NORTHUMBRIAN WATER *living water*

# NEWSDROP

**BIG** improvements for your water, your area and your bill.

## WHERE YOUR MONEY GOES



We're delivering the biggest investment programme in our history to protect water and wastewater services across the North East.

Over the five-year period (2025-2030), we will invest over **£2.6 billion** to help protect the environment, strengthen our water and wastewater networks, and support our communities.

Every day, we provide around **2.7 million** people with reliable water and wastewater services. This investment will help ensure those services remain reliable for years to come, while also delivering cleaner rivers and reducing the risk of flooding.

Work is already underway on a range of projects, including replacing ageing water pipes, upgrading sewer networks and improving treatment works.

These improvements are focused on the things our customers tell us matter most, such as protecting local rivers and coastal waters, reducing storm overflow spills, and ensuring homes and businesses continue to receive reliable water and wastewater services now and in the future.

By investing now, we're helping to build a stronger, more reliable water and wastewater network that will support customers, communities and the environment for generations to come.

For more information about investment projects in the North East, visit **communityhub.nwl.co.uk**.



## ARE YOUR CONTACT DETAILS UP TO DATE?

You can log into your online account and update your contact details at a time to suit you. We will use the information held on your account to keep you updated about essential updates and water disruptions in your area.

You can also choose to receive useful advice, support, news and updates about services and opportunities that may be of interest to you. Just opt in to receive additional information and you can get this newsletter delivered straight to your inbox.

Visit **nwl.co.uk/myaccount** to check your details online.

## DEMAND STATS

**696+**
million litres averaged daily

**-1.7%**
vs. May-June 2025 demand

Average demand for May-July is **6.2m HIGHER** than the average demand for these months

That's an average of **154.6 LITRES** per person per day

We're supporting LET'S SAVE WATER.

## LET'S SAVE WATER




We are using water faster than nature can replace it. If nothing changes by 2055, we could face a potential shortfall of 5 billion litres of water every day!

It's been a hot and dry summer, meaning our reservoir levels have fallen and demand for water has increased. Our busiest day saw **770 million litres** used in just 24 hours – enough for **every customer** in the North East to take **more than three baths each**.

Don't worry, we're carefully monitoring reservoir levels and water supplies every day to make sure there's enough water for everyone.

However, there are simple ways you can help too. Understanding how much water your household uses is a great place to start.

You can check your water use with our online calculator, by looking at your latest bill, or through the app if you have a smart meter.

Visit **nwl.co.uk/savewater** to find out more.

## WATER COMPANY OF THE YEAR




We're delighted to share that we've been named Water Company of the Year at the Water Industry Awards 2026.

This national award recognises our commitment to delivering great service for our customers, caring for the environment and finding new ways to improve what we do.

## INVESTING IN THE NORTH EAST

We're carrying out our biggest ever investment programme, **investing £2.6 billion** between 2025 and 2030 to support our region's communities, protect the environment and strengthen water and wastewater services for the future.

This investment is happening right across the North East. Different areas of the region have their own individual needs and priorities, from upgrading water pipes and reducing flood risk, to improving treatment works and protecting local rivers and coastlines, we're working on projects that will make a difference for customers, communities and the environment. We've included a snapshot of these below, to give a flavour of the work we're doing as part of The Big Upgrade.

Please note that project plans and timelines may change as work progresses.

For the latest updates on projects and to learn more about investment projects in your area, visit **communityhub.nwl.co.uk**.

THE BIG UPGRADE

## DURHAM

**Helping reduce flood risk in South Stanley**

We're working with Durham County Council and the Environment Agency to help reduce the risk of flooding in South Stanley through the Northumbria Integrated Drainage Partnership.

We're installing more than 1,800 metres of new surface water pipes to carry rainwater away from homes and reduce the amount entering the sewer network during heavy rainfall. This will also help reduce spills from storm overflows.

We're investing £3.8 million in this project, alongside a larger investment of £18 million in Stanley to help reduce storm overflow spills and protect local watercourses.




## TEESSIDE

**Replacing water pipes across Teesside**

Working alongside United Infrastructure, we're replacing older water pipes at locations across Teesside, including Park End and Pallister Park in Middlesbrough, and Ormesby Bank in Redcar and Cleveland.

This £74 million replacement of older pipes will help reduce the risk of bursts and interruptions to supply, helping us provide a more reliable water service for customers.



## NORTHUMBERLAND

**Protecting Craster's coastline**

We're improving the bankside at Craster to help protect the coastline from erosion and extreme weather, while safeguarding local footpaths and nearby infrastructure.

We know how important this area is to local people and visitors, and we'll do all we can to minimise disruption while this work takes place.

**Investing in Whittle Dene Reservoir**

We're investing £1.2 million at Whittle Dene Reservoir to help maintain reliable water supplies for customers across Northumberland.

