

Preparedness among water utilities - Norwegian experience of a crisis support team from the (nearly) first three years of operation

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Background

- A long-awaited service in Norway for waterworks facing major difficulties.
- Norway is affiliated with the WHO/UNECE's "Protocol on water and health" from 1999.
- A "crisis support" for waterworks was mentioned as a specific measure in the "National targets for water and health" from 2014.
- The National Waterworks Crisis Support Team (NWCS Team) was launched on 2 March 2017.



The National Waterworks Crisis Support Team

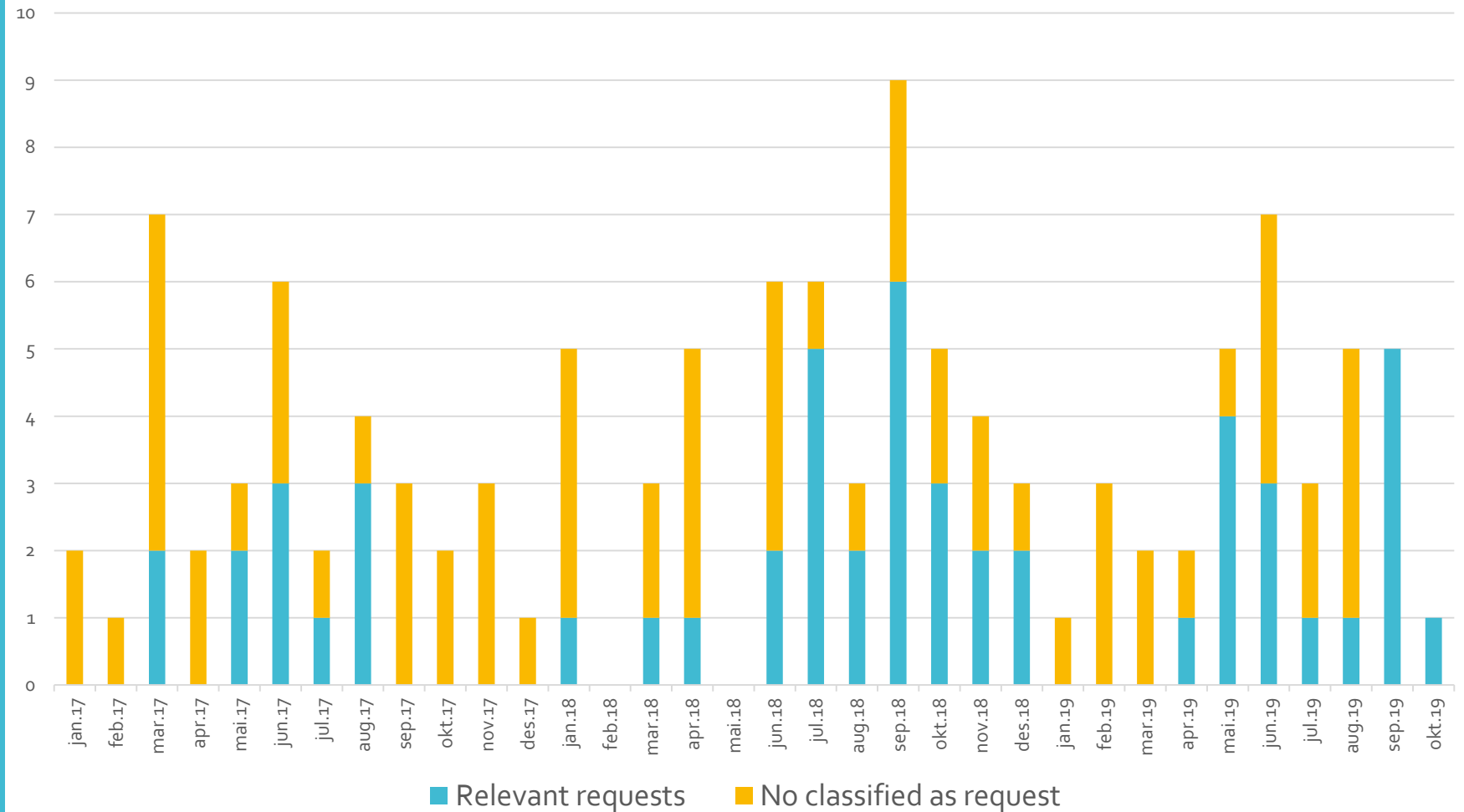
- A 24-hour advisory service for waterworks that require advice and support in the event of potentially serious incidents that may have an impact on water supply and cause health-related problems.
- The advice provided by the team shall help the waterworks establish a basis for implementation of action in a situation that threatens security of supply or drinking water quality.
- The team will not take over responsibility for the crisis!
- Hence, there will be no change in prevailing roles, responsibility and established notification and emergency preparedness routines.

