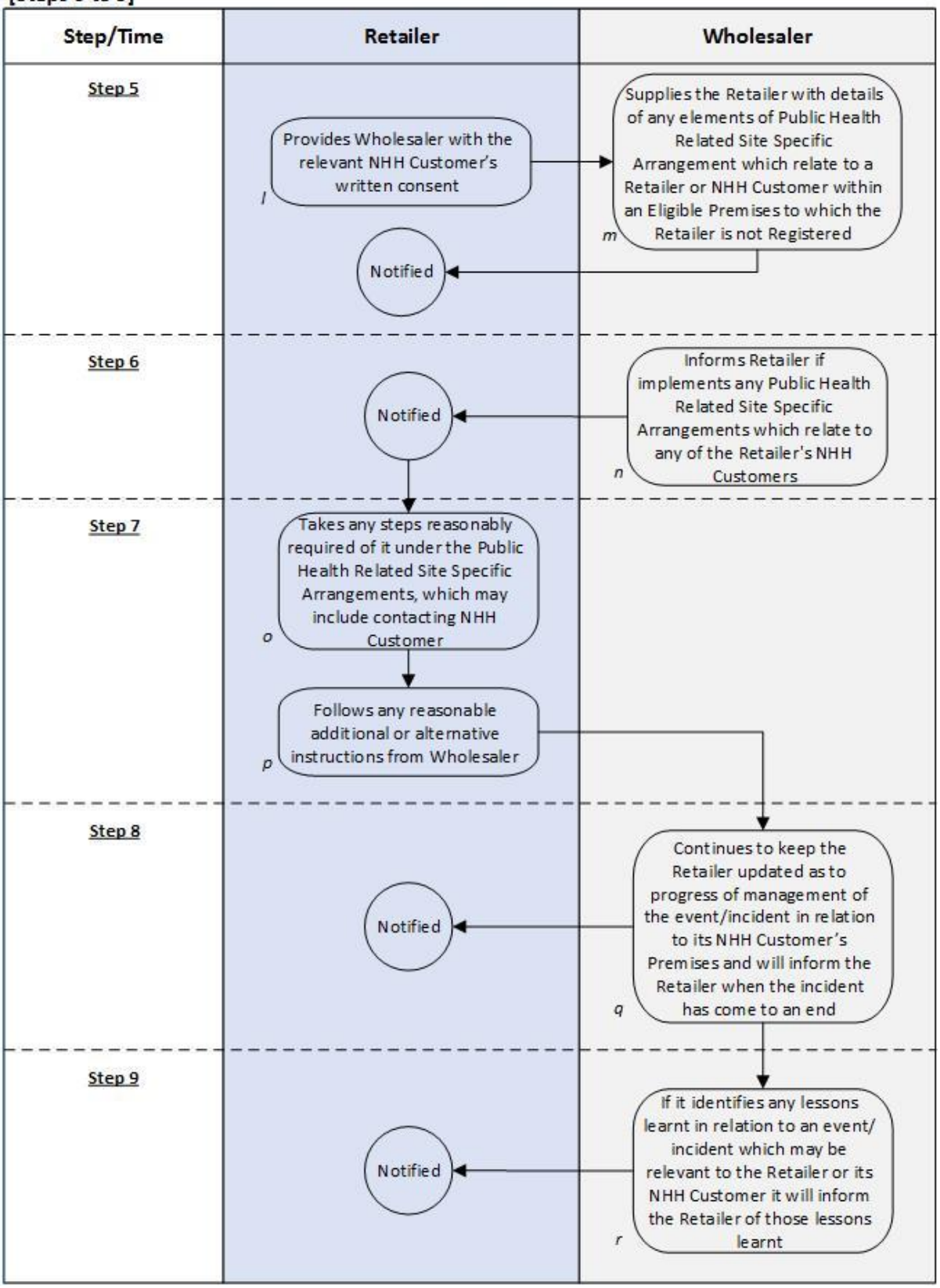


Process E2 – Maintenance and implementation of Wholesaler Public Health Related Site Specific Arrangements for managing events and incidents potentially affecting public health* [Steps 1 to 4]

