

CODE OF PRACTICE

northern ireland
water



Delivering what matters

Water Supply Services



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We're committed to giving you the service you expect, all day, every day. We work hard to make sure you always receive a high-quality service, and we monitor our performance very carefully.

Delivering the very best water is our top priority. The quality of drinking water in Northern Ireland must meet high standards.

All our information leaflets and letters can be requested in the following formats:

- Braille
- large print
- CD and audio tape.

The information leaflets can all be downloaded from niwater.com

Our Promises: at a glance

The quality of your water

- If you think the water has made you ill, and you call us before 4pm, we will visit before midnight on the same day to take a sample. If you call us after 4pm, we will visit you before midday the following day to take a sample. If initial sample results do not pass our test parameters, we'll let you know within 72 hours. You will be notified of the full test results within 10 working days.
- If sample results are satisfactory from your property, you'll be notified of the full test results within 10 working days.
- As soon as we find a potential health problem, we'll tell everyone who may be affected what to do. This may mean boiling water before you use it, or (in exceptional circumstances) not using it until we've carried out more tests.

We'll give this advice by:

- putting information on our website, social media and in local newspapers
- posting a notice to you
- phoning or visiting you if necessary
- making announcements during news bulletins on TV and radio stations
- sending you a text message if we have your mobile phone number.

Supplying water to you

- We'll investigate for you, free of charge, if you think your water pressure is too low. We aim to visit within 2 working days. Once we've investigated, we'll tell you what we've found and what we may be able to do.
- We aim to give you water at a pressure of at least 15 metres head at the stop tap at the boundary of your property.
- We'll keep a register of properties where pressure is less than the minimum standard, so that we can target improvement work.

If you lose your water supply

- We'll provide up-to-date information about planned maintenance and unplanned interruptions to supply on our website. This will include estimated restoration times. Please note, the estimated restoration times may be updated as work progresses.
- If we plan to turn off your water for longer than four hours, we'll give you at least 48 hours' notice in writing to tell you:
 - o the date and time we'll turn off the water
 - o when we expect to turn it back on.
- In an emergency we aim to turn your water supply back on within 12 hours, sooner where operationally possible, when there is an unplanned interruption.
- Repairs to larger water mains may take longer, but we aim to turn your supply back on within 24 hours.

Our Promises: at a glance

continued

- We'll make alternative water supplies available as soon as practically possible if we know you won't have water for more than 24 hours.
- We'll consider the locations of these alternative water supplies, considering urban and rural settings.
- If such an incident occurs, we'll post the locations of any static water tanks we've made available on our website.

Lead pipes

- We'll replace our communication pipe free of charge if you replace your lead supply pipe out to the boundary of the street. Please read our guidance document (available online) and complete a Lead Pipe Replacement (LPR) application before proceeding with any alterations to your pipework.

Work on public roads

When we carry out work on public roads:

- We'll provide advance notice to road users where necessary. Our advance notice signage is placed on site and

includes start and end dates. We'll also advise if the work is going to take place outside of normal working hours, for example at night.

- We'll inform local business owners and residents if we potentially have to close a footpath.
- We'll try to cause as little disruption as possible.
- We'll make sure the work is safe for the public at all times.
- We'll restore the road or footpath to a safe, usable condition and to the standard set out in the Street Works (Northern Ireland) Order 2007. Temporary reinstatement to allow for settlement may be required in some cases.

Getting land to lay new mains

- We'll tell you in writing at least 42 calendar days before the work starts if we need to make changes to a water main that goes through your land.
- We'll advise you in writing providing at least 3 months' notice before we start

the work if we are going to put in a new water main.

- We'll arrange for someone to visit you to explain what will happen and tell you what your rights are if we need to use our right to acquire land. These time limits do not apply for water mains you or a developer asks for.

Connecting new pipes to the water main

- We'll tell you our decision within 14 calendar days of the date we receive your application, unless there are particular constraints that prevent us from doing so.

In this case, we'll contact you to review your proposal and consider any additional information you may offer before issuing a response. If we approve your application, we'll tell you:

- what charges you'll have to pay
- the conditions you'll need to meet.

Our Promises: at a glance

continued

What to do if there's no water main to connect to?

