**IWA Webinar "Water Safety Planning"**
**Q&A Report – 12/04/2022**

Webinar available at: https://iwa-network.org/learn/iwawspwebinar/

**Questions received from participants during registration:**

| # | Questions | Speaker | Answer |
|---|---|---|---|
| 1 | Why Implementation Units roles are very less than Consultants in Design & Execution of Civil Works | | |
| 2 | What are the existing tools to identify the upstream boundaries of a large catchment? | | |
| 3 | WSP is sometimes considered not worth the effort if water quality is either very good or not trusted. Any promotion strategies? | Martin Offermann | Make sure decision makers understand: <br> - A analytical sample is a snapshot, temporary contamination between sampling are not detected <br> - Drinking water is usually drunk before all results are available! <br> - Usually no information when, why and where the contamination took place Point out further advantages, like: <br> - Increases process reliability and thus reduce incidents. <br> - Helps prioritising future investments <br> - preservation of knowledge <br> - … |
| 4 | Is storm water management the key issues in upcoming days? What is scope of it in metro and mega cities? | | |
| 5 | What are the most important planning to be taken to maintain water safety in poor countries and in remote areas | | |
| 6 | How the objective of WSP can be achieved if the rural water supply projects are implemented at scale such as Jal Jeevan Mission | | |
| 7 | How best can project contractors and developers intergrate water safety plans into Project Environment and social management planning | | |

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| 8 | How can we effectively use the water safety plans in an emergency situation | Martin Offermann | It depends if the situation was considered within the WSP or not. If yes, you may have defined some corrective actions, which you can implement step by step. This decreases your response time and will lower the damage of the situation. Sometimes emergency situations are covered with a separate crisis management. For the differences see DIN EN 15975-1 and -2. |
| 9 | How do we efficiently address the issue on locality when discussing water scarcity? | | |
| 10 | What is your recommended best digitalization tool for water safety planning | | |
| 11 | What the implementation WSP at Indonesian? | | |
| 12 | What are the most recommended tools to use? What do you recommend "to do" and "not to do" to succeed in the WSP? | | |
| 13 | Could you list commercially available WSP database & app packages,  with recommendations on the best for different use cases? | | |

> **Commented [MO1]:** Should be answered by IWA

> **Commented [MO2]:** Should be answered by IWA

**Questions received from participants via the Q&A:**

| # | Questions | Speaker | Answer |
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| 1 | '@Rui - how do you track multiple control measures against a single hazardous event in excel? | Rui Sancho | Thanks for the question. What we have doing is to extract all the control measures to be monitored and track it in the most simple way we can, even if we can split it between SCADA and EXCEL. |
| 2 | What is about point of consumption? To be sure that the water is safe to drink. | | |
| 3 | What is about point of consumption? To be sure that the water is safe to drink. | | Thanks. Ususally if we control the water in the most relevant points for the drinking water systems, and in preventive measures are in place, at the point of consumption the water is safe. To monitor this we should periodically monitor at the consumption point. |
| 4 | '@Martin - doesn't a 3x3 matrix result in difficulty in ranking risks compared with 5x5 in | Martin Offermann | Yes, from our experience the water suppliers often don't have sufficient data to differentiate for a 5x5 matrix. They have data for pipe bursts or failure of pumps, but not for rare events. |

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| | the WHO/IWA WSP Manual? | | |
| 5 | Thank you Martin for the presentation of this excellent German model. Is the English version available for other organisation than DVGW? ...and what's the price of this software? | Martin Offermann | Up to now it is only available for German water suppliers. But we launch a new version in April which gives the possibility to add other languages. So if someone is interested to adapt it to another country / language, just contact me. The price for German water supplies is 5.600 € for 3 years which is much cheaper than a consulting project in Germany. |
| 6 | '@Martin Thanks for introducing interesting software. Risk determined generally? How do you identify hazard, hazardous events and their frequency at the place? Mari ASAMI, NIPH Japan | Martin Offermann | There are some examples for definitions of what is a low, medium, high consequence or likelihood. The hazards and hazardous events were summarized from technical standards and our experience. It is also possible to add own ones. In the future you as water supplier can suggest relevant events to other suppliers and add it to the general list. |
| 7 | Could TRiM online be available for Swedish water utilities? | Martin Offermann | Up to now it is only available in German. But the new version in April/Mai offers the possibility to add further languages. If you are interested in using it in Sweden, please contact me m.offermann@iww-online.de |
| 8 | What is your expected time frame to respond to hazard occurrence? what sort of crisis control is prepared? | | live answered |
| 9 | What is your expected time frame to respond to hazard occurrence? what sort of crisis control is prepared? | | Thanks. It depends of which hazard we are talkibg about. The risk assessment can help us, risks/hazards with high score or estimated as non-acceptable should be solved primarly than the others. |
| 10 | '@Martin Thank you Martin for the nice presentation. Is there an option to integrate the risk assessment step with QMRA? | Martin Offermann | At the moment, the hazards and events are not as detailed as in the QMRA. Normally you summarize and transfer the results from QMRA in TRiM®online. In the new version you can add own events and refer to a specific parameter like E. Coli. In a software we developed for the Luxembourgian water authority AGE (software LuxWSP), we integrated a module for drinking water analysis. |
| 11 | Thanks! Approximately how many hazards do you installed? Are they covering most hazards? | Martin Offermann | If the question was for me ;): we have about 280 hazardous event and 570 measures for risk control in TRiM®online, which should cover the most relevant events and the requirement from the technical standards. |
| 12 | does the app already have a list of every hazard possible ? | Martin Offermann | If the question was for me ;): we have about 280 hazardous event and 570 measures for risk control in TRiM®online, which should cover the most relevant events and the requirement from the technical standards. |

