Licensee name:	Northern Ireland Water
Reporting year:	2025/26

The following training has been provided to our staff over the last year.

Due to funding constraints, NI Water has not yet been able to deliver full company-wide training in line with ISO 22458:2022. However, in line with the Licenese expectations, priority has been given to frontline and customer-facing staff, where the risk and impact of customer interaction is highest.

All training below is reflective of that offered within the reporting period:

Targeted training for customer-facing teams:

- **Written Complaints and Executive Mail Team (DG7):** Management and senior agents trained on 9th March '26.
- **Meter & Billing contacts team (DG6):** Management and senior agents trained on 9th March '26.

The programme included dedicated modules on:

- Identifying and understanding different forms of vulnerability, including physical, cognitive, temporary and crisis-related vulnerability
- Recognising hidden vulnerabilities and supporting customers with communication barriers
- Promoting and applying Customer Care Register processes and Jam Card awareness
- Managing interactions with distressed or vulnerable customers using de-escalation and communication techniques
- Delivering empathetic communication across telephone, written and face-to-face contact channels

Wider organisational awareness sessions:

- Other NIW teams received customer vulnerability training via two training sessions on 27th February and 13th March. This training included staff from; Customer Service and Compliance, Business Unit, Water Networks, Meter & Billing, Apprentices, Asset Delivery, Secretariat, Apprentices

Contractor training:

- **Echo Managed Services (call centre contractor)**
  5 new onboarded contact agents received vulnerability training in May '25.

  Ongoing knowledge reinforcement is provided through regular vulnerability learning questions sent to agents via knowledge retention tool, Clever Nelly on a regular basis.

Additional organisational accreditation:

All NI Water staff, contractors, and sub-contractors completed Jam Card training/accreditation in 2023, supporting awareness of hidden disabilities and communication needs.

This approach ensures training is proportionate to staff roles and aligned to the nature and frequency of customer interaction

We have partnered with the following organisations who we can refer to you for further support, if needed.

Please list the consumer body(ies) that you are in partnership with to offer warm handovers.

Applies to all Licensees

We have a formalised partnership with NIE Networks for a warm transfer handover.

We have recently established partnerships with Mindwise, The Consumer Council of Northern Ireland and NEA NI.

We provide a special identification service for our employees when they are visiting your home. This includes the operation of a password scheme and a telephone based identification scheme.

Please set out the methods your companies used to meet this requirement (for example, information on the Quick Check 101 scheme, if applicable).

Applies to all Licensees

Employee & contractor identification

All NI Water employees, contractors and sub-contractor authorised to attend customer premises are issued with an an official NIW identification pass that includes:

- **Name of the individual**
- **Unique Serial Number**
- **Date of Issue**

The issuing and management of these passes are controlled and subject to regular audit by NI Water's estates team.

Quick Check 101

NI Water supports the Quick Check 101 scheme, which enables customers to independently verify the identity of individuals claiming to represent utility providers.

Customers can contact the Quick Check service via telephone to confirm whether a visit is legitimate, providing an additional layer of reassurance.

This scheme is actively promoted through customer communications, including niwater.com, and is particularly important in supporting customers who may be concerned about bogus callers.

Password scheme

NI Water operates a password verification scheme for customers registered on the Customer Care Register.

This allows customers to request a pre-agreed password, which can be used to confirm the identity of staff attending their property.

The password scheme provides an additional safeguard for customers in vulnerable circumstances by enabling them to verify that the visiting representative is authorised by NI Water.

We provide the following alternative formats of communications for those customers who require it. These are free of charge.

Please list all the alternative formats of communication you have available.

• NI Water ensures that all customer information materials, including Codes of Practice, terms and conditions, and complaints procedures, are provided free of charge in accessible formats. These formats include Braille, large print, and audio (CD and audio tape), in order to meet accessibility and inclusion requirements.

• Online – recite me/reachdeck on the website. Web chat and External Knowledge Base (search bar) also provide alternative channels of communication for customers.

We provide the following additional services for consumers in vulnerable circumstances.

Please include a list of the additional services available to your customers because of their age, disability, or chronic illness and/or who are represented by UR's vulnerability definition.

Applies to all Licensees

Doorstep Service

If you have a hearing difficulty we will knock the door louder and speak clearly when we call with you. If you have a mobility problem we will allow more time for you to answer the door.

Password scheme

You can ask for a password to help you identify our staff. Please arrange a password with us. Our staff will always use this password when they visit you.

If someone claims to work for us but does not know your password, do not let them in.

Instead, please get in touch with us and we will check to see if the caller really works for us.

Carers Contact Service

You can name a carer or relative who:

- can contact us on your behalf
- we can contact if we need to reach you at anytime
- we can post information directly to

Special Advice

We will try our best to resolve any concerns you may have by phone. If we can't, we will arrange an appointment to visit you at your home.

Accessible communication formats, including:

- Braille
- Audio formats
- Large print

Support for customers with communication needs

Including deaf or vocally impaired customers

Priority services during supply interruptions:

Including additional support for customers with medical needs (e.g. dialysis) and bottled water arrangements.

Proactive engagement and review of customer needs:

We reach out to customers annually to ensure they wish to be on the Customer Care Register and distribute a newsletter to them. We also deliver bottled water annually to CCR customers as part of our Winter Readiness campaign.

We conduct research and engage with consumers in vulnerable circumstances

to help us understand how effective our processes are for vulnerable customers and to identify any ways we can improve.

Please provide a copy of your research report. The research must have been conducted, reported on and published within the last two years. The same research and report can be applicable to meet this requirement for two subsequent years in a row.

Applies to all Licensees

On October 2024, we engaged IPSOS UK to conduct research around awareness of our Customer Care Register.



24-015081 NI Water Customer Care Regist

This can be found on NIW's website at the following location;

https://www.niwater.com/education-and-the-community/community/customer-care-register

Pdf version

Optional: Any additional Information

Licensees may wish to include any further information relating to the Code of Practice on for Consumers in Vulnerable Circumstances.

NIW are preparing to launch a new animation on our website and social media platforms that will present CCR offerings in a clearer, more accessible way, helping customers understand what the CCR is and how they can join.

NIW also continues to engage with local communities through a range of events, such as the Maternal Mental Health event in Belfast City Centre,

the Moira Friendship Group Open Morning, and various council-led initiatives, where the CCR has been promoted.