2.8 Operational Efficiency

Operations shall aim to achieve the following:

- Optimum control of resources
- Best cost management and auditability
- Ability to schedule complex, fast moving work loads
- Optimum performance of the assets
- Planned maintenance on program
- Response to emergencies and complaints within agreed response time

The key to optimizing operational activities is an effective schedule and dispatch system backed up with good logistics management in delivering essential services to the people.

Ongoing analysis of the database generated through a Computerized Maintenance Management System (CMMS) linked to the assets will enable improvements and fine tuning of the operational activities, minimizing costs of delivery and ensuring activities are effective. Analysis of trends in salinity, odor issues, collapses, and blockages against asset class, operating context, location and history will allow problems to be identified and addressed effectively. Analyzing the performance of assets will enable understanding of assets performance and determine the most appropriate operational and maintenance strategies.

2.9 Planning for Emergencies

It is possible that the system may be disrupted due to any event, natural or manmade. Such disruptions occur suddenly leaving no time for planning to meet such contingencies. It is therefore essential that an advance plan be prepared. Past experience of emergencies in the system as well as of other systems is very useful in drawing up an emergency plan. Some of the events or emergencies that may arise are: power failure, storms and flooding, fire, earthquakes, explosions, breakdown of system units like pumps and pumping mains and vandalism.

2.9.1 Operational Emergency Procedures

Specific measures, tasks and procedures, and response times are required for protecting the health and wellbeing of public, employees and assets. The Contractor shall have procedures established to enable emergencies to be addressed 24 hours a day 365 days a year. Emergency response activities are often contractually confined to responding, controlling, securing and or mitigating the emergency situation. The actual responsibility (physical or financial) for full rectification or removal of the emergency situation may or may not be included in the service. However, the containment and temporary control of any incident, it is the Contractor's responsibility in all cases.

This procedure describes the methodology of contact between Contractor's team, DMAT, and others, vis-à-vis the operational emergency which relates to pumping stations emergency incidents including, but not limited to, flooding, severe leakage, pump station shutdown, power outage.

A flow chart for operation emergency plan shall be prepared to show the communication method and parties involved in the process.