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| 13 | '@Agung, thanks for the presentation. Is there any WSP (RPAM) guidelines launced by the Indonesian government? | Agung P. Kasuma | thanks for the question, yes.. there is WSP guidline, hopefully will be launch this year by the ministry of public housing (PUPR) |
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| 14 | '@Martin Thanks a lot. It's great to know. Mari Asami, NIPH, Japan | Martin Offermann | Thank you, and greetings to Japan! |
| 15 | '@Agung Pak Agung Are there any attempts to hack the system from outside, and what are the prevention efforts? | Agung P. Kasuma | thanks for the question, but yes.. we have some protection from the server and the software.. using firewall system and framework to develop the software.. |
| 16 | from what I understanding till now, those software help work place going smoothly, each instituation has own software. | | |
| 17 | is all of software follwing a global standared or it's different | | live answered |
| 18 | is all of software follwing a global standared or it's different | | i think, every country have its own water safety standar document, but still referring to WHO document and the software must be based on that document, like in indonesia version.. |
| 19 | is all of software follwing a global standared or it's different | Martin Offermann | I agree. But in the end it doesn't matter which approach you are using as long as you define and implement the right measures for risk control reducing your risks. |
| 20 | Is there a risk that platforms provided by third parties may be discontinued? How could this risk be managed?! | | Hi Rory, that is certainly a risk. In our case we maintain the data captured in IRIS on our own servers so the risk is more that the software will no longer be supported/updated rather than that our data will dissapear entirely. |
| 21 | '@Matthew - has the investment in this type of software been worth it? Have you studied/measured the positive impacts of having such a robust system? | Matthew Higginbotham | Hi Angela, it's difficult to quantify a monetary cost/benefit for the software. Melbourne Water has a really complex set of operations, stakeholders and obligations to keep track of so for us I think its absolutely worth the investment. For a smaller utility it may not be worth the expense/effort for a custom made software, especially if there is an off the shelf software already available that can meet most of the needs. |
| 22 | For those who made transition from paper based to online platform, what are the most challenging encounters in the transition? And what are the most critical resources that have to | Martin Offermann | I think it depends on the interfaces. It is of cause some work to transfer the content. That's why we integrated a Excel-import in the new version. So you just have to match the methodology. On the other hand a web application needs of cause some training or tutorial videos. As many work with MS Excel it is easier at the beginning. |

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| | be in placed prior the transition? | | |
| 23 | TRIM program has student version? | Martin Offermann | No, but there is a free demo version with a reduced number of hazardous events (only 3 ;) ) |
| 24 | '@Pak Agung: thanks for the insights! Two Qs: 1) which departments are actively using the WISE tool? 2) how many utilities in IND are using such a system at the moment? | Agung P. Kasuma | thanks for the question, (1) mostly all technical officer using this web portal, because in this app shows what their monitor like critical limit, and asset management  (2) its our internal software, and integrated to our existing system, so there only us to using it, but our ministry will cloning what we do and send to every utilities in indonesia.. |
| 25 | Has anyone cross-checked the results gained with different tools to see the assesment of risks and results? | | Irrespective of the system how you manage the risk will dictate the outcome. Tools are there to assist open and transparent management of the system |
| 26 | '@Matthew - How long did it take to develop/implement the software ? | Matthew Higginbotham | Hi Dai, I'm not sure how long it took to implement originally.  We first implemented in 2016 and have continuously improved since then. |
| 27 | What are the main challenges in implementing a water safety plan in Indonesia? mr agung | | |
| 28 | What are the main challenges in implementing a water safety plan in Indonesia? mr agung | | suwun pak gigih, the main challanges still mindset of the water works, its continuity water first then the quality.. |
| 29 | What could you comment about the capacity building of staff and stakeholders? How could we motivate people to get involved in the WSP implementation? | | Thanks for the question. What we have doing is to extract all the control measures to be monitored and track it in the most simple way we can, even if we can split it between SCADA and EXCEL. |