

Not all heroes wear capes



Pre-emptive delivery of bottled water to critical care customers

In late 2019/20, we faced one of our biggest challenges to date with the onset of Covid-19. We activated our business continuity plans and pandemic major incident plan in response.

All non-essential tasks and activities were stopped with only essential work necessary to maintain customer service, operate our assets and networks and meet regulatory compliance being undertaken. Our capital investment activities were suspended except for a small number of essential works. Many of our employees worked from home to reduce the risk to our front-line employees and members of the public.

We saw an increased demand for drinking water due to hand-washing, and cleaning to reduce the spread of Covid-19. Shortages of toilet roll resulted in higher levels of sewer blockages due to the disposal of inappropriate items including wet wipes and other substitutes.

Here's a few examples of how our people maintained the supply of essential water and wastewater services during this challenging time.



Process technician setting up a wastewater sampler



Personal protective equipment being loaded for delivery across the business



Wastewater operative carrying out essential work in Belfast City centre



Analytical chemist in our clean water laboratory



Mechanical and electrical craft fitter carrying out repairs



Mechanical and electrical operatives



Water treatment operatives working on pumps



Customer field services team assisting with delivery of personal protective equipment



Service reservoir inspections carried out by the water production team