

Loss of water supply

You should always be prepared for an interruption to your water supply. We recommend that you:

- Find out how your medical equipment operates. If you are unsure ask your health professional.
- Have adequate water storage.
- Consider the possibility of staying somewhere else during a prolonged interruption to your supply.

If you are on our Register and you don't have water, we will prioritise you to get bottled water.

Flooding

We understand the distress and inconvenience caused when homes are flooded.

If you have mobility or eyesight problems you may find it difficult to get out of your home safely if flooding occurs. We therefore recommend that you have a planned way out of your home which you are familiar with.

If you are on our register and flooding occurs, we will prioritise our response to ensure that we are with you as quickly as possible.

Customer care register



If you wish to register, please call Waterline

How to contact us



03457 440088

(calls charged at local rate)



Text Relay Service:

03457 440088



E-mail: waterline@niwater.com



Website: www.niwater.com

PO BOX 1026, Belfast, BT1 9DJ

www.niwater.com

Customer Care Register

NI Water provides essential services for all our customers throughout Northern Ireland.

We offer a range of free additional services if you have a disability, are an older consumer, have a serious medical condition or need extra help for any other reason.

You need to join our Customer Care Register to get the extra free services you or anyone in your household would like to receive.



**If you wish to register,
please call**

**Waterline
03457 440088**

Doorstep 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 if the caller is a genuine NI Water employee.

Bogus Callers

Quick Check 101 is an initiative to help stop bogus callers. Under the scheme, residents can call 101, the police non-emergency number, to check the identity of callers to their home who claim to represent a water network company.

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.

Staying in Touch

NI Water will write to you on an annual basis to confirm your details, however should your circumstances change or contact details need updated, please contact us on Waterline,

📞 03457 440088

Information leaflets

All our information leaflets and letters are available in Braille; in large print; and on CD and audio tape.

www.niwater.com