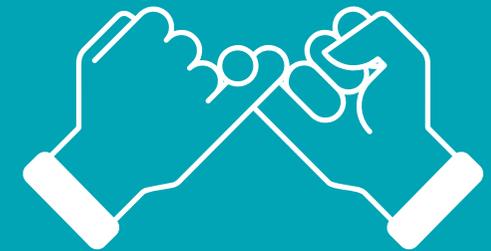
- We'll tell you our decision within two months of the date we receive your application.
- We must make a new water main available for you to use, if we agree to provide it, within three months of the day you pay the charges or the day we agree the connection details, whichever is later. Some major schemes need longer than three months to provide, so we may extend the time limit by agreeing this with you.
- We'll provide a water main extension by an agreed date if you've paid a deposit. If the work is delayed, you'll be entitled to interest for each three-month period. The rate of interest is set by the Utility Regulator.

Responding to you Answering your questions

- We'll answer the phone within 45 seconds when you call.
- We'll try to deal with your questions straight away if you phone us.
- We'll reply within 10 working days, or sooner if possible, if you write to us.
- We'll explain what we need to do and we'll contact you within 10 working days, or sooner if possible, if we need to investigate your complaint.
- If you make a complaint in writing or by mail, it will be assigned to a Customer Service Officer, who'll keep you informed while any necessary investigations are progressing.

Keeping appointments

- When we make an appointment with you we'll aim to agree a time that suits all parties.
- We'll try to keep all appointments. If we need to cancel or change an appointment, we'll give you at least 24 hours' notice.
- We'll try to let you know if an emergency prevents us from keeping an appointment.





The quality of your water

Your water supply must meet certain standards set out in law. Every year, we perform over 110,000 tests on water samples to make sure your water is clean and safe. We take these samples from our water treatment works, service reservoirs and at customer taps. To check the water quality in your area, including hardness and dishwasher settings, you can search using your postcode on our website: www.niwater.com/water-quality-results

Our Drinking Water Quality Report, published annually, can also be downloaded from that web page.

Historical Northern Ireland Water Drinking Water Quality Public Registers & Individual Customer Tap Results can be accessed online:

www.opendatani.gov.uk/dataset/ni-water-customer-tap-authorized-supply-point-results

What to do if you're unhappy with the quality of your water

If you are worried about your drinking water, visit niwater.com or call Waterline. If appropriate, we'll take samples to test and let you know the results.

Our Promises

- If you think the water has made you ill, and you call us before 4pm, we'll visit before midnight on the same day to take a sample. If you call us after 4pm, we'll visit you before midday the following day to take a sample. If initial sample results do not pass our test parameters, we'll let you know within 72 hours. You'll be notified of the full test results within 10 working days.

- If sample results are satisfactory from your property, you'll be notified of the full test results within 10 working days.
- As soon as we find a potential health problem, we'll tell everyone who may be affected what to do. This may mean boiling water before you use it, or (in exceptional circumstances) not using it until we have carried out more tests. We'll give this advice by:
 - putting information on our website, social media and in local newspapers
 - posting a notice to you
 - phoning or visiting you if necessary
 - making announcements during news bulletins on TV and radio stations
 - sending you a text message if we have your mobile phone number.

Supplying water to you

We aim to provide you with enough water for everyday things such as drinking, washing, cooking, running your central heating and flushing the toilet.

Water pressure

We aim to provide water at a pressure that reaches the top of the highest floor of every building (unless this floor is so high that water will not flow to it under gravity from our service reservoir or tank supplying it). We aim to provide a higher standard of service than this, but there are still some areas where the pressure does not reach the minimum standard. We keep a register of these properties.

If your home is less than 15 metres below the point at which the water leaves the reservoir, we can ask you to fit a cistern capable of holding enough water to last you for 24 hours. If you disagree, you can ask the Utility Regulator to make a decision.

Water pressure is measured in “bars” or “metres head” with 1.5 bar, or 15 metres head, being the equivalent to the force required to push water up to the height of 15 metres.

You can normally expect to receive water pressure of at least 15 metres head at the stop tap at the boundary of your property. This means that water will rise and fill a storage tank on the second floor of your home. Usually, it will also mean that it takes about 30 seconds to fill a 4.5 litre bucket from your kitchen tap.

Many things can affect water pressure and how quickly the water flows, including:

- how high your home is above the water main
- how much lower it is than the reservoir
- how far your home is from our water main
- the condition of your supply pipe
- the plumbing inside your home
- leaks from pipes or burst water mains

- whether you share a supply pipe with another property
- whether other people in the area are using water at the same time
- the number of appliances using water at the same time in your home
- if we are carrying out maintenance work.