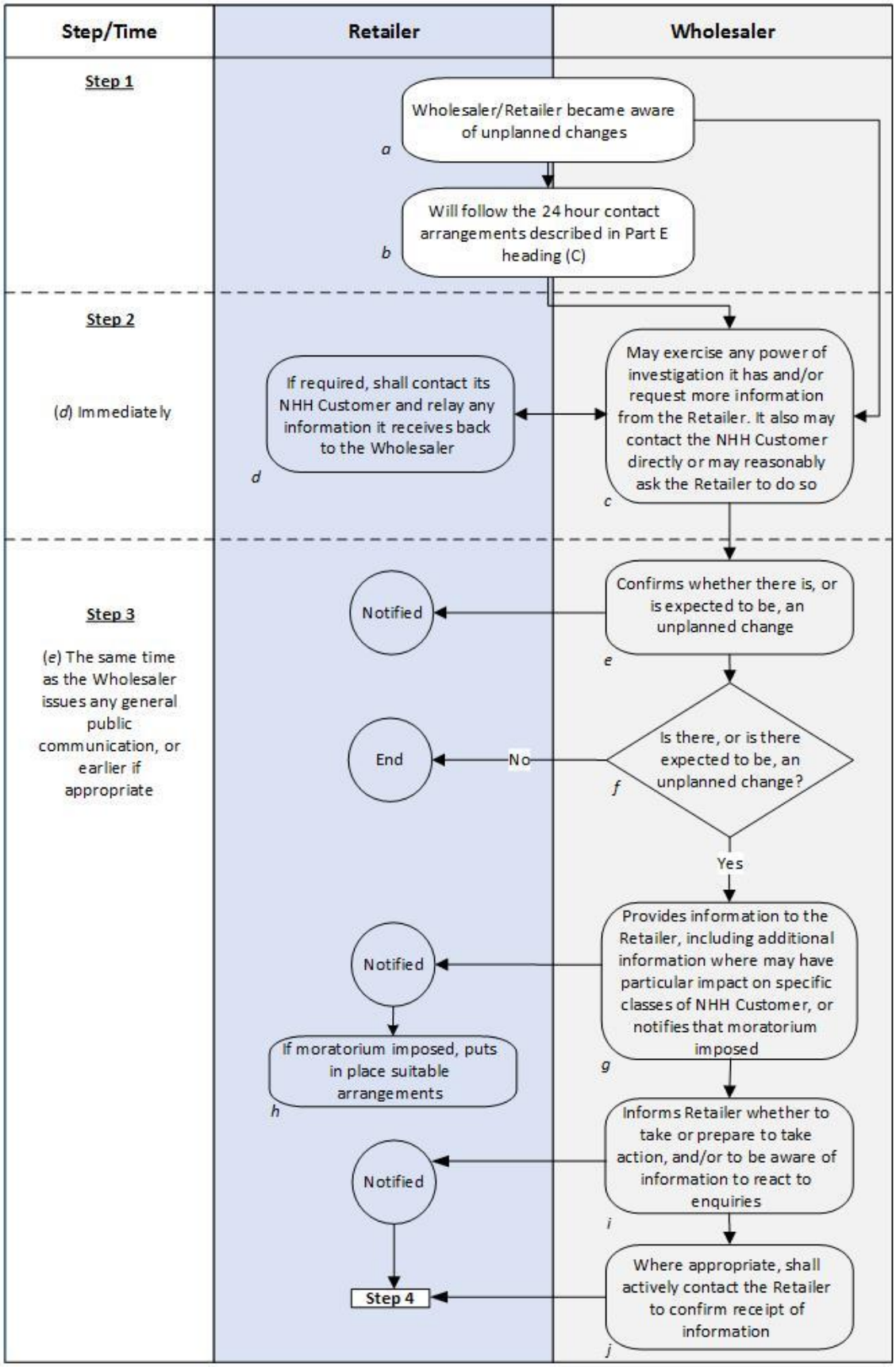


* The Wholesaler may also have in place Non-Public Health Related Site Specific Arrangements in which case this process shall be applied in the same way.

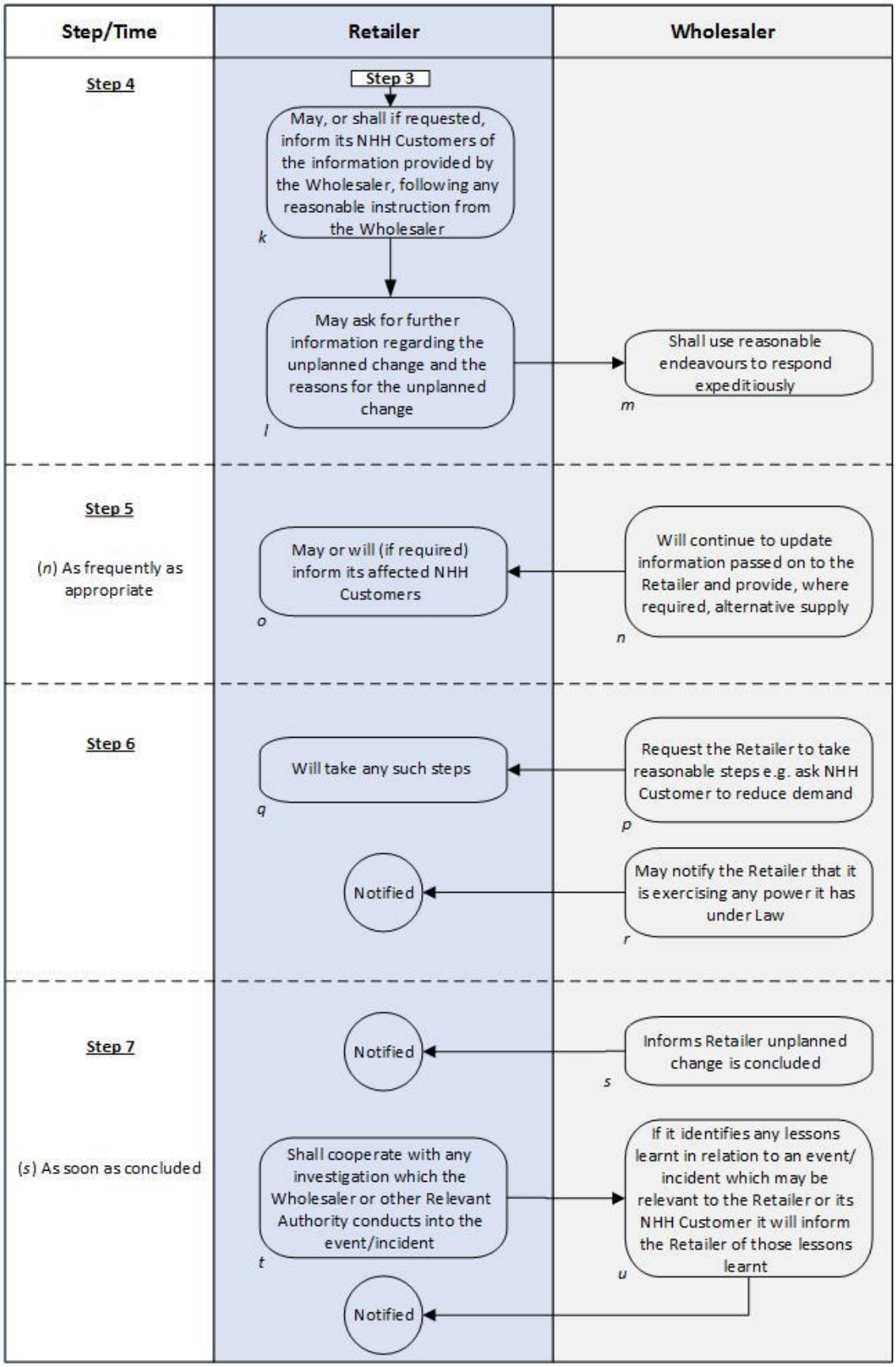
Process E2 –Maintenance and implementation of Wholesaler Public Health Related Site Specific Arrangements for managing events and incidents potentially affecting public health [Steps 5 to 9]