The improvements will strengthen key infrastructure and help us manage water levels more effectively, supporting water supplies now and for years to come.

## WEARSIDE

**New Hendon water pipe improvements**

Working with our partner United Infrastructure, we've replaced more than 3km of older water pipes in the Ashby Street area of Hendon.

The £1 million project will help provide a more reliable water supply for local homes and businesses by reducing the risk of bursts and leaks. It's part of a wider £74 million investment programme that will see more than 360km of ageing water pipes replaced across the North East.

## TYNESIDE

**Upgrading water pipes in Leam Lane**

We're replacing 22km of older water pipes in Leam Lane, Gateshead, helping us keep water supplies safe and reliable for local homes and businesses.

Once completed, the new pipes will help reduce leaks and bursts while supporting a more reliable water supply for the community.



**Making journeys safer in Howdon**

Working with North Tyneside Council, we've installed new pedestrian safety improvements near the entrance to Howdon Sewage Treatment Works, including guard rails and tactile paving.

The changes improve visibility and help make crossing safer, encouraging people to take a moment before crossing. They also support our wider investment programme at Howdon while helping maintain safe access for everyone who uses the route.



## TECHNOLOGY SPOTTING SEWER BLOCKAGES EARLY

**Pipebots on patrol**

We're always looking for new ways to improve our network and provide the best possible service for our customers.

That's why we're trialling Pipebot Patrol – a small autonomous robot that travels through our sewers, checking for blockages and other issues before they become bigger problems.

By helping us spot potential issues earlier, Pipebot Patrol could help reduce the risk of sewer flooding, protect the environment and keep things flowing smoothly.

**Watch our short video** to learn how Pipebot Patrol works.

## YOUR WATER BILL EXPLAINED

Your water bill pays for much more than the water coming from your tap.

It helps us:

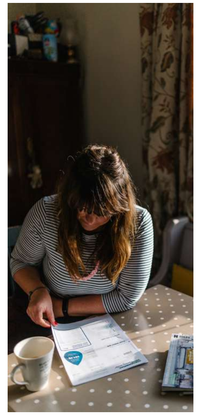
- Deliver clean, clear and great tasting water for life's little moments.
- Find and fix leaks and keep pipes working.
- Test and treat your water to the highest standards.
- Protect rivers, waterways and the environment.
- Invest in improvements for the future.

We know that understanding your water bill isn't always straightforward. That's why we've got lots of helpful information on our website to explain what's included, how your bill is worked out and where your money goes.

You can see your latest bill at any time through your online account where you can also give us meter readings, make payments and more.

Visit **nwl.co.uk/yourbill** to find out more.

## SUPPORT WHEN YOU NEED IT MOST



**Need a little extra support with your water bill?**

We know that everyone's circumstances are different, and sometimes managing household bills can be challenging. We may be able to offer support with your water bill, as well as access to other services designed to make life a little easier.

It only takes two minutes to check what help might be available to you.

Visit **nwl.co.uk/help-and-support/financial-support** to find out more.

## NEWS UPDATES

**1 NEWCASTLE PUPILS HELP GIANT PETER RABBIT MAKE A SPLASH**

We've teamed up with children from Hilton Primary Academy in Newcastle to help bring a giant Peter Rabbit inspired sculpture to life in support of St Oswald's Hospice.

**2 NEW £2M PROJECT TO HELP BOOST HEALTH OF UK RIVERS**

A national project set to improve the water quality of rivers in the North East and across the UK has successfully won £2 million worth of funding to progress.

**3 NEWCASTLE'S FIRST SAND MARTIN NEST BANK A SUCCESS**

Five baby sand martins have successfully fledged from a specially-designed nest bank in the heart of Newcastle.

**4 STAY SAFE AND AVOID SWIMMING IN RESERVOIRS**

As the weather warms up, we're reminding people to stay safe when spending time outdoors and is urging the public to avoid swimming in reservoirs.

**5 CULLERCOATS BATHING WATER QUALITY INVESTIGATIONS PROGRESS**

Northumbrian Water, North Tyneside Council and the Environment Agency have been working together to try to identify and fix the source of contaminated groundwater at Cullercoats beach to improve the area's bathing water quality.


NEWSDROP | SUMMER 2026

# NEED A LITTLE EXTRA HELP?

We all need a bit of support from time to time. Our **FREE** Priority Services can make things a bit easier. From bills in an alternative format and help reading your water meter, to supply interruption alerts that keep you updated every step of the way… and so much more.

Register now
**nwl.co.uk/priorityservices**

**#WaterWithoutTheWorry**

# SKIP THE CALL QUEUES

Manage your account online in your own time – **no waiting required.**



Sign up online:
**nwl.co.uk/register**.