Our Promises

- We'll investigate for you, free of charge, if you think your water pressure is too low. We aim to visit within 2 working days. Once we've investigated, we'll tell you what we've found and what we may be able to do.
- We aim to give you water at a pressure of at least 15 metres head at the stop tap at the boundary of your property.
- We'll keep a register of properties where pressure is less than the minimum standard, so that we can target improvement work.

If you lose your water supply

We aim to provide a continuous supply of safe drinking water to each customer connected to our system. If you lose your water supply, first check with your neighbours to see if their supply is also affected. If not, it's likely that there's a problem with your private pipework. Sometimes we may have to turn off your water supply to carry out essential work.

Please visit niwater.com or call us on Waterline to find out:

- why you have lost your water supply
- when we are planning to turn your water supply back on.

In an emergency, such as a burst water main, we'll not be able to give you notice, but we'll turn your supply back on as quickly as we can.

Keeping you informed

NI Water is committed to improving the service we provide to our customers. If something affecting you or your property occurs, you need

to know about it as soon as possible. If you provide us with your current mobile telephone number, we can send you text messages to alert you to potential unplanned interruptions to your water supply.

The "Keeping You Informed" service is totally free, easy to register for, and you will only get messages about your NI Water services. To sign up, visit: niwater.com/register-for-keeping-you-informed/

You can also call Waterline to sign up.

Our Promises

- We'll provide up-to-date information about planned maintenance and unplanned interruptions to supply on our website. This will include estimated restoration times. Please note, the estimated restoration times may be updated as work progresses.
- If we plan to turn off your water for longer than four hours, we'll give you

at least 48 hours' notice in writing to tell you:

- o the date and time we'll turn off the water
- o when we expect to turn it back on.
- In an emergency we aim to turn your water supply back on within 12 hours, sooner where operationally possible, when there is an unplanned interruption.
- Repairs to larger water mains may take longer, but we aim to turn your supply back on within 24 hours.
- We'll make alternative water supplies available as soon as practically possible if we know you won't have water for more than 24 hours.
- We'll consider the locations of these alternative water supplies, considering urban and rural settings.
- If such an incident occurs, we'll post the locations of any static water tanks we've made available on our website.

Customer Care services

If you have a medical condition that needs a continuous supply of water, please let us know. Contact Waterline and register on our free Customer Care Register so we can tell you beforehand if your water supply may be interrupted by any work we're planning

If you're on our Register and you don't have water, we'll prioritise you to get bottled water or a small tank of water. Our Customer Care Register offers a range of free additional services to customers who are older, have a disability, a serious medical condition or who need extra help for any other reason.

Please visit our website for more information and to join the Customer Care Register: niwater.com/customer-care-register/

You can also call Waterline.

**Register
online for our
Customer Care Register**



Protecting water supplies

There are strict rules to prevent the public water supply being polluted, wasted, misused or used without permission. Our Water Regulations Enforcement team can give you free advice. For more information, please visit niwater.com or call Waterline.

Saving water

Whatever the weather, water is precious. We should all do everything we can to save it. On average, each of us uses about 150 litres of water a day. We are committed to encouraging people to save water. As part of our water efficiency plan, we work to identify and reduce the number of leaks on our pipes. If you notice a water leak, please let us know.

You can report a leak using our simple online form: niwater.com/report-a-leak-or-burst-pipe/

You can also call Leakline on 08000 282011. More information is available in our 'Dealing with Leaks' Code of Practice, available online.

