

PENALLT COMMUNITY EMERGENCY PLAN

OPERATIONAL ACTION CARD

LOSS OF WATER SUPPLY

REFERENCE	CEP-AC-05	CLASSIFICATION	OPERATIONAL
VERSION	0.1	STATUS	Draft for operational review
ISSUED	12 July 2026	REVIEW	July 2027 or after activation/exercise

□ MONITOR

Supply risk, planned work or isolated reports; verify and prepare.

□ STANDBY

A wider or prolonged interruption is credible; confirm needs and supply.

□ ACTIVATE

Serious community impacts or water-quality restrictions require support.

FOLLOW WATER-QUALITY INSTRUCTIONS EXACTLY: Do not drink or use water that Dŵr Cymru says is unsafe. Call 999 for immediate medical danger and use NHS 111 Wales for urgent health advice.

PURPOSE

Provide a rapid, safe and coordinated response to a serious reduction or loss of mains water in Penallt. The community depends on the Monmouth pumping station, which the current plan records as having flooded during Storm Dennis in 2020 and again in January 2024. In 2020, bottled water was needed for several days and many residents had to travel into Monmouth to collect it, creating particular difficulty for people unable to drive. This card supports the full Penallt Community Emergency Plan and does not replace Dŵr Cymru, MCC or emergency-service instructions.

ACTIVATION TRIGGERS

MONITOR	Severe weather, flooding at Monmouth infrastructure, planned work, low-pressure reports or a Dŵr Cymru incident creates a credible risk to Penallt; isolated reports exist but no serious or widespread local impact is confirmed.
STANDBY	Low pressure or no water is confirmed across several properties; restoration time is uncertain or likely to exceed four hours; a boil-water or other quality notice is possible; or residents may be unable to reach a collection point.
ACTIVATE	The interruption is widespread or expected to exceed 12 hours; Dŵr Cymru issues a boil-water, do-not-drink or do-not-use notice; a person has an urgent medical or welfare need; bottled-water distribution is required; or MCC/Dŵr Cymru requests community support.

Important: Penallt has no warden network and cannot guarantee direct contact or delivery to every household. Do not advertise a collection point, promise bottled water or task volunteers until the supply, location, access and quantities are confirmed.

PRIORITIES

1 Protect health Follow official use restrictions; escalate urgent medical needs.	2 Verify the incident Confirm affected area, notice type, reference and restoration estimate.	3 Prioritise essential needs Identify drinking, medication, infant, care and mobility needs.
4 Secure safe supplies Use only confirmed, sealed water and approved distribution points.	5 Maintain hygiene Manage sanitation, toilets, handwashing and secondary impacts.	6 Log and coordinate Record decisions, supplies, deliveries, tasks and handovers.

FIRST 30 MINUTES

- Confirm who is acting as Community Emergency Coordinator and appoint a log keeper if available; record the time and source of the first report.
- On any Met Office weather warning or NRW flood warning affecting Penallt, charge the Pelham Hall batteries from the grid to 100% while mains power remains available. Confirm charging and log the starting charge and time.
- Start the separate Community Emergency Incident Log. Record the current status: Monitor, Standby or Activate.
- Verify the incident through Dŵr Cymru "In Your Area" or the 24-hour operations line. Record the affected area, incident reference, cause, restoration estimate and any water-quality instruction.
- Call 999 for immediate medical danger. Use NHS 111 Wales for urgent health advice. Do not interpret or relax a boil-water, do-not-drink or do-not-use instruction.
- Identify urgent welfare risks: medically water-dependent residents, babies, people with limited mobility or no transport, people living alone, carers and households with very limited stored water.
- Confirm which communication channels and volunteers are actually available. Assign only specific low-risk tasks, normally in pairs, with check-in/check-out.
- Contact Dŵr Cymru and, where needed, MCC to establish the official supply plan: home deliveries, collection points, opening times, quantities and expected duration.
- Issue the first public update. State what is confirmed, the exact water-use instruction, the Dŵr Cymru contact route and that residents must not travel to an unconfirmed collection point.

COMMUNICATIONS

- Use one nominated communicator and one agreed core message across WhatsApp, Facebook, email and the website while those channels remain available.
- Repeat Dŵr Cymru wording exactly. Clearly distinguish between no supply, low pressure, boil-water, do-not-drink and do-not-use notices; never paraphrase away a restriction.
- Tell residents to conserve safe stored water, use sealed bottled water as directed, allow extra for medication, babies and pets, and avoid travelling to any collection point until it is officially confirmed.
- Plan for power or broadband disruption to affect communications. Use SMS, direct telephone calls, battery radio, safe neighbour-to-neighbour relaying and notices where practical.
- Penallt has no warden network. Do not promise that every household will receive a personal check, bottled-water delivery or transport.
- Update every 60-120 minutes during activation, or immediately after a significant change. Repeat the current restoration estimate and water-use instruction, even when there is no change.