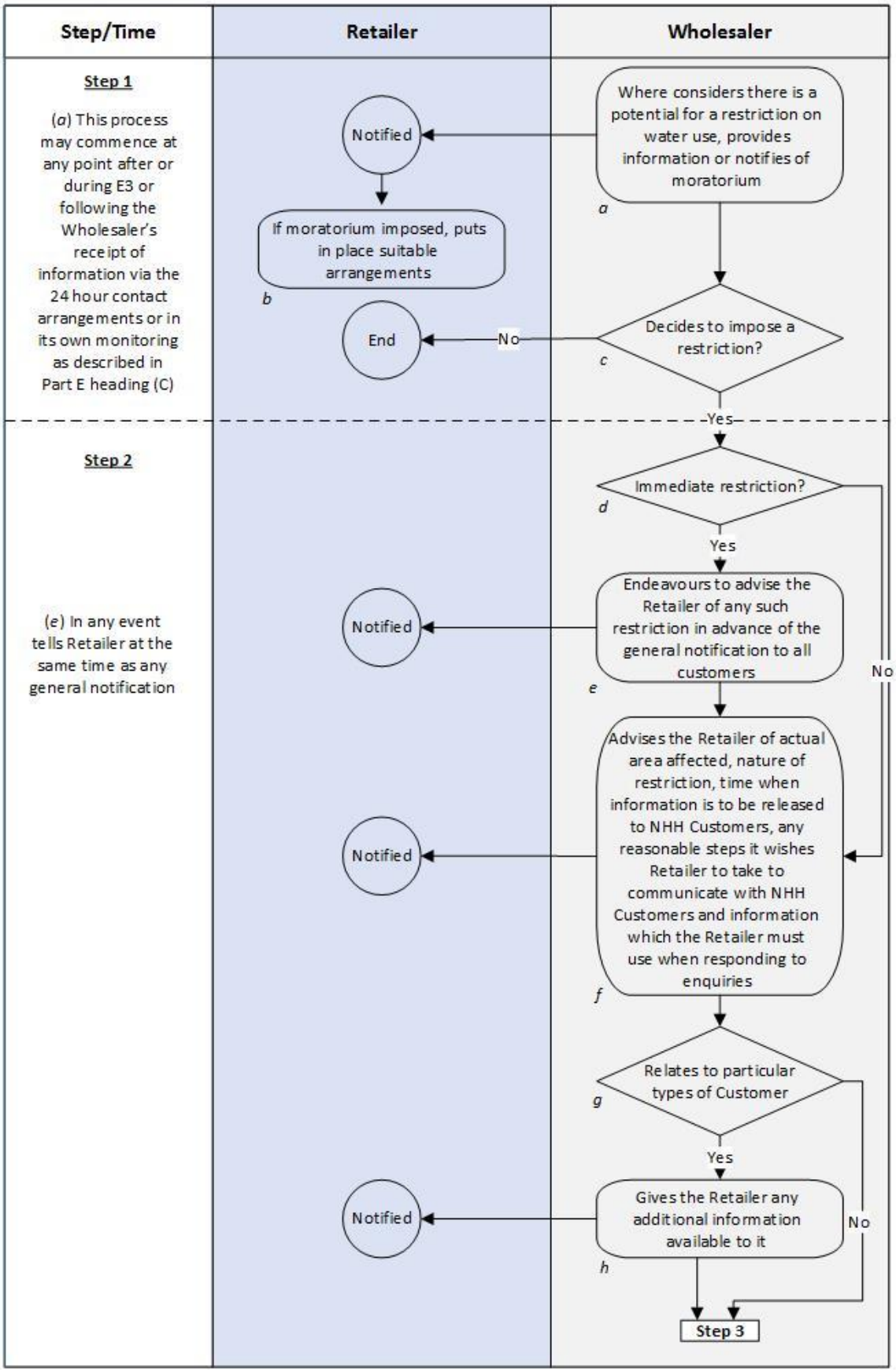
Process E3 – Unplanned changes to supply of Water Services and/or Sewerage Services [Steps 1 to 3]



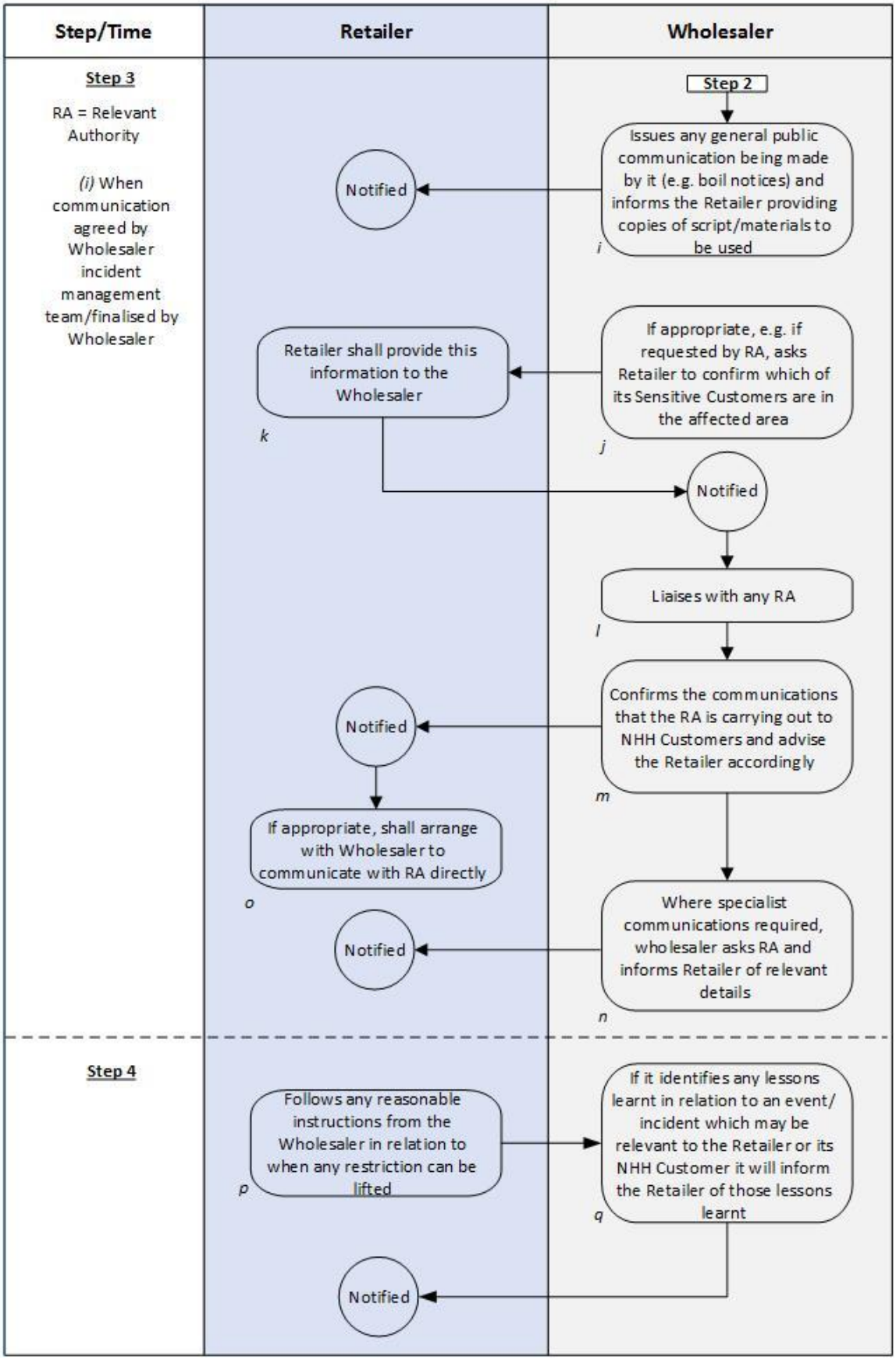
Process E3 – Unplanned changes to supply of Water Services and/or Sewerage Services [Steps 4 to 7]



