

Ref:	NR/GN/CIV/163
Issue:	1
Date:	04 December 2010
Compliance date:	N/A

Guidance note

Management of water supply

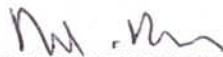
Endorsement and Authorisation

Endorsed by:



Robert Anderson, Senior Policy Development
Specialist (Buildings & Civils)

Authorised by:



Nigel Ricketts, Professional Head (Buildings &
Civils)

Accepted for issue by:



Mick McManus, National Standards Manager

This document is the property of Network Rail. It shall not be reproduced in whole or part nor disclosed to a third party without the written permission of Network Rail.

© Copyright 2010 Network Rail.

Uncontrolled copy once printed from its electronic source.

Published and Issued by Network Rail, Kings Place, 90 York Way, London. N1 9AG.

NetworkRail



Documents

Document Sharing Hub

Ref:	NR/GN/CIV/163
Issue:	1
Date:	04 December 2010
Compliance date:	N/A

Issue record

Issue	Date	Comments
1	December 2010	First issue

Disclaimer

In issuing this document for its stated purpose, Network Rail makes no warranties, express or implied, that compliance with all or any documents it issues is sufficient on its own to ensure safe systems of work or operation. Users are reminded of their own duties under health and safety legislation.

Supply

Copies of documents are available electronically, within Network Rail's organisation. Hard copies of this document may be available to Network Rail people on request to the relevant controlled publication distributor. Other organisations may obtain copies of this document from IHS. Tel: 01344 328039.

Copyright Network Rail
Provided by IHS under license with Network Rail
No reproduction or networking permitted without license from IHS

Ref:	NR/GN/CIV/163
Issue:	1
Date:	04 December 2010
Compliance date:	N/A

Contents

1	Purpose.....	4
2	Scope.....	4
3	Documentation.....	4
4	Definitions and Abbreviations.....	4
5	Identification and Reporting of Water Leaks	6
6	Insurance Claims related to Water Leaks	10
7	Commercial Claims related to Water Leaks	12
	Appendix A - Fault Report.....	16
	Appendix B - Process Map - Insurance Claims	17
	Appendix C - Process Map - Other Claims.....	18

Ref:	NR/GN/CIV/163
Issue:	1
Date:	04 December 2010
Compliance date:	N/A

1 Purpose

To establish roles and responsibilities for the monitoring, reporting, tracking and repair of water leaks, as well as the process for claims resulting from water leaks, leading to the proactive management of water consumption.

2 Scope

This Guidance Note applies to all Operational Property assets and forms the management process that should be followed by the Asset Engineer, Internal Stakeholders, Train Operating Companies, Freight Operating Companies, Station and Depot Franchise Operators involved in the safe and efficient management of water supplies.

3 Documentation

Station Access Conditions

Depot Access Conditions

Commercial Manual

4 Definitions and Abbreviations

BSE Building Services Engineer

The Building Services Engineer provides engineering expertise on building services and plant maintenance and renewal matters to the RBE.

DACs Depot Access Conditions

The DACs are incorporated in the Lease between Network Rail and the Depot Facility Owner. These Conditions, which are subject to Regulation along with the Lease Conditions, define the terms of the relationship between the DFO, Network Rail and the Users. The DACs refer to Depot Specific annexes for each depot. The Annexes include the Maintenance and Repair responsibilities for depot elements and equipment. See SACs.

DFO Depot Facility Owner

The organisation (TOC), or delegated representative, responsible for the day to day control of a Light Maintenance Depot.

FDM Facilities Delivery Manager

The FDM is the Maintenance delivery unit for managed stations

FOC Freight Operating Company

Each FOC holds a specific franchise to operate freight services.

OPHD Operational Property Help Desk

Ref:	NR/GN/CIV/163
Issue:	1
Date:	04 December 2010
Compliance date:	N/A

The bureau used by Network Rail to co-ordinate the receipt of fault calls and the mobilisation of contractors to undertake reactive, planned and cyclical maintenance work.

Portfolio Manager

The Portfolio Manager is responsible for the franchised leased estate portfolio, and acts as liaison between TOCs and Network Rail.

PMSE Principal Managed Stations Engineer

The PMSE is the Asset Manager for all Network Rail Managed Stations.

RBE Route Building Engineer

The RBE is the Civil Engineering Asset Manager for all Network Rail owned Operational Property assets within the Route boundary.

RCP Route Claims Panel

The claims panel is established to exercise a sub-delegation from Commercial Claims Group of the Director, Operations & Customer Services delegated authority to settle any contractual or commercial claim made by a Train Operating Company against any of Network Rail's Station, Track and Depot Access Agreements.

The RCP is chaired by the Route Financial Controller and will meet every 4 weeks. The local Senior Claims Controller acts as the secretary of the RCP.

SACs Station Access Conditions

The SACs are incorporated in the Lease between Network Rail and the Station Facility Owner. These Conditions, which are subject to Regulation along with the Lease Conditions, define the terms of the relationship between the SFO, Network Rail and the Users. The SACs refer to Station Specific annexes for each Station. The Annexes include the Maintenance and Repair responsibilities for Station elements and equipment. See DACs.

SCC Senior Claims Controller

The SCC leads and processes infrastructure, 'slip and trip', employer's liability, bridge strike, train operating company and other claims raised by and against the Routes and Areas to minimise the risk of loss and maximise recoveries.

SFO Station Facility Owner

The organisation (TOC), or delegated representative, responsible for the day to day control of a Franchised Station, including safety, public liability and security etc.

TOC Train Operating Company

Each TOC holds a specific franchise to operate passenger services.

Utilities Specialist

The Utilities Specialist manages the Route utility supplies.

Ref:	NR/GN/CIV/163
Issue:	1
Date:	04 December 2010
Compliance date:	N/A

5 Identification and Reporting of Water Leaks

5.1 Responsibility

Water is one of our most valuable natural resources, with any loss having an environmental, operational and financial impact. It is therefore essential that water consumption is monitored and recorded, this information should be made available to all parties to enable assessment and proactive management of risks.

High water usage/water consumption may be a result of:

- Outlets unintentionally left on; or
- Water leak arising from either frost damage, impact or fatigue,
- Additional temporary buildings connected to the supply,
- Increased retail installations.

Responsibility for appropriate action when a water leak is suspected falls into three distinct areas:

- Network Rail responsibility as Infrastructure owner/ Landlord
- SFO/DFO Responsibility as user /facility owner
- Exclusive retail or tenanted areas at Managed Stations.

Responsibility for repair and maintenance of elements in Stations and Depots are defined in the Station Access Conditions (SACs) and Depot Access Conditions (DACs) respectively.

As part of the proactive management of water consumption the SFO/DFO should take regular meter readings and record individual site consumption. This is important as this information will be required in order to process any subsequent claims by the SFO/DFO.

The SFO/DFO should issue an annual return to Network Rail showing all meter readings taken in the physical year. Network Rail should carry out a review of the annual return and discuss with the TOC any changes in consumption at the level 2 liaison meeting.

For exclusive retail or tenanted areas on Managed Stations, the responsibility for repair and maintenance is defined in the tenancy agreement. Any changes to the water supply or projected useage should be identified in the Landlords Consent procedure.

5.2 Identification

Water Leakage can be categorised into 3 types:

- Water Leak site is visible and accessible
- Water Leak site is visible but not readily accessible
- Suspected water leak, but no visible / audible evidence