

# NO WATER/ POOR PRESSURE

If you've got no water or low pressure, check the information below as this may help you resolve the issue yourself.



## **DO YOU HAVE WATER TO YOUR COLD WATER KITCHEN/UTILITY TAP?**

Northumbrian Water's main water supply normally enters your home through the cold kitchen or utility room tap.

If water comes out of this tap but not anywhere else, such as your shower or bathroom taps, the problem is usually with your internal plumbing. If this is the case and you live in rented accommodation, speak to your landlord or housing association. If you own your home you may find our link to approved plumbers useful.



## **DO YOU LIVE IN A HIGH RISE BLOCK OF FLATS?**

Please contact your caretaker or maintenance manager. The problem may be isolated to the property, as occasionally the water pumps which deliver water to each flat fail and need to be re-set.



## **IS THERE ANY PLANNED WORK IN YOUR AREA?**

From time to time we need to carry out essential maintenance work to improve your water supply. During this time we may need to turn off the water to your property. If this is the case we will send you a letter or card providing information like this showing times and dates of the planned work.



## **IS THERE A PROBLEM WITH THE SUPPLY IN YOUR AREA?**

If you haven't received a letter or card giving notice of planned work there could be an emergency repair going on in your area.



## **IS YOUR INTERNAL STOP TAP SWITCHED ON AND CLEAR OF SEDIMENT?**

Sometimes when work is carried out air or sediment can become trapped behind the internal stop tap, and you need to operate your internal stop tap as follows:

- Turn on your cold water kitchen/utility tap.
- Turn your internal stop tap off and on 3 – 4 times finally leaving this in the 'on' position.

Once you have operated your internal stop tap, at first you may find that the water coughs or splutters out of the tap but usually this brings back the supply or increases the pressure.



## **WHERE IS MY INTERNAL STOP TAP?**

Your internal stop tap can usually be found at the point where the water enters your property, usually underneath your kitchen/utility room sink.



## **STILL NO WATER OR LOW PRESSURE?**

If you would like to speak to one of our Customer Service Advisors, please call us on **0345 717 1100**.

For water and sewerage emergencies we are open 24 hours a day, 365 days a year.