Organization

- A network of experienced personnel affiliated with other water utilities (volunteering).
 - Adding expertise within toxicology, epidemiology, microbiology and other relevant areas from the Norwegian Institute of Public Health.
 - The Norwegian Institute of Public Health is the administrator.
 - The Norwegian Water Works Association is a cooperating partner.
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- Work mode: Telephone consultation by request

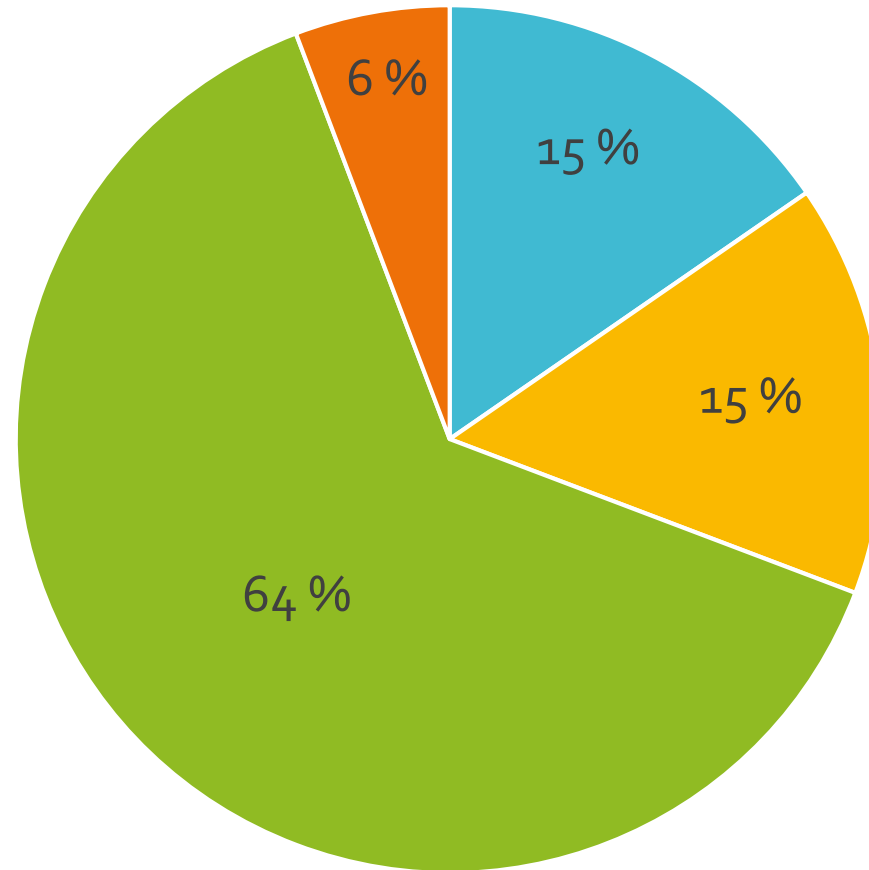
Number of requests for advice

Requests per month, per October 2019



Type of events

Type of events, per October 2019



■ Technical events ■ Chemical pollution ■ Microbiological pollution ■ Other

Some thoughts and way forward

- The support team is maybe starting to find it's form (target group, routines etc) as anticipated when launched (2-3 years of experience)
- Information work to promote the service is still needed
- Evaluation will provide useful information while planning the way forward
- Some statistics are already coming out of the service, and provide useful information (e.g. insecurity about coliforms and action points)

Thank you!

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