

Delivering what matters despite COVID-19

Water plays an essential role in the battle against COVID-19 with regular, thorough handwashing and staying hydrated being advised as two of the main ways to fight it. The implementation of our business continuity plans and pandemic major incident plan have helped us to protect the delivery of our water and wastewater

services since the start of the pandemic in late 2019/20. This has required us to change and adapt our ways of working.

Here's some examples of how our people maintained the supply of essential water and wastewater services during this challenging time.



Mechanical and electrical operatives carrying out repairs



Tankering duties at a fast fill point during the high demand event in May 2020



Mechanical and electrical operative repairing a screen



Submersible pump removal from 11 metre wet well at a wastewater pumping station



Networks Distribution technician on pumping duties during the high demand event in May 2020



Mechanical and electrical operative fitting a greaser



Analytical chemist in our clean water laboratory



Mechanical and electrical operative checking return liquor pumps



NI Water staff manning the hand sanitiser production line