Some easy ways you can save water

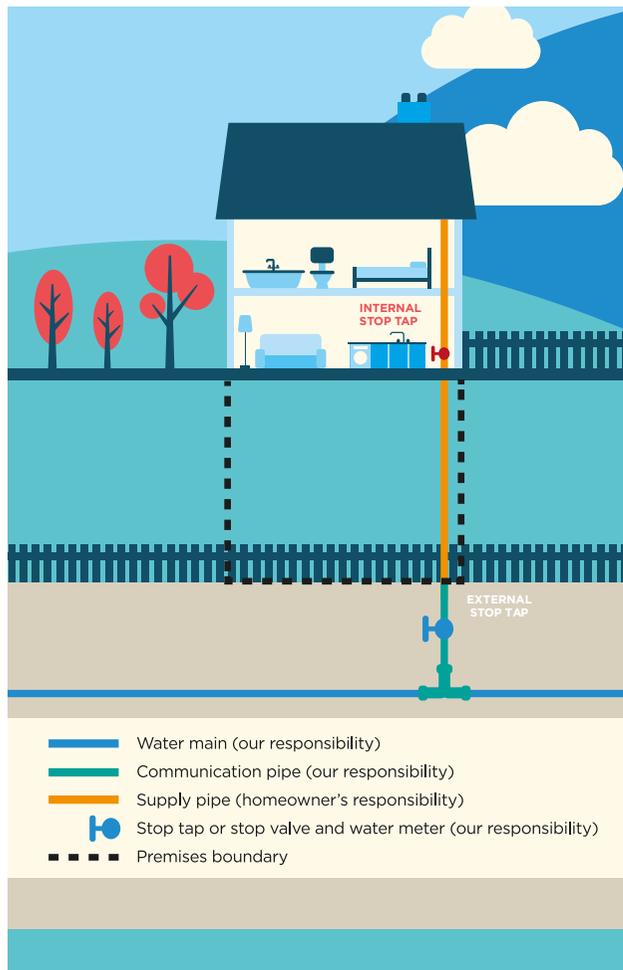
- Turn off the tap. Simply turning off the tap while brushing your teeth, washing your hands or shaving can save over 6 litres of water every minute!
- Let the 'yellow mellow'. Toilet flushing is one of the biggest water users in most homes. Consider only flushing the toilet when you really need to. Adding a toilet cistern bag to your cistern will reduce the amount of water used in every flush.
- Take shorter showers. Why not challenge yourself and your family to shower one minute quicker? In a year you could save up to 10,000 litres of water!
- Take a shower instead of a bath. One bath can use up to 100 litres of water, whereas an efficient shower uses under 50 litres. But remember: power showers can use more water than baths.
- Use a bowl for washing vegetables. A running kitchen tap can use up to 20 litres of water every minute. You can reduce water waste by using a bowl to wash and prepare your vegetables.

Then you can use the water to rinse your recycling.

- Make full use of your washing machine. Half-load programmes use more than half the water and energy of a full load, so wait until the machine is full before switching it on.
- Lawns are great survivors. Even when they look dry and brown, they'll spring back with the first heavy rain, so do avoid watering them wherever possible. Collect rainwater in a waterbutt. The water can then be used to water your lawn and plants when a dry spell hits.
- If you're looking for a new washing machine or dishwasher, choose one that saves water. This also saves electricity, which will save you money too.
- Lag your pipes (insulate them) to protect them from frost and to prevent them from bursting.

For more information, visit our website or phone Waterline.

Responsibility for pipes



What we're responsible for

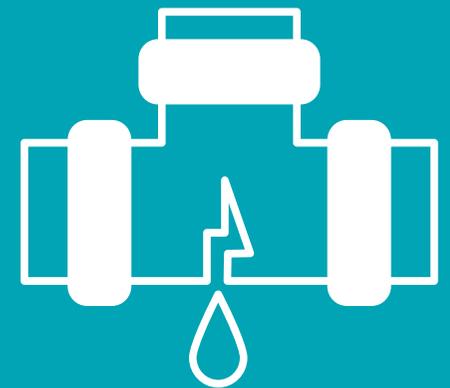
We're usually responsible for looking after the water main and the pipe that runs from the water main to the boundary of the street, including the stopcock. This is known as the 'communication pipe'.

What you're responsible for

You're usually responsible for any pipe between the boundary of the street (or from the water main if it is not laid in the street) and your home. This is called the 'supply pipe'. You're also responsible for the plumbing inside your home. For more information on who is responsible for shared water supply pipes, visit our website or phone Waterline.

Leaks

We're responsible for repairing leaks on our water pipes. You're responsible for the pipework within your property. If there's a leak on your supply pipe, we'll tell you to repair or replace the damaged section of pipe. If you think you have a leak, you can get more details in our 'Dealing with Leaks' Code of Practice.



Lead pipes

Most lead found in water comes from lead pipes supplying old buildings and from plumbing inside the home. If you replace the lead supply pipe in your home and lay a new supply pipe out to the boundary of the property/street, we'll replace our communication pipe free of charge.

In some circumstances, you may be able to get a grant from the Northern Ireland Housing Executive (NIHE) towards the cost of replacing your lead supply pipe. Please phone NIHE on 028 9024 0588 before you start work, or you can visit their website at www.nihe.gov.uk for more details.