WELFARE

- Prioritise residents with medical dependence on water, babies and young children, limited mobility, no transport, caring responsibilities, or other circumstances that make collection or storage difficult.
- Make telephone contact first. Ask how much safe water remains, whether there are medication or infant-feeding needs, whether toilets and hygiene are manageable, and whether transport is available.
- Direct eligible residents to Dŵr Cymru Priority Services. Community deliveries may supplement official arrangements only when sealed water, volunteers, vehicles and a safe route are confirmed.
- For medication, infant feeding or illness, direct residents to Dŵr Cymru, NHS 111 Wales, a pharmacist or their healthcare provider. Volunteers must not give clinical or water-quality advice.
- Deliver only sealed, approved water. Record quantities and outcome, collect the minimum personal information necessary and report any unmet need to the coordinator.

LOSS OF WATER SUPPLY ACTIONS

- Track the Dŵr Cymru incident reference, affected postcodes, restoration estimate and any changes to the official water-use instruction. Record significant local reports that do not match the published area.
- Do not collect, store or distribute drinking water from an unverified source. Use sealed supplies provided or approved by Dŵr Cymru, MCC or another authorised organisation.
- Confirm any bottled-water collection point before publicising it: exact location, opening time, delivery schedule, quantity, accessibility, loading arrangements and who is managing the site.
- Coordinate delivery to residents who cannot safely collect water only after supply and tasking are confirmed. Use a simple allocation record and follow supplier instructions on quantities and priority.
- Monitor sanitation, toilet, handwashing, cooking, medication, infant-feeding and animal-welfare impacts. Seek official advice where sewage services or water quality may also be affected.
- Do not declare returning water safe. Follow Dŵr Cymru instructions on flushing taps, using appliances, filters, ice makers and ending restrictions; report persistent low pressure, discolouration or unusual odour.
- Monitor secondary impacts on roads, power, communications and access to Monmouth. Move to another Action Card if a separate incident develops.
- For farms, horses and livestock, confirm needs early but do not promise bulk supply. Owners should follow Dŵr Cymru, veterinary and agricultural advice appropriate to the incident.

PELHAM HALL ACTIONS

- The Community Emergency Coordinator decides whether Pelham Hall remains closed, becomes an operational base, a bottled-water distribution point or a Community Support Centre.
- Confirm authorisation, safe access, staffing, battery state, available drinking water and sanitation. A hall without working toilets or handwashing may be unsuitable unless alternative arrangements are approved.
- If used for distribution: retrieve the Emergency Box, inspect the building, appoint a Hall/Distribution Lead, confirm sealed stock, secure storage, manual-handling arrangements and volunteer roles.
- Plan vehicle and pedestrian flow, accessible collection, queue management and home-delivery loading. Keep fire access clear and do not create traffic risk on local roads.
- Publish the location, opening times, who should attend, what proof or containers are required, available quantity and delivery options only after Dŵr Cymru or MCC confirms the arrangement.

STAND-DOWN CHECKLIST

- Do not stand down merely because taps begin to run. Confirm that Dŵr Cymru reports restoration and that every boil-water, do-not-drink or do-not-use notice affecting Penallt has been lifted.
- After the warning expires and the immediate risk has passed, restore normal Pelham Hall battery settings unless another active risk requires 100% reserve.
- Stop tasking, account for all volunteers, close check-ins and tell residents when collection, delivery and community updates will end.
- Follow up unresolved medical, infant, mobility, sanitation, animal-welfare or access needs and hand them to the appropriate service or responsible person.
- Close Pelham Hall safely if used, reconcile remaining stock, return or secure supplies as directed, recover equipment and record any losses or damage.
- Issue a final public update and arrange a debrief within 72 hours. Record changes required to the plan, guide, resources and this card.

INCIDENT LOG

- Begin the separate Community Emergency Incident Log at Standby or Activate - earlier if decisions, welfare contact, supply coordination or volunteer tasking have started.
- For each entry record: time, source, information, decision/action, owner, outcome, Dŵr Cymru incident reference, notice type, quantities received/distributed and any official reference number.
- Do not record unnecessary personal or medical information. Secure completed logs and hand them to the Community Emergency Coordinator at stand-down.

LIFE RISK	WATER EMERGENCY	NHS 111 WALES	MCC OOH	SEWER EMERGENCY	OFFICIAL INFO
999	0800 052 0130	111	0300 123 1055	0800 085 3968	DWR CYMRU

Operational basis: Penallt Community Emergency Plan v2.1 Draft; Penallt Community Risks and Response Guide v2.1 Draft; Dŵr Cymru incident support, In Your Area and Priority Services guidance. Official instructions take precedence.