

northern ireland
water



Delivering what matters

Working to ensure the delivery of **essential services during COVID-19**



CORONAVIRUS (COVID-19)

**WE ALL
MUST DO IT
TO GET
THROUGH IT**



STAY HOME



KEEP DISTANCE



WASH HANDS

niwater.com/covid19

NI Water is responsible for delivering water and wastewater services to approximately

800,000

homes and businesses across the whole of Northern Ireland.



The Government has officially designated NI Water's workforce necessary to deliver water and wastewater services as 'key workers' in a critical public service.

This means that NI Water staff and various support teams have never been more essential to the health and wellbeing of our customers than now, and we would ask the public to be supportive of our workers during this difficult time.

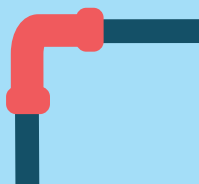
Every day, NI Water and our support teams – such as contractors, site supervisors and maintenance personnel – work tirelessly to ensure:

- that water supply interruptions are avoided or minimised;
- that faults in the network are fixed as quickly as possible, and;
- that our facilities are maintained, upgraded and replaced as required to provide this vital service for the public.

These measures are necessary to ensure that drinking water is treated and supplied to customers and that wastewater is collected, treated and returned safely to the environment.

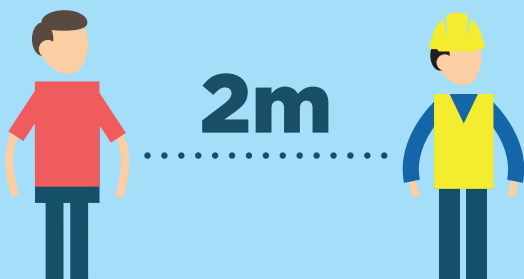
NI Water would like to reassure the public that this work will continue throughout the COVID-19 crisis, with our staff and support teams working on sites across Northern Ireland to maintain essential water and wastewater services.

NI Water, and anyone working on our behalf, will follow government health advice to make sure our customers and our workforce stay safe during this unprecedented global pandemic and are implementing extensive safety processes when working to deliver water and wastewater services for Northern Ireland.

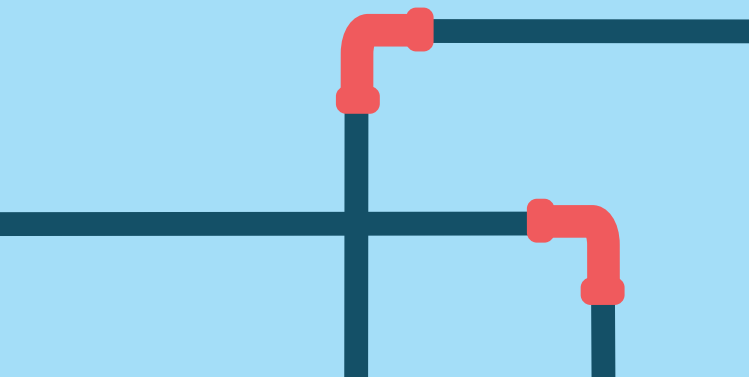


With a piped network of over 42,000km and over 2,000 water and wastewater installations across Northern Ireland, we are proud of the vital work that our staff and contracting teams carry out to keep water and wastewater services flowing in the communities they serve.

If you see our teams out working, please be assured that they are there to ensure we can meet your water and wastewater needs. We are all practising social distancing - our priority is to keep customers and colleagues safe. To help us do this, please keep a minimum of 2m distance from our workers while they carry out essential work in your area.



**Please stay at a
safe distance**



A few key points to remember:

- If we need to visit your home during this time, to keep you and us safe, please make our staff aware if you are self-isolating. We will also ask you to respect social distancing for our colleagues if they are on your property.
- Remember wipes will clog the sewers and result in blockages and flooding – never flush a wipe. For further information log on to www.niwater.com/bag-it-and-bin-it/
- Beware of Bogus Callers – if you are concerned about the identity of someone at your door, you can call the PSNI non-emergency number '101' where you will have the option of a 'Quickcheck' to confirm the caller is from the utility they say they are.
- Do not let children go near work sites or equipment, these can be extremely dangerous.
- Text Alert Service - NI Water is encouraging customers to sign up to its free text alert service which keeps them updated about anything that may impact on their water supply or any of our other services in the area. Please register your details at:
www.niwater.com/register-for-keeping-you-informed
- Water has never been more important with handwashing being a key weapon in the battle against COVID-19.

niwater.com/covid19

Information on water supply issues affecting your property are also available 24/7 simply by logging onto www.niwater.com/current-service-updates/

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