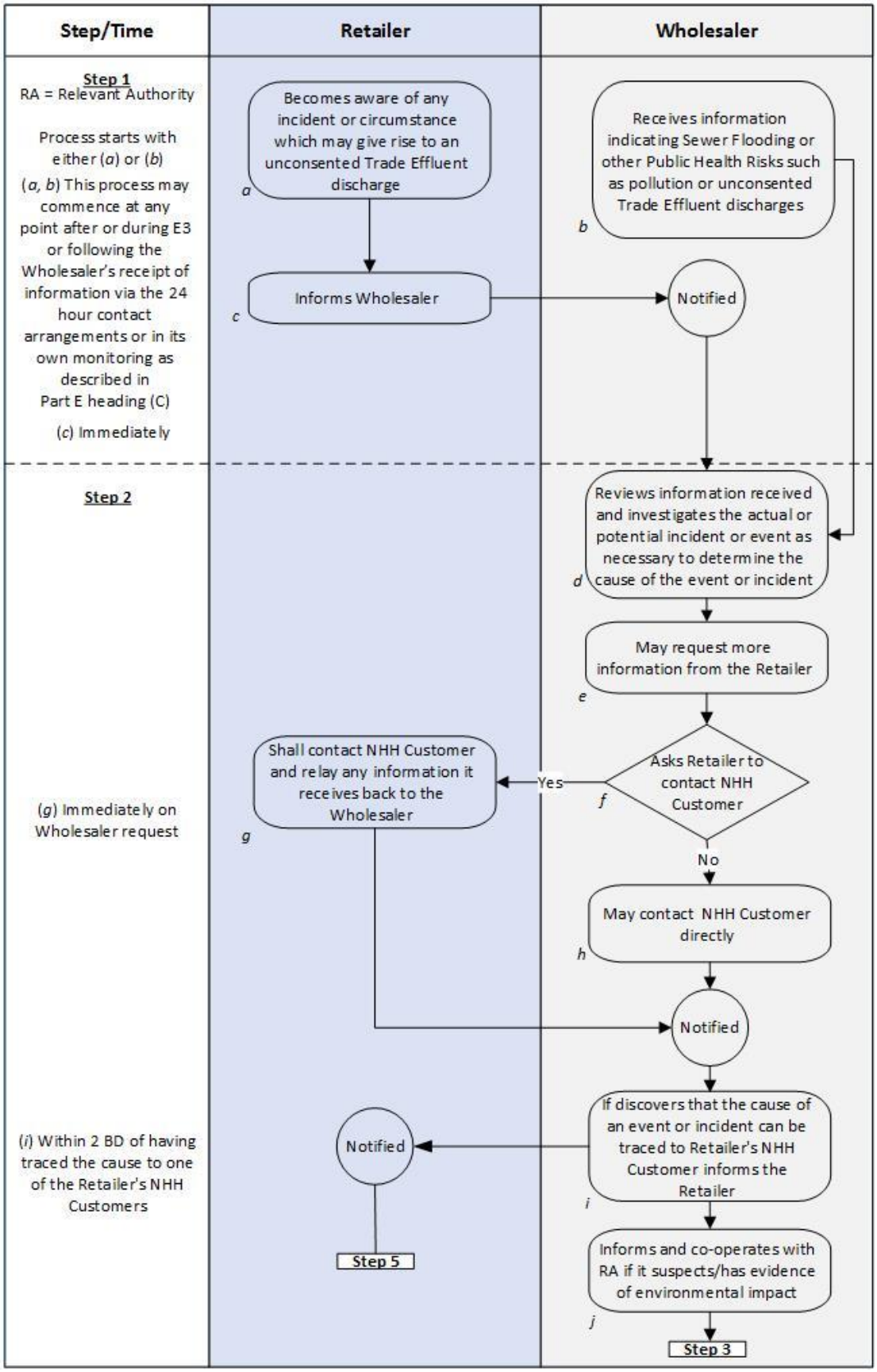
Process E4 – Drinking water quality incidents [Steps 1 to 2]



