

NIWATER.COM

Who is it for?

The website of Northern Ireland Water (www.niwater.com) is intended for anyone interested in the provision of water and sewerage services – Northern Ireland's most essential public services.

The site caters specifically for the requirements of customers (billed and unbilled), teachers, schoolchildren, contractors, jobseekers, public representatives, customers with problems or those requiring advice on a particular service.

Key Aims

niwater.com is designed to:

- **INFORM** customers and key stakeholders about Northern Ireland Water - who we are, what we do, where we are doing it, where we are located, how to contact us.
- **COMMUNICATE** to the public our aims, objectives, vision for the future.
- **REASSURE** the public during major water or sewerage events (bursts, flooding, loss of supply, quality of drinking water).
- **EDUCATE** visitors –teachers and schoolchildren in particular – about drinking water (how its produced-the watercycle, its health benefits, the need to conserve it) and wastewater (what it is, how its collected and treated, what it should not include-Bag It & Bin It Campaign) services.Competitions and Campaigns.
- **ENCOURAGE** the drinking of water for health reasons, the conservation of water, the reduction of pollution, reporting of leaks, use of standpipes.
- **FACILITATE** those wishing to apply for new water or wastewater services, experiencing problems, wishing to pay a bill on-line (currently business and commercial users only) or hoping to supply goods materials or services to us.
- **PROMOTE** the responsible use of water and the importance of not flushing inappropriate items down the toilet.
- **FOSTER** a greater understanding of Northern Ireland Water as a company – our commitment to the community, vision for the future, challenges and successes.
- **IMPROVE** contact between customers and the company.
- **RECRUITMENT** for those who wish to pursue a career with Northern Ireland Water.
- **CSR** embedded into the culture of the company based on our five core strategic strands of the business-environment, reputation, people, competitiveness and customers.

Whatever you want to do

- **Arrange a classroom visit**
- **Arrange a Waterbus visit**
- **Arrange for a voluntary speaker**
- **Arrange a septic tank desludge**
- **Arrange a domestic treatment plant desludge**
- **Ask a Question**
- **Connect to a watermain or sewer (Domestic)**
- **Connect to a watermain or sewer (Business)**
- **Connect to a watermain or sewer (Developer)**
- **Contact Us**
- **Find a Publication**
- **Find out about Domestic Billing**
- **Make a Complaint**
- **Obtain advice**
- **Pay a bill**
- **Read your meter**
- **Report a Leak**
- **Tender for a contract**
- **Visit an Education Centre**
- **Visit a treatment works**

...and much more, www.niwater.com will help you do it.
