

# Improving your water supply

Important information about our  
work in Shilbottle, Longframlington  
and Felton

## 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.



# Improving drinking water supply in Shilbottle, Longframlington and Felton

Some of the pipes supplying Shilbottle, Longframlington and Felton are up to 70 years old and they are not as reliable as they were.

Improvement work will begin on Monday 5 December 2005 with the vast majority of the work complete within 12 months.

A total of 20 kilometres of water pipes will be upgraded at a cost of £1.5 million, directly improving supplies to about 2,000 properties - the project will also benefit the area's many visitors.

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

Contractors working for Northumbrian Water will gradually work through Shilbottle, Longframlington and Felton renewing or relining the old iron pipes.

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.

## Water - vital for a healthy life



## Impact on you

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 pipe 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.

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

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 which may include temporary traffic lights. Some supplies may be turned off for up to 15 hours whilst the work is carried out.

Wherever possible we will co-ordinate our work with the local authority and other utilities.

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

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.*



# Your questions answered



**Q: How will I know when my supply is going to 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. We also recommend you fill your bath which can be used to flush the toilet with the aid of a bucket.

**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 pipe 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?**

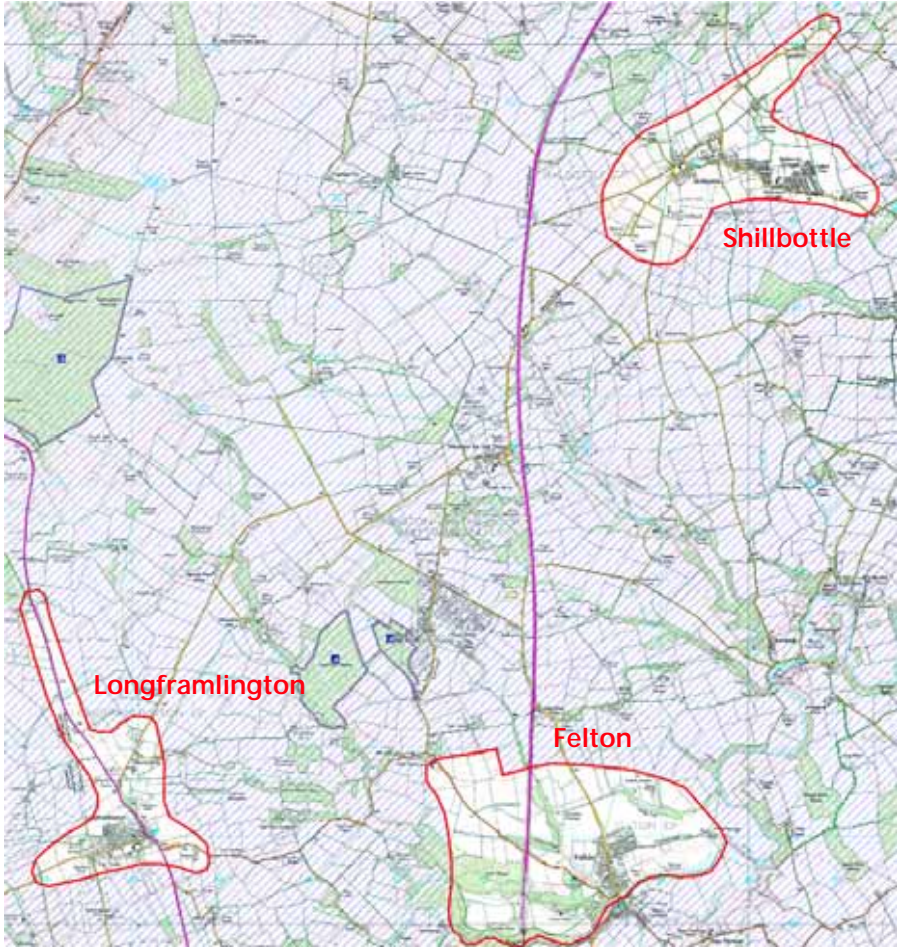
A: Contact our Customer Centre and arrangements will be made to meet your needs.

**Q: What if you fail to restore my 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.

You can register a password with us for added peace of mind. Do not disclose it to anyone else. Each time we visit you, we will use the password. To register a password call our **Customer Centre** on **0845 717 1100**.



— Approximate boundaries of the areas where the improvement work will be carried out.

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

Working with:



*Infrastructure Services*

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