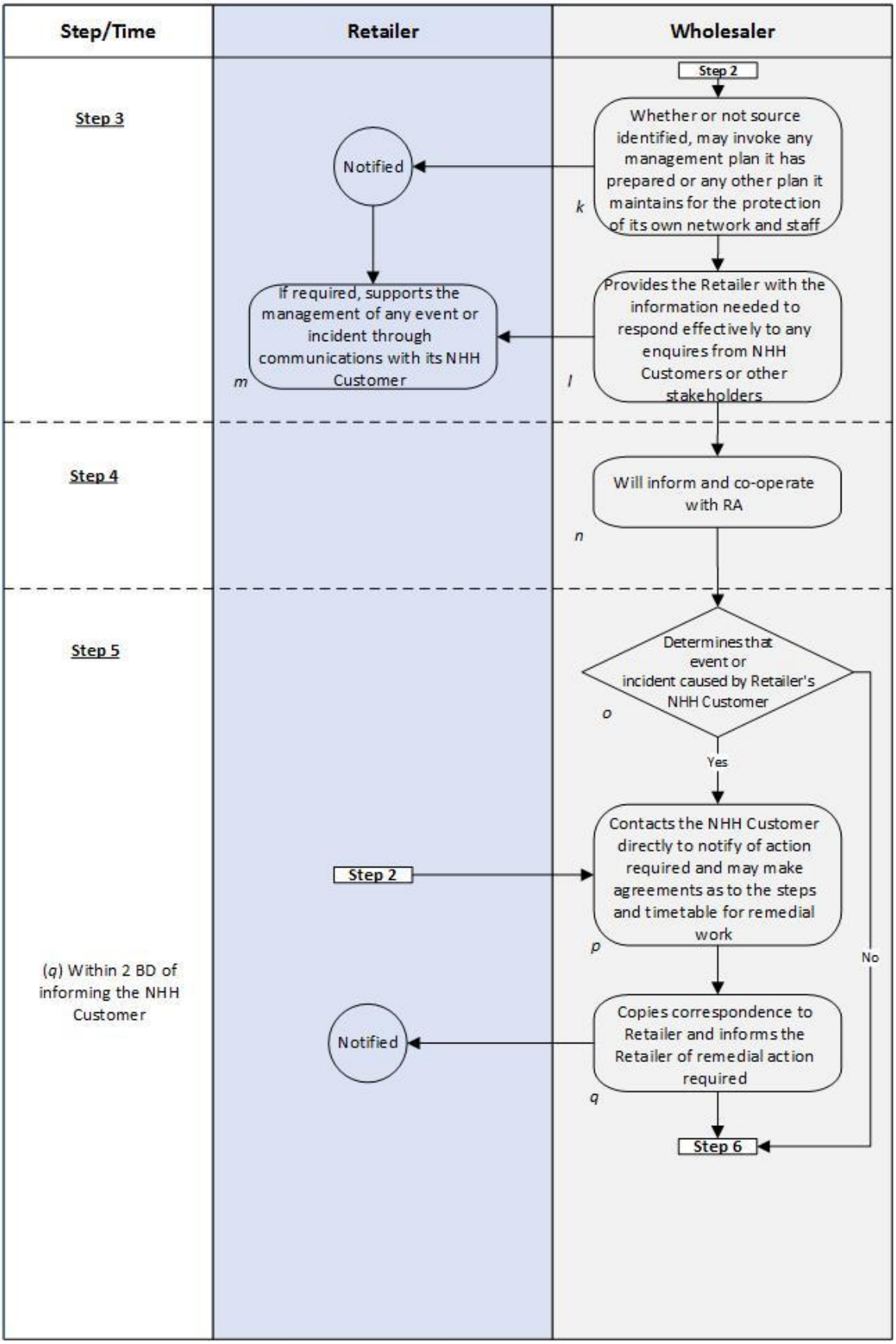
Process E4 – Drinking water quality incidents [Steps 3 to 4]



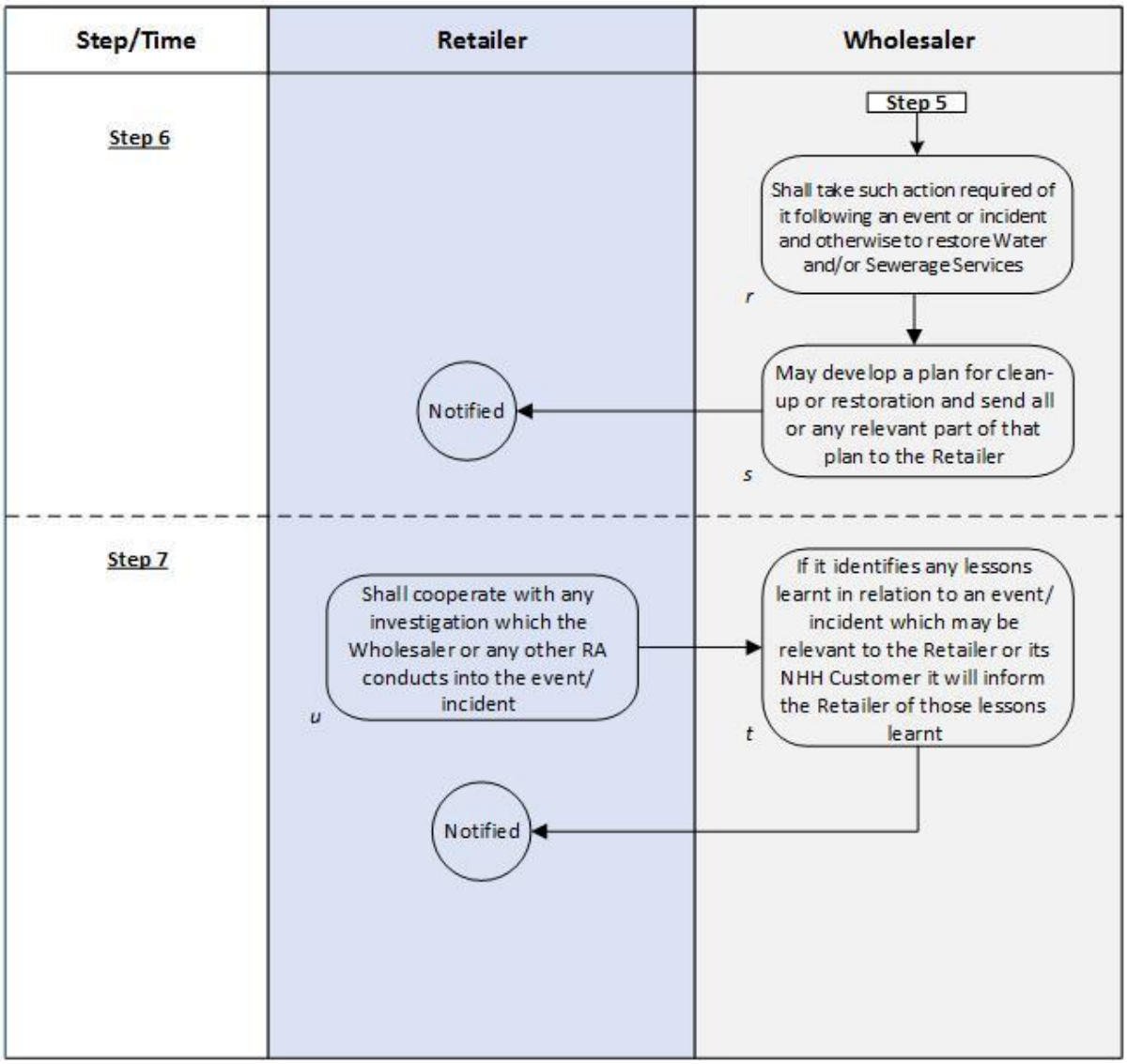
Process E5 – Sewer Flooding and Other Public Health Risks such as pollution incidents or unconsented Trade Effluent discharges [Steps 1 to 2]



