

## Your guide to our... Water Mains Improvement Programme

### Special Needs

Please advise NIW of any special needs which you feel we should be aware of in relation to your water supply during the works by phoning our Customer Helpline on 08457 440088.

### Bogus Callers

Beware of bogus callers – always ask to see identification. NIW employees and their contractors all carry an identity card with a photograph of the holder. You can confirm the holder's identity by contacting the Waterline number.

### Site Safety

The safety of the general public and our workers is very important to NIW and our contractors. We ask you to follow the advice given in any warning notices and remember that construction sites are hazardous places especially for children. Please do not let your children play around the equipment and excavations.

All excavations in roads will be backfilled to the standard required by the Street Works (Northern Ireland) Order 1995. We will put paths and roads back to their original condition as quickly as possible. On some occasions, we may need to do a temporary repair and then make a second visit to the site to finish the work off.

**If you require any more information please contact us on the Waterline number: 08457 440088**

Northern Ireland Water  
PO Box 1026  
Belfast  
BT1 9DJ

email: [waterline@niwater.com](mailto:waterline@niwater.com)  
[www.niwater.com](http://www.niwater.com)  
Waterline: 08457 440088

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## Why are we doing this work?

Did you know that Northern Ireland Water (NIW) is investing £1 million a day in upgrading Northern Ireland's water and sewerage infrastructure?

This booklet informs you about the improvements to the water mains network which will soon be starting in your area.

As part of the ongoing commitment to improving our services to customers, NIW has a long-term programme for the improvement of existing water mains. Much of our water mains system is between 40 and 150 years old, and is generally in poor condition and needs to be replaced. NIW aims to upgrade the ageing water mains system by renewing ageing pipes, to address problems such as bursts, poor pressure and leaks. Work is also necessary to improve water quality, to ensure sufficient capacity to meet future demands and to comply with all current National and European environmental regulations.

The current phase of the Water Mains Project will cost approximately £80 million, and will result in the upgrading of over 1,000 kilometres of water mains throughout Northern Ireland.

## How will we do this?

Water is supplied to you through a water main. A service pipe connects your water supply to our water main.

To replace the water main, NIW has a range of techniques at its disposal. Our preferred option is some form of "low dig" method, but on occasions we have no option but to excavate trenches in the road. The "low dig" methods require only small pits at regular intervals to install any new pipes and thus reduce the impact on customers, road users and the environment.

Some of this excavation may be carried out at the boundary of your property to connect your part of the service pipe through to our water main. You own part of the service pipe and this might be an ideal time to consider upgrading or replacing it.

## Will I be inconvenienced?

Yes, there may be some inconvenience to you, but NIW and its contractors will work to ensure that any disruption will be kept to a minimum.

There may be some limited traffic disruption and access to streets and property may be restricted on occasions because of excavations or placement of heavy machinery.

## Will this affect my water supply?

Your supply may be interrupted as we carry out the work but you will be told in advance when such works are planned and how long they are expected to last for.

It is possible that your water may go cloudy or milky when the pipes are reconnected. This is a result of air being trapped in the water and should only last for a short period of time.

## Helpful hints:

### Before supply interruption

- Store some fresh water in advance of pre-planned work
- Keep all taps shut to prevent flooding mishaps when your water supply is restored
- You are asked to switch off any equipment plumbed directly to the water main prior to any planned interruption of supply

### During the supply interruption

- Your water may go on and off several times during the period of the interruption, but please do not use your water supply
- Limit the use of water from your cold water storage tank to avoid air locks

### What to expect when your water supply comes back on

- When your water supply comes back on it may be cloudy, discoloured or contain sediment. If it does, please let your tap in the kitchen run slowly until the water runs clear
- Do not use water dependent household appliances including washing machines, dishwashers, and showers until the water clears