

Bogus Callers

Beware of bogus callers - always ask to see identification.

NI Water employees and their contractors carry an identity card with a photograph of the holder. You can confirm the holder's identity by contacting the Waterline number on the last page of this leaflet.

Site Safety

The safety of the public and its contractors is of paramount importance to NI Water. Construction sites can be dangerous and we would ask that you warn any children under your care of the dangers of entering or playing on or near these sites.

What further communication can I expect about the work?

NI Water will continue to liaise with the public and other key stakeholders throughout the duration of the works.

For further information, please contact Waterline - telephone 03457 440088 or email waterline@niwater.com - quoting, "KA213/ KS834 NI Sewerage Rehabilitation Programme". Information is also available on the NI Water website at <http://www.niwater.com/major-infrastructure-investments/>

Bag it and Bin it – Don't flush it!

NI Water spends approximately £2.5 million a year on clearing blocked sewers. We would like to ask for the public's assistance in reducing these by not placing inappropriate items in the toilet, down a drain or into the sewers.

Further information is available at
<http://www.niwater.com/bag-it-and-bin-it/>

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Sewerage Rehabilitation Programme



What is the Sewerage Rehabilitation Programme?

The "Sewerage Rehabilitation Programme" is an ongoing programme of work that is part of NI Water's commitment to providing an effective sewerage system across Northern Ireland and represents a multi-million pound investment throughout the province.

Due to the age of the sewerage network, there is an increasing need to carry out "rehabilitation" (repair and maintenance work) to ensure optimum service is delivered to customers. As part of the ongoing commitment to improving services to customers, NI Water has a long term programme for the improvement of the existing sewerage network. This leaflet provides information about the investigation and improvement work which will soon be starting in your area.

Initial work carried out by NI Water has identified and prioritised parts of the sewerage network that require rehabilitation. We intend to rehabilitate these parts of the network by repairing and renovating existing sewers, and replacing sewers that are beyond their useful lifespan.



What will the work entail?

The proposed work will be carried out in two Phases.

Phase I will be the investigation stage, where surveys of the existing sewerage network will be conducted. This utilises a CCTV system to check the sewers to locate any defects. Other work such as the cleaning of sewer lines using high pressure jetting equipment may be required to facilitate the surveys.

Phase II will be the execution of rehabilitation work confirmed by Phase I. This may involve the relaying, relining or repair of existing sewers. Wherever possible the work will be carried out using specialist "no-dig" or "low-dig" methods which aim to minimise disruption. Where these methods are not possible, work will be carried out by "traditional" open trench methods.

What benefits will the work provide when completed?

When completed the work will:

- Improve the condition of the system
- Reduce the likelihood of sewer collapses and blockages
- Reduce the associated likelihood of out-of-sewer flooding
- Reduce long term disruption to customers as a result of ongoing maintenance
- Reduce long term maintenance costs

How will the work affect me?

As with all work of this nature, there will be an element of disruption and traffic lane closures/road closures may be required at some locations to allow the work to be completed safely. Whilst the majority of NI Water's sewers are located in public roadways and footpaths, some are located within private property.

Occasionally in the course of our work, it may be necessary to access manholes/sewers on your property. In such instances, we will contact you and, where possible, a member of our site team will visit you to discuss the work before it starts.

Any lane/road closures will be agreed with Transport NI and signage will be put in place to inform the public in advance. We will work closely with our contracting partners and Transport NI to minimise vehicular and pedestrian traffic disruption as much as possible. We will maintain pedestrian access to your property at all times and will do our best to maintain vehicular access while the work is carried out.

On occasions due to location and nature of works it may be necessary to carry them out during the evening/night time hours. This is to allow the works to be carried out safely, protecting the safety of road users, the public and construction workers, and also to reduce the impact on road users/businesses.

NI Water fully appreciate that work of this nature can be disruptive particularly at night and we will take every measure possible to keep this to a minimum including:-

- As far as possible completing the noisiest work activities prior to 11pm
- The use of silenced equipment such as generators/pumps
- Where possible we will also seek to minimise the disruption by not working every night in succession on long duration projects.

We would like to thank the public in advance for their patience and cooperation while we complete this programme of essential rehabilitation work.