

# Improving your water supply

Important information about our  
second phase of work in Berwick

## Committed to multi-million pound improvements

Northumbrian Water has an excellent reputation in the UK and is constantly working to improve its services for customers.

We are investing hundreds of millions of pounds on further improvements to drinking water supply and on protecting the region's environment – in particular bringing further improvements to rivers, estuaries and the coastal bathing waters.

Northumbrian Water is committed to ensuring that the water we supply to our customers is of a very high standard – the quality of the north east's drinking water is among the best in the country.

## Water main replacement and refurbishment in Berwick

Some of the pipes supplying Berwick are at least 100 years old and they are not as reliable as they were.

Improvement work began in January this year to upgrade 20 kilometres of water pipe at a cost of £1.2 million.

Supplies to about 20,000 customers will be directly improved – and the project will also benefit Berwick’s many visitors.

To minimise disruption we have avoided working in parts of Berwick town centre and some of the surrounding areas during the busy summer period.

**Contractors working for Northumbrian Water will return to Berwick on Monday 26 September 2005 to complete this improvement work. The work will involve upgrading five kilometres of water main and will be complete mid-December.**

Water quality will be improved, leakage will be reduced and a more robust system will be in place to safeguard supplies for future generations.

## Water vital for health



# Traffic management

At all times we will work to keep inconvenience to a minimum but the work will inevitably cause some traffic and pedestrian diversions and disruption.

**As part of this work it will be necessary to close the section of road leading from Golden Square to Castlegate for up to three weeks starting from Monday 26 September 2005. To minimise disruption we are working with Northumberland County Council who also has separate resurfacing work to do in the Castlegate area.**

Wherever possible underground techniques that avoid digging long open trenches will be used. Small access holes, well spaced apart, will be dug instead.

New pipes will mainly be installed by the 'pipe bursting' method where the old main is broken up underground while the new pipe is pulled along inside it. New pipe can also be inserted inside existing pipe.

Where the existing pipes are in good structural condition they will be cleaned out, given a new smooth protective lining to prevent them furring up again and inspected by closed circuit camera.

Whichever method we use, we will warn you in advance, provide alternative water supplies where requested and disinfect the pipes on completion. Streets and paths will be resurfaced and returned to normal.



*The pipe on the left is a typical furred up pipe before it has been improved. A relined pipe is pictured on the right with a new one on top.*

## Improving your drinking water supply

Some of the pipes have furred up and, although not harmful to health, this can restrict the flow and reduce the volume and pressure of water in the pipes. Old pipes can also lead to harmless discoloured water when sediment is disturbed.

While the work is being carried out water pressure may fluctuate and your supply could be temporarily discoloured.

Some supplies may be turned off for up to 15 hours whilst the work is carried out.

We will work to restore your supply to normal as soon as possible.



## Your questions answered

**Q: How will I know when my supply will be interrupted?**

A: Whenever interruptions are planned to last up to and including four hours you will be notified in writing 12 hours beforehand. If interruptions are planned to last more than four hours you will be notified in writing 48 hours beforehand.

**Q: How long will it take?**

A: We will need to turn off your water for periods of up to 15 hours while the pipes are renewed or relined.

**Q: How will the work affect my business?**

A: If you are a commercial customer and water is essential, please contact us as soon as possible so the best practical arrangements can be made.

**Q: Will alternative supplies be made available?**

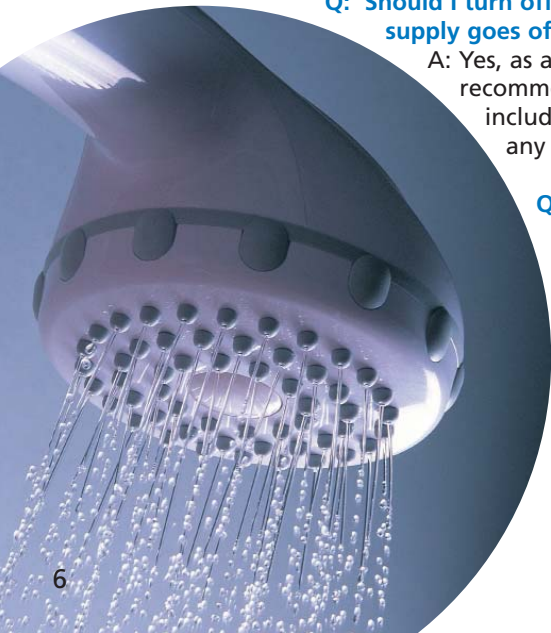
A: We recommend that you fill enough clean containers to provide sufficient water for drinking, cooking and washing and that you fill your bath, and with the aid of a bucket, use this to flush the toilet.

**Q: Should I turn off my taps before the supply goes off?**

A: Yes, as a precaution we recommend you turn off all taps, including the hot water, during any interruption.

**Q: When my water is back on can I drink it straight away?**

A: No, after interruptions we advise you boil water for drinking and cooking for 48 hours.



**Q: Will it be safe to use appliances like my washing machine and dishwasher?**

A: Do not use either until your supply is back to normal and you have checked that the supply is clear and not discoloured by running your cold water tap.

**Q: Will the work affect my heating?**

A: There is no danger to your gas, coal fire or electric water heater as long as you do not draw water from your hot tap when the water is off. Central heating systems should not be in any danger provided they have been properly maintained.

**Q: What about electrical earthing?**

A: Where the main has been replaced we recommend you check with an approved electrical contractor that your property is still earthed.

**Q: What do I do if someone has any special needs, for example, medical, elderly or nursing?**

A: Contact our Customer Centre and arrangements will be made to meet your needs.

**Q: What if we fail to restore your water supply by the time stated?**

A: Under our guaranteed standards if we don't restore your supply at the time we promised domestic customers are entitled to a £20 payment and business customers £50.

Please be aware that **BOGUS CALLERS** – people who claim to work for Northumbrian Water or 'the water board' but who are only interested in stealing from your property – are known to operate in our supply area. If you are in any doubt about the validity of a caller claiming to be from Northumbrian Water, **DO NOT** let them into your property, call your local police station immediately or our Customer Centre.

If you would like  
to know more,  
please contact our  
Customer Centre on  
**0845 717 1100**

Working with:

**FASTFLOW**

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**NORTHUMBRIAN  
WATER**