



DEALING WITH
UNEXPECTED ISSUES WITH
YOUR WATER SUPPLY

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For most businesses, a consistent, high quality water supply is vital to the continuity of their operations.

Whether your business uses water as an ingredient in a manufacturing process, to ensure the well-being of vulnerable individuals, or to maintain a safe and healthy workplace for your team, if your supply is interrupted it's likely to cause serious difficulties, and could require you to close your doors.

If your business has a strong water management strategy in place, a serious problem is unlikely to occur. However, if the worst does happen, it's important to understand how to deal with it. In this article, we'll explain the options available to your business if you experience an unexpected issue with your water supply, and the best approach to make sure you're back up and running as quickly as possible.



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A MAJOR WATER LEAK: THE RISKS TO YOUR BUSINESS

The water problem most likely to cause disruption to your everyday business operations is a major leak or burst pipe.

Even the smallest leaks cause waste and increase costs, and fixing them is a priority to keep your water bills as low as possible. However, a severe failure in your water pipes could have far more serious repercussions.

A major leak could cause a sudden drop in water pressure to your business, which could prevent equipment like water heaters from working correctly. A burst pipe could even stop the supply to your building entirely. This would force the majority of businesses to cease trading until the connection was restored, and in serious cases could put vulnerable individuals at risk.

Short-term: assess the situation

If the worst does happen and your supply is interrupted unexpectedly, the first priority should always be to assess which actions are necessary to protect your customers, tenants or employees. If necessary, temporary bowsers can be used to provide water to tenants and ensure their health and wellbeing.

If the water supply is not completely interrupted, you'll need to assess whether it's possible to maintain your business operations until the problem is fixed. However, it's important to be aware that some machinery relies on a good level of mains water pressure, and that a lower pressure level could damage or prevent it from running.

Mid-term: find and fix

Once you've implemented any short-term actions or changes, finding and fixing the issue is the obvious next step. This isn't always an easy task, as 95 percent of water pipe leaks aren't visible above the surface. Even if leaking water is visible, this doesn't always surface at the point where the leak occurred, so an experienced eye is usually needed to find the source of the problem. If you've been able to keep your operations running, it's also important to ensure that any repair work is scheduled to minimise disruption to your business. For a serious leak, it's possible that your supply will need to be shut off entirely while repairs are completed, so scheduling this work to happen at night or outside your usual business hours can prevent loss of revenue.





Long term: planning & prevention

Of course, it goes without saying that the best way to handle unexpected issues with your water supply is to have a robust plan in place ahead of time. If you've had a serious problem, putting a strategy in place to anticipate and manage future risks should be top priority once the immediate remedial work is underway.

If your business relies on older water infrastructure, mapping and regularly monitoring your pipes is crucial. By building a clear picture of the condition of your water network, you'll be able to identify potential problems and fix them before they occur. Even if an unexpected problem does arise, having a good idea of where your water pipes run and what they're made of can make it far easier to track an issue to its source, and save crucial time and money when the pressure is on.

Keeping an eye on your water meter is also vital. Regular monitoring of your water usage trends can provide you with an early-warning system, helping you understand the level of usage that's normal for your business, and allowing you to spot changes that might indicate the beginnings of a more serious problem.

Finally, it's important to ensure that your water supply is included in any business continuity planning or risk management strategy. Water is often overlooked or taken for granted until something goes wrong, so by building a clear picture of the role water plays in your business you can identify ways of reducing the risk an interruption to your supply could pose.



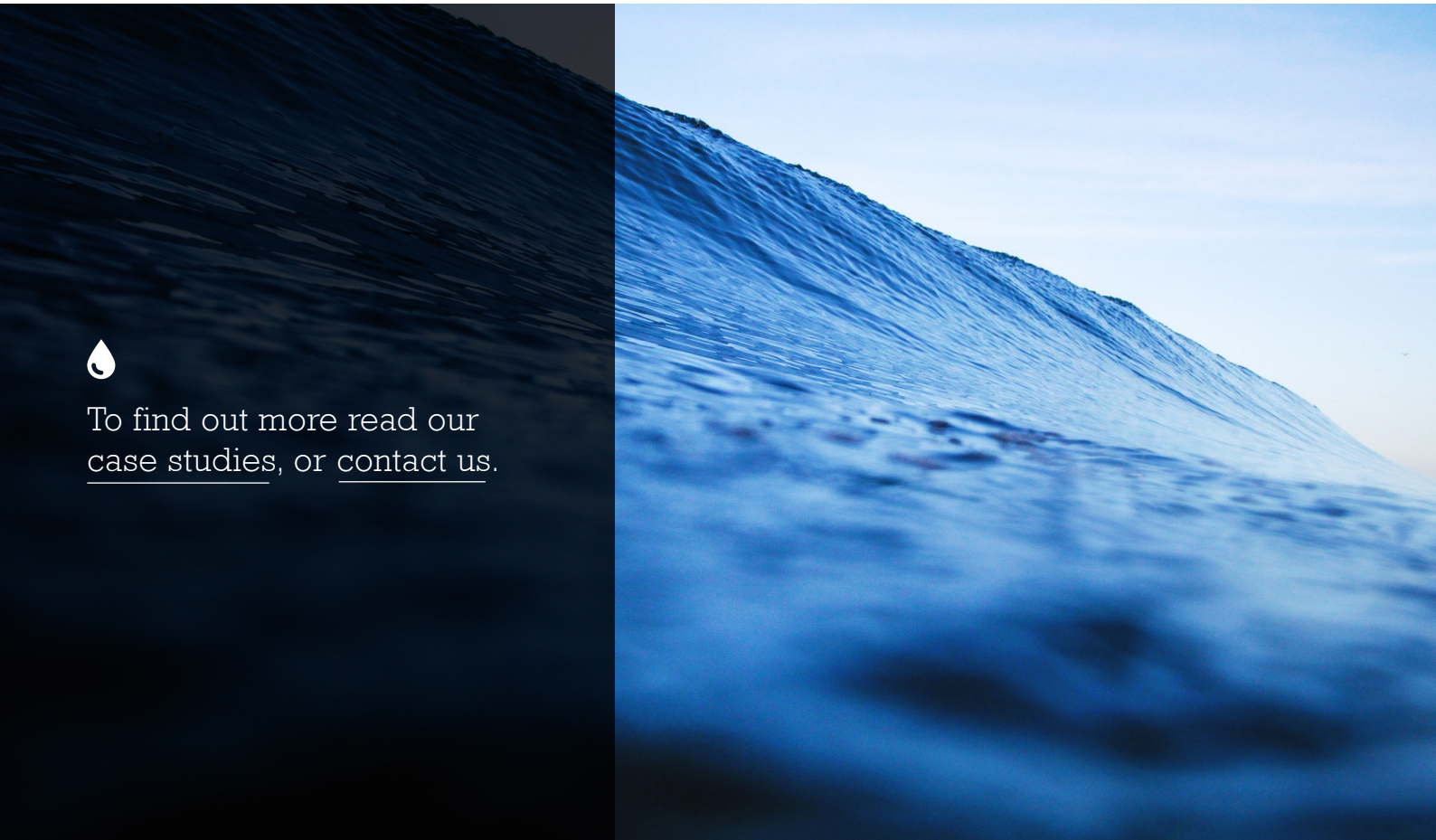
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UNDERSTAND YOUR WATER NETWORK AND REDUCE YOUR RISK

If water is vital to your business operations, a strong risk management approach can reduce the likelihood of disruption. Total Water Solutions works with businesses across the country to help them put water to work for their business, reducing risk and costs.



To find out more read our [case studies](#), or [contact us](#).





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