

# Bogus Callers

If there is someone at your door claiming to be from Northern Ireland Water, please take the following action:

- Attach your door chain if you have one, before opening the door
- Ask to see a photographic identity card from the caller (this can be posted through the letterbox)

**If in doubt, keep them out.**

Northern Ireland Water staff carry photographic identification cards and won't mind waiting while you confirm their details. Phone Waterline on **03457 440088** to check:

- Name
- Serial Number
- Date of Issue

**Remember**  
– No Identity, No Entry



# Contact

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

 **Waterline:**  
03457 440088

 **Text Relay Service:**  
03457 440088

 **Email:**  
waterline@niwater.com

 **www.niwater.com**

 Facebook: Northern Ireland Water

 Twitter: @niwnews

## BURST PIPES

Call a qualified plumber. NI Water recommends contacting an approved plumber of the SNIPEF scheme on **0845 224 0391** or refer to [www.needaplumber.org](http://www.needaplumber.org) to find your nearest approved plumber.

Plumbers name:

Telephone number:

# Protect your home from... bogus callers, blocked pipes & flooding



Keep this leaflet in a safe place where you can refer to it quickly in an emergency.

# Bag It & Bin It – Don't Flush It!

Sewers and drains are only designed to deal with three things:

1. **Human Waste**
2. **Toilet Tissue**
3. **Water**

Anything else could be a real hazard and cause blockages in the drains, the sewerage pipes or at the treatment works. Flushing the wrong materials can lead to blockages near your property, leading to raw sewage flooding into, or around your home.

Even if items claim to be flushable, they should be disposed of either by recycling or in your bin.

## DO NOT FLUSH ANY OF THE FOLLOWING:

- Sanitary products
- Disposable nappies
- Liners
- Baby wipes
- Cleaning wipes
- Contraceptives
- Cotton buds
- Cotton wool
- Razors
- Toothbrushes
- Contact Lenses
- Incontinence pads
- Colostomy bags
- Bandages
- Plasters
- Syringes and needles
- Medicines
- Tights
- Dental floss
- Cigarette butts
- Adult fresh wipes

# Stop and Think. Not down the sink!

Fat, oil and grease cause major problems to drains and sewers. In liquid form it may not appear to be harmful, but if you pour it down the sink it cools, congeals and hardens. Even if you use detergent and hot water the fat will solidify when it hits the cold sewer walls. This will eventually block the sewer, cause flooding and increase the risk of rat infestations.

You should scrape plates and pots into the bin before washing in the sink and use strainers in sink plugholes. Allow fats/oils you've used in cooking to cool and either put in the bin or make a bird feeder.

## FAT FACTS:



- Fat cools and hardens when it enters the sewer.
- Fats can build up in a sewer to such an extent that the sewer blocks, causing raw sewage to escape.
- You can recycle vegetable oils and fats, and help wildlife at the same time, mix cooled fat with bird seed, nuts, bacon rind etc and hang it in trees for the birds to enjoy.

**Advice for Business** – Businesses Seeking advice on oil disposal should contact the Northern Ireland Environment Agency (NIEA).

# Have you suffered flooding?

We are sorry if you have recently suffered flooding to your home or garden. Where appropriate NI Water will carry out an initial decontamination. Typically this could consist of:

- Removing excess liquid (pumping or sweeping as appropriate)
- A thorough clean up to remove any debris of faecal contamination
- Leaving the contaminated areas to dry
- Applying a mild disinfectant

The Water Research Centre tests have established that by using the above approach disinfection should remove all traces of bacteria within 24 to 48 hours.

**In the event of flooding contact the Flooding Incident Line on 0300 2000 100.**