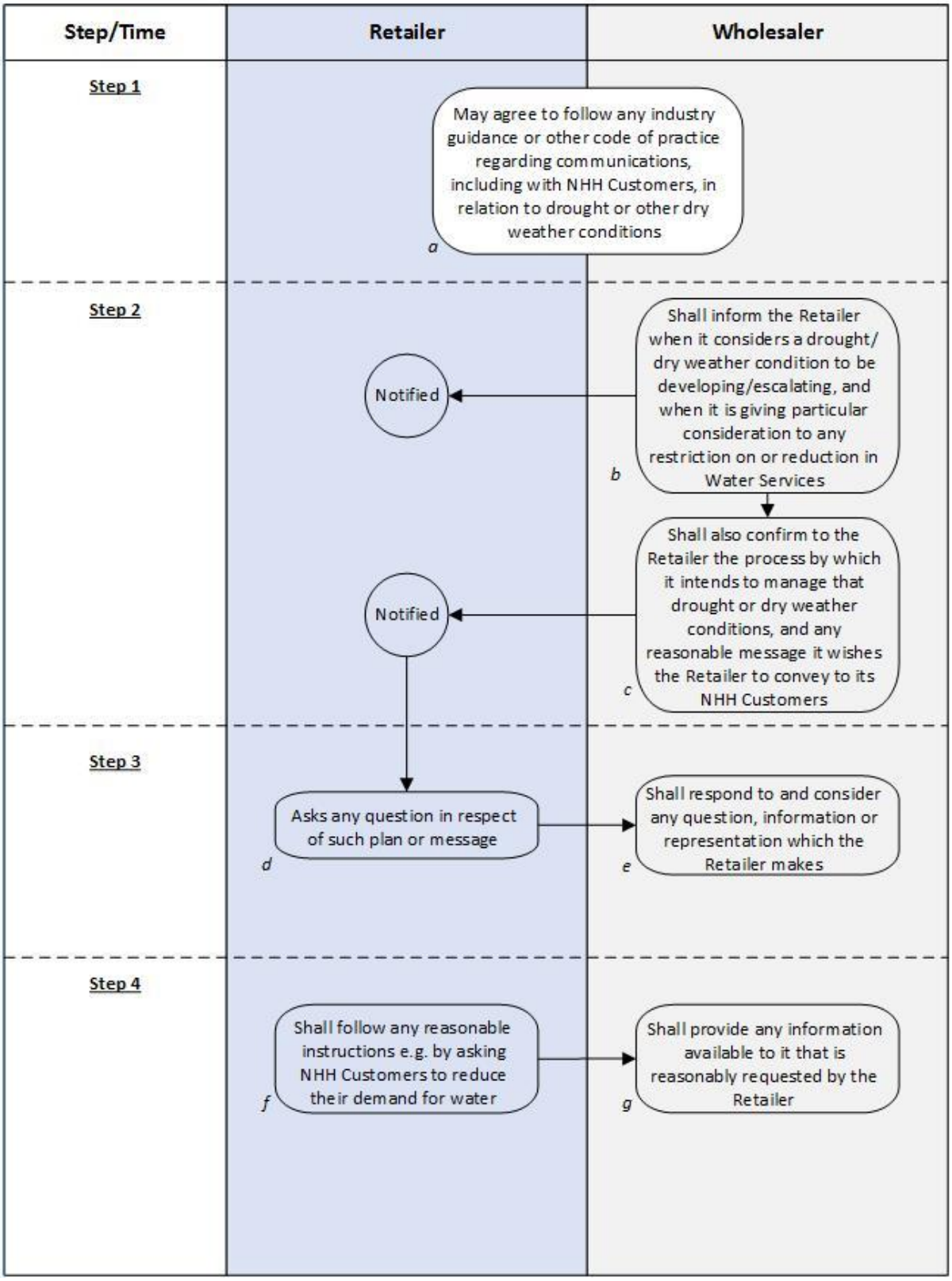
Process E5 – Sewer Flooding and Other Public Health Risks such as pollution incidents or unconsented Trade Effluent discharges [Steps 3 to 5]