If a lead supply pipe is shared and you and your neighbours have agreed to replace it, separate pipes must be laid from each property out to the boundary of the property/street, which we'll connect to the water main. If your neighbours are unwilling to carry out this improvement work, you can still proceed. However, your plumber will need to ensure that any alterations to the common/shared pipe do not interfere or disrupt the water supply to your neighbour(s). If you're not sure if you're supplied by a common/shared pipe, your plumber should be able to check it for you.

Testing for lead in your water

There is almost no lead in drinking water when it leaves our treatment works or our water main. Any lead in drinking water usually comes from lead service pipes or lead pipes in your home (mainly found in older buildings). If you're worried about lead in your drinking water, we can test a sample of your water.

Our Promise

- We'll replace our communication pipe free of charge if you replace your lead supply pipe out to the boundary of the street. Please read our guidance document (available online) and complete a Lead Pipe Replacement (LPR) application before proceeding with any alterations to your pipework.

Shared supply pipes

Sometimes properties share a supply pipe. These would usually be older, terraced houses. If you're not sure if you're supplied by a common/shared pipe, your plumber should be able to check it for you. If you share a supply pipe, you may sometimes find the water pressure in your home is too low, particularly when you use water at the same time as your neighbour.

We recommend that each property should have a separate supply pipe. Please read our guidance document ("Separation of an Existing Supply Application", available online) and complete a Separation of Supply application before proceeding with any alterations to your pipework.

Maps of the public water mains

We keep maps of the public water mains. We don't have records relating to the pipework within private property or shared common supply pipes. To get a copy of a map, please fill in an application form (available on our website) and email to: developerservices@niwater.com or post to Developer Services Team at:

✉ **Northern Ireland Water**
188 Larne Road
Ballymena BT42 3HA

There is a small charge for this service. To discuss your application, or to make an appointment to look at our maps free of charge at the above-mentioned office, please contact us on Waterline.

Work on public roads

Many of our water mains are laid under public roads and footpaths.

Our Promises

When we carry out work on public roads:

- We'll provide advance notice to road users where necessary. Our advance notice signage is placed on site and includes start and end dates. We'll also advise if the work is going to take place outside of normal working hours, for example at night.
- We'll inform local business owners and residents if we potentially have to close a footpath.
- We'll try to cause as little disruption as possible.
- We'll make sure the work is safe for the public at all times.
- We'll restore the road or footpath to a safe, usable condition and to the standard set out in the Street Works (Northern Ireland) Order 2007. Temporary reinstatement to allow for settlement may be required in some cases.

Work on private land

There will be times when we need to enter your property to lay pipes, maintain existing pipes or inspect the water system. We'll always try to talk to you about the work before we send you a notice, but if we have not been able to do so, we'll talk to you during the notice period about what we plan to do.

In an emergency, we may need to enter your land without giving you notice. We will, however, try to contact you first. When we are working on your land, we'll aim to cause as little disruption, inconvenience, or damage as possible. When we finish the work, we'll make good (or pay you compensation for) any loss or damage caused by or as a result of our work. Our Code of Practice on Work on Private Land, available online, will spell out our promises to you in more detail.

Getting land to lay new mains

Sometimes, we need to get land and property to lay new water mains. If we need to do this with your land, we'll try to agree this with you and may pay you compensation when appropriate.

Our Promises

- We'll tell you in writing at least 42 calendar days before the work starts if we need to make changes to a water main that goes through your land.
- We'll advise you in writing providing at least 3 months' notice before we start the work if we are going to put in a new water main.
- We'll arrange for someone to visit you to explain what will happen and tell you what your rights are if we need to use our right to acquire land. These time limits do not apply for water mains you or a developer asks for.

Building over or near a water main

Building over a water main is not allowed under any circumstances. If

you are planning any changes to your property that involve building close to a water main, please read Guidance Note BNW-A236 (available online), and if you have any queries, email our Developer Services Servicing Team (developerservices@niwater.com).

Moving an existing water main

If you're planning any changes to your property that may require alterations to a water main, please read Guidance Note WD-A247 (available online), and if you have any queries, email our Developer Services Servicing Team (developerservices@niwater.com).

Connecting new pipes to the water main

Every property must have its own connection to the water main. It is illegal for anyone apart from us, or an authorised contractor, to connect a property to a water main.



How to apply to be connected to the water main

If you want us to connect you to a public water main, you must apply to us in writing. You can download an application form and information on charges from our website.

