

	Level 1	Level 2	Level 3
Pumping Station	<p>An incident that is identified or develops during Routine or Non-routine Maintenance, which can be managed by Maintenance Team.</p>	<p>An incident that is identified or develops during Routine or Non-routine Maintenance or as a result of power shutdown, and requires immediate action from Response Team for the normal operation of the Station with the support of the Standby/Portable Generators.</p> <p>Pump station failure due to flooding which can be resolved within two hours.</p> <p>Power loss in multiple stations.</p>	<p>An incident identified or develops during Routine or Non-routine Maintenance, having high risk to public or property and requires immediate assistance of Response Team, Heavy Repair Team, and Instrumentation Team etc. for the normal operation of the Station.</p> <p>Pump station power failure, cannot be resolved within 8 hours.</p> <p>Severe damage to asset reducing its operating ability.</p>
Networks	<p>An Incident that is identified during or develops during work being undertaken either as routine or Non-Routine maintenance cannot be managed by Team leader.</p> <p>Flooding, which cannot be addressed by area team, requires emergency civil team.</p> <p>No risk to public or property.</p>	<p>An Incident identified or develops during routine or Non-routine maintenance, cannot be managed by supervisor.</p> <p>Incident in high-risk location, which can be rectified within six hours.</p> <p>Internal area flooding.</p> <p>Potential media interest.</p> <p>Emergency services disruption.</p> <p>Networks isolated for less than 6 hours. There is a risk to public or property.</p> <p>Severe damage to asset reducing its operating ability.</p>	<p>Incident in VIP or high risk area which cannot be rectified within 6 hours.</p> <p>External flooding affecting many properties.</p> <p>High risk to public or property.</p> <p>Severe damage to asset reducing its operating ability.</p>

Table 11-1: typical emergency response levels