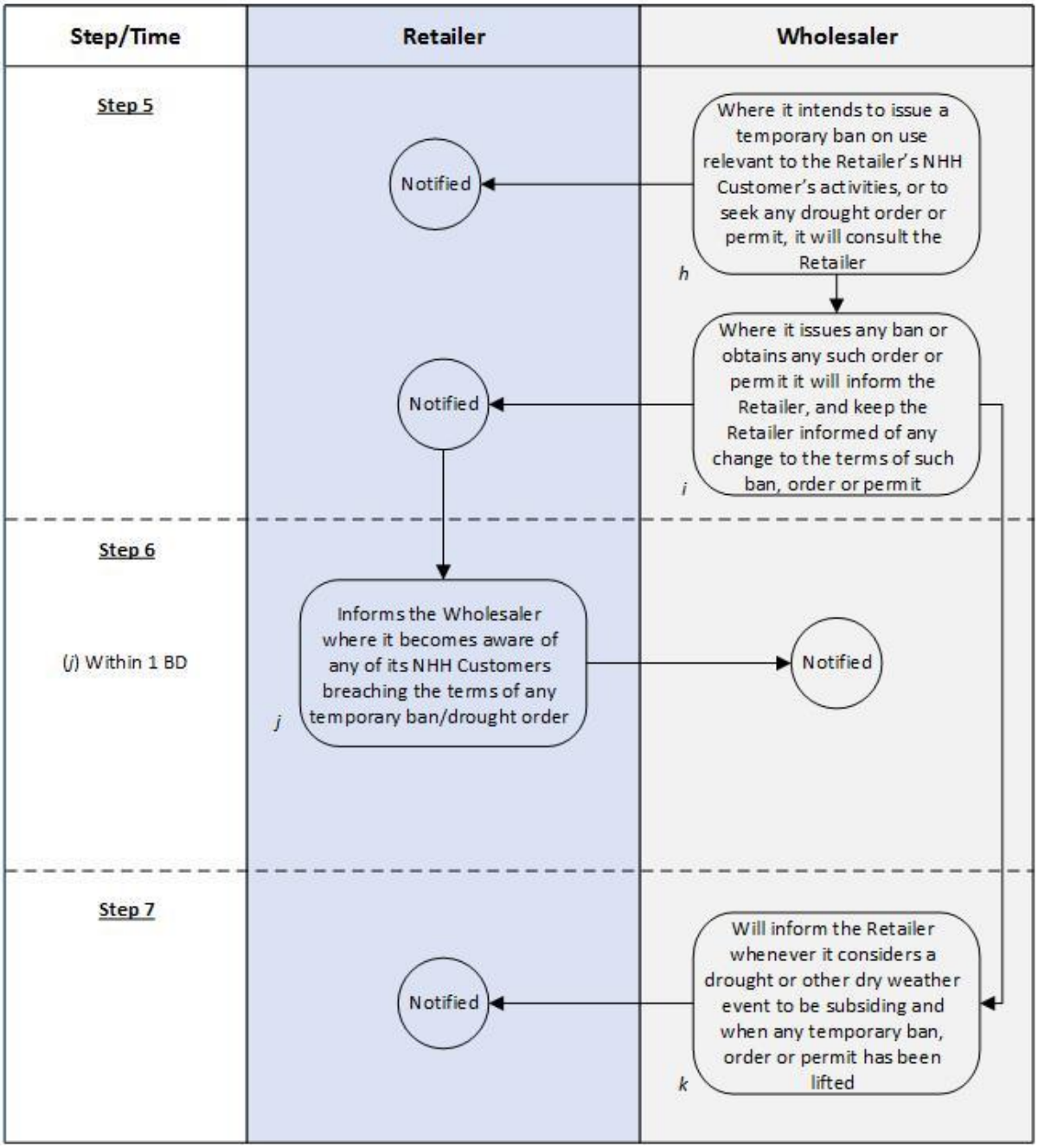
Process E5 – Sewer Flooding and Other Public Health Risks such as pollution incidents or unconsented Trade Effluent discharges [Steps 6 to 7]



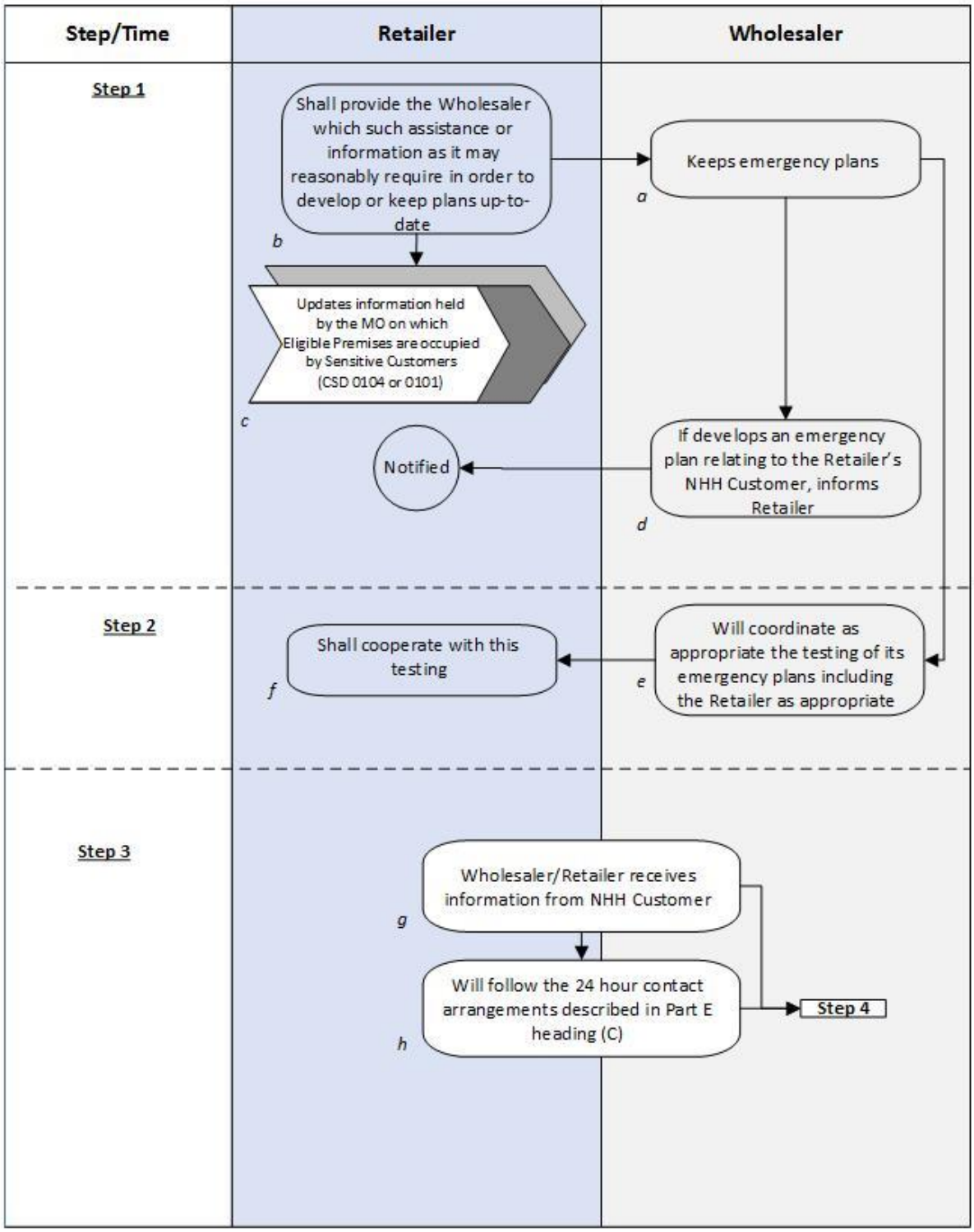
Process E6 - Droughts or dry weather conditions [Steps 1 to 4]