Our Promises

- We'll tell you our decision within 14 calendar days of the date we receive your application, unless there are particular constraints that prevent us from doing so. In this case, we'll contact you to review your proposal and consider any additional information you may offer before issuing a response.

If we approve your application we'll tell you:

- what charges you'll have to pay
- the conditions you'll need to meet.

You will have to:

- lay your part of the service pipe, i.e. the supply pipe, out to the boundary/street

(we must be satisfied that the pipe meets our standards)

- pay all our costs
- make sure your part of the pipe meets the regulations covering water fittings
- get any permission you need from other landowners.

If there is already a water main in your street, our charge will include:

- the costs of connecting your property to the main, which includes:
 - o excavating the road
 - o laying our parts of the service pipe (this is also known as the 'communication' pipe)
 - o connecting the service pipe to the water main
 - o providing a stopcock
 - o fitting a meter (non-domestic properties)
 - o reinstatement of the road
 - o connection of your supply pipe.
- a contribution towards our overall cost of supplying water to new customers – this is known as an 'infrastructure charge'.

The work will not start until you have paid the appropriate charges and met any conditions we have set. Once you have done all the work to the correct standard, we'll connect you to the water main – normally within 21 calendar days.

For full service connections, DfI Roads approval is needed and in some cases this may result in needing more than 21 days to complete. You must lay your part of the service pipe before the agreed date of connection. If you do not do this and we're unable to carry out the connection on the agreed date, we may charge you for the visit.



If we refuse your application

If we refuse your application, we'll tell you why. If you don't agree with our decision, you can contact the Consumer Council (details on page 17).

What if there's no water main to connect to?

If there's no water main within the vicinity of your property, you can ask us to provide a new one (either on your own or with your neighbours). This is known as a 'requisitioning process'. We'll give an allowance towards the cost of the new water main. However, this may not be sufficient to cover the full costs, so you may be asked to contribute the difference. More information is available on our website. If you want to discuss what you need to do, email our Developer Services Team (developerservices@niwater.com), call Waterline or visit <http://www.niwater.com/services-for-developers/>

Our Promises

- We'll tell you our decision within two months of the date we receive your application.
- We must make a new water main available for you to use, if we agree to provide it, within three months of the day you pay the charges or the day we agree the connection details, whichever is later. Some major schemes need longer than three months to provide, so we may extend the time limit by agreeing this with you.
- We'll provide a water main extension by an agreed date if you have paid a deposit. If the work is delayed, you'll be entitled to interest for each three-month period. The rate of interest is set by the Utility Regulator.

Electrical earthing

Do not use your water supply pipe as an earth for your electrical installation. You are responsible for safety of the electrical installation in your home. Many houses built before 1966 rely on their water pipe as an earth, but because there are

more and more plastic pipes and fittings in use, this is no longer an acceptable practice. BS 7671 18th Edition, IET Wiring Regulations section 542.2.6 advises against it.

If you are not sure whether your home is earthed properly, ask an approved electrician. You could get advice from an electrician approved by the National Inspection Council for Electrical Installation Contractors (NICEIC). You can contact NICEIC using the information below:

 **NICEIC Head Office**
Warwick House
Houghton Hall Park
Houghton Regis
Dunstable LU5 5ZX

 **Phone:** 0333 202 5721
 **Email:** enquiries@niceic.com
 **Website:** www.niceic.com

Bogus callers

Occasionally criminals visit people's homes and claim to be working for us. These people are 'bogus callers'. They can be men or women and may try to trick you by saying there is an urgent problem with your water. All our staff and contractors working on our behalf carry identity cards with their photo and the NI Water logo on it.

If we are carrying out work, our staff may need to go into your property. Always ask to see their identity card. If someone comes to your door claiming to work for us, please do the following:

- Check that your windows and front and back doors are locked.
- Stop and think, 'Am I expecting anyone?'

- Ask the caller to put their identity card through your letterbox, rather than opening the door.
- If you have one, attach your door chain before you open your door.

If the identity card is genuine, it will have the following information on it:

- a picture of the person at your door
- a unique serial number
- the date the card was issued
- the person's name
- the person's signature
- our logo.

You can check that the person is who they say they are by phoning Quick Check on 101. Your call will be answered by a trained police call handler who will take the details from you and will then

contact Northern Ireland Water to determine whether the caller is genuine. Our staff will not mind waiting while you check their details. If you're not sure, don't open your door.

Password scheme

If you're on our Customer Care Register, 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 doesn't know your password, don't let them in. Instead, please get in touch with us and we'll check to see if the caller really works for us.

QUICK CHECK

Call the police
on 101 for quick check





What to do if you're unhappy with our services

It's important to us always to provide the best possible service. So, if you ever feel we've fallen short of this, we'd like to hear from you. We'll work with you to put things right as quickly as possible and will always try to use your feedback to improve things for our customers.

For details of how we handle complaints, please refer to Our Complaints Procedure, which is available on our website.

Responding to you

These are the standards you can expect from us when you contact us.

Our Promises

Answering your questions

- We'll answer the phone within 45 seconds when you call.
- We'll try to deal with your questions straightaway if you phone us.
- We'll reply within 10 working days, or sooner if possible, if you write to us.
- We'll explain what we need to do and we'll contact you within 10 working days, or sooner if possible, if we need to investigate your complaint.

- If you make a complaint in writing or by email, it will be assigned to a Customer Service Officer, who will keep you informed while any necessary investigations are progressing.

Keeping appointments

- When we make an appointment with you we'll aim to agree a time that suits all parties.
- We'll try to keep all appointments. If we need to cancel or change an appointment, we'll give you at least 24 hours' notice.
- We'll try to let you know if an emergency prevents us from keeping an appointment.

Confidentiality

We treat all information you give us securely and hold it in strict confidence. Access to information by employees and others working on behalf of Northern Ireland Water will be on a 'need to know' basis only. Where we hold personal information, it will be processed in compliance with the Data Protection legislation.

If you authorise somebody else to contact us on your behalf, we may include personal information where relevant to the response.

Independent help and advice from the Consumer Council

If you remain unhappy with how we initially dealt with your complaint or would like free, independent advice, you can contact the Consumer Council. The Consumer Council has the power to act on your behalf and investigate your complaint about our services. It can also provide assistance if you are making a complaint.

 **Consumer Council**
Floor 3, Seatem House
28-32 Alfred Street Belfast BT2 8EN

 **Phone:** 0800 121 6022

 **Textphone:** 028 9025 1600

 **Fax:** 028 9025 1663

 **Email:** contact@consumercouncil.org.uk

 **Website:** www.consumercouncil.org.uk

Further Information

This Code of Practice is part of a set of information leaflets that give you information about us and our services. The other Codes of Practice in the set include:

‘Sewerage Services’: This gives you information about the sewerage system, who is responsible for pipework, flooded sewers, new connections and our right to enter your property.

‘Dealing with Leaks’: This gives you information on our code of practice on leaks and who owns pipes.

‘Work on Private Land’: This gives you information on our code of practice if we need to work on private land.

‘Billing & Metering for Non-Domestic Customers’: This gives you information on our codes of practice on billing and metering arrangements.

‘Our Complaints Procedure’: This gives you information on who to contact and how we’ll manage your complaint.

We offer a range of other information leaflets, all of which are available on our website.



Other Useful Contacts

The Utility Regulator

The Utility Regulator is the independent non-ministerial government department responsible for regulating Northern Ireland Water.

 **The Utility Regulator**
Queens House
14 Queen Street Belfast BT1 6ED

 **Phone:** 028 9031 1575
 **Fax:** 028 9031 1740
 **Email:** info@uregni.gov.uk
 **Website:** www.uregni.gov.uk

Drinking Water Inspectorate

If you've complained to us about the quality of the water you receive and are not happy with our response or feel we have not fully solved the problem, you can contact the Drinking Water Inspectorate, which will carry out a further investigation.

 **Drinking Water Inspectorate**
Klondyke Building Cromac
Avenue Gasworks Business
Park Lower Ormeau Road
Belfast BT7 2JA

 **Phone:** 028 9056 9282
 **Email:** dwi@daera-ni.gov.uk
 **Website:** www.daera-ni.gov.uk



 **Northern Ireland Water**
PO Box 1026
Belfast BT1 9DJ

 **Waterline**
03457 440088

 **Text Relay Service**
03457 440088

 **Self-Service**
<https://digitalservices.niwater.com>

 **Email**
waterline@niwater.com

 **Web Chat**
www.niwater.com/contact-us/

 **Facebook**
www.facebook.com/niwater/

 **Twitter**
www.twitter.com/niwnews

 **Website**
www.niwater.com