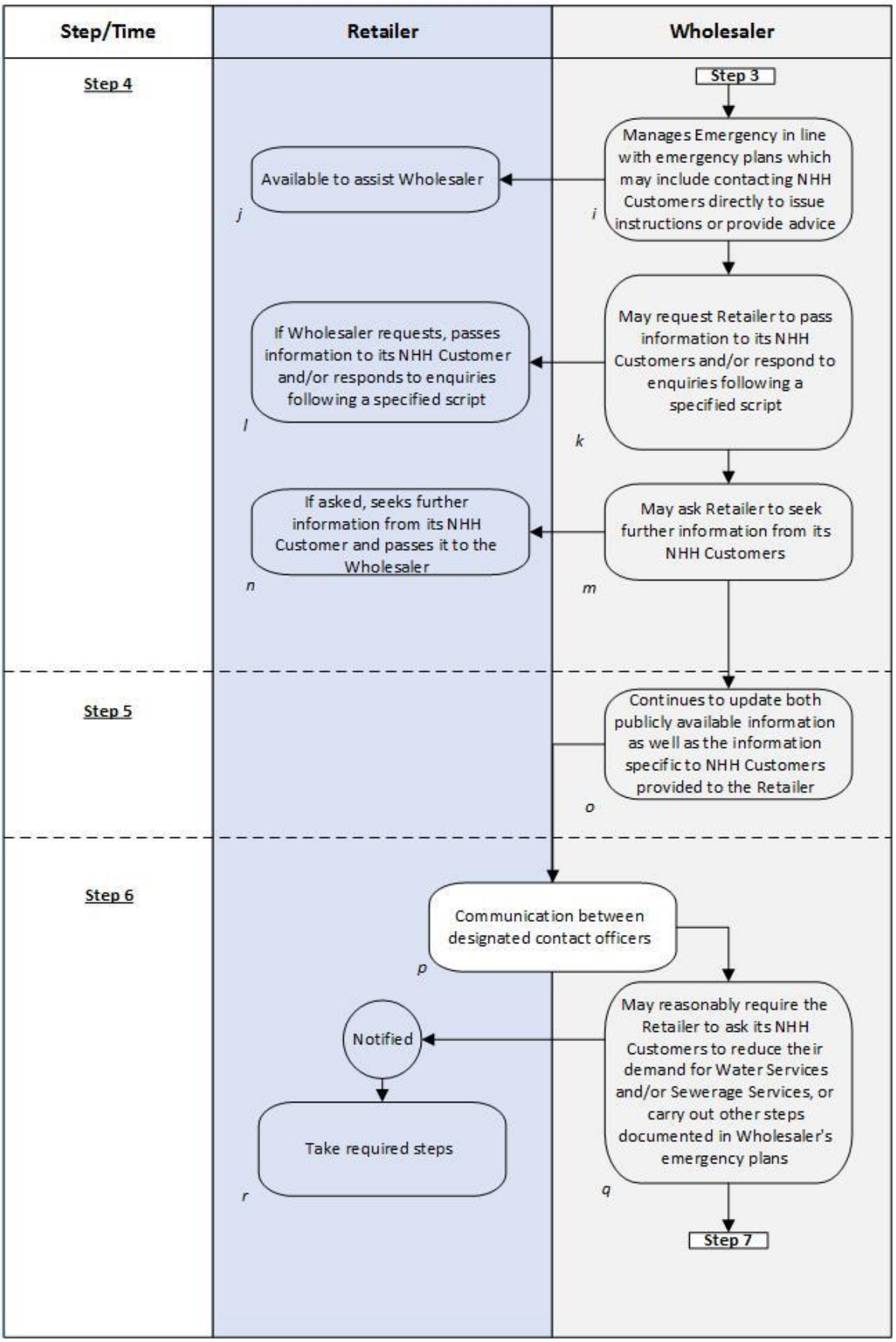
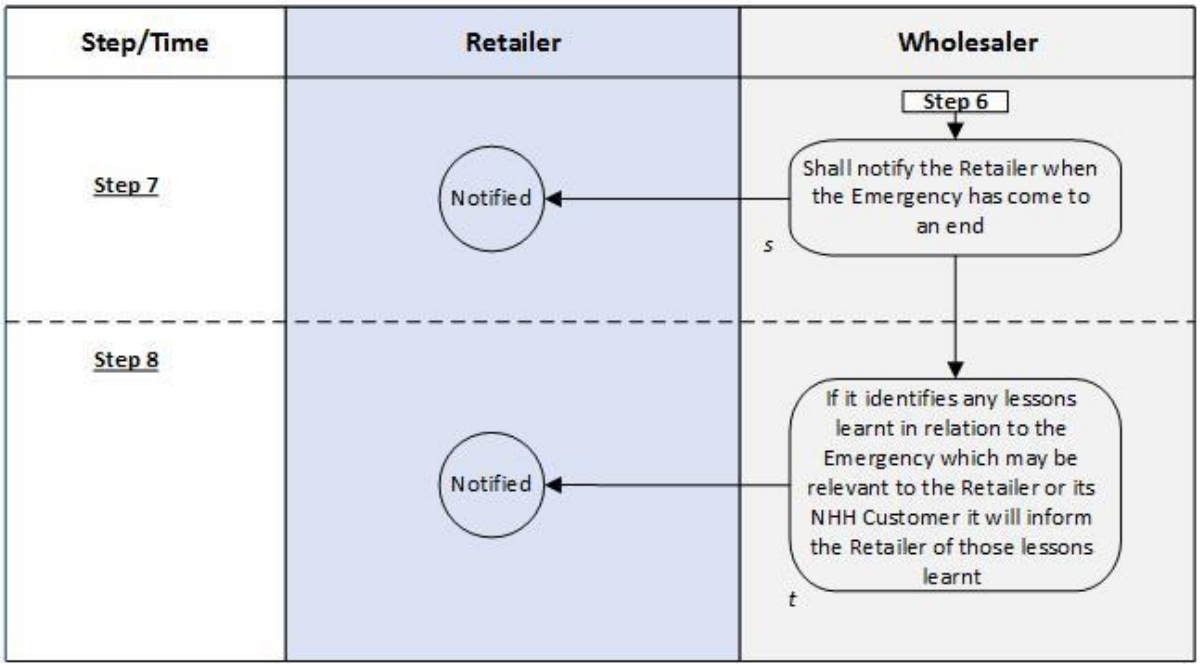
Process E6 - Droughts or dry weather conditions [Steps 5 to 7]



Process E7- Emergencies (i.e. civil emergencies or national security events) [Steps 1 to 3]



Process E7 - Emergencies (i.e. civil emergencies or national security events) [Steps 4 to 6]



Process E7 - Emergencies (i.e. civil emergencies or national security events) [Steps 7 to 8]