

# OUR GUIDING PRINCIPLES, INFORMATION AND ADVICE

While we work in your area

This leaflet explains how we will provide you with **outstanding service** while we work in your area, gives useful advice and information and tells you how to contact us if you need to.

# MOST STREETS AND ROADS CONTAIN WATER AND SEWER PIPES THAT PROVIDE ESSENTIAL SERVICES TO HOMES AND BUSINESSES EVERY DAY.

Northumbrian Water invests hundreds of millions of pounds every year to maintain and upgrade our water and sewer networks so we can ensure we provide you with a top quality product, and safeguard our water and environment well into the future.

We want you to receive an outstanding service while we work in your area, and to help us deliver this, we have some guiding principles for employees and contractors.

## OUR GUIDING PRINCIPLES

1. When our work directly affects you, we will **seek your views** during the planning stage.
2. We will work with the local community and all other relevant stakeholders to **minimise the impact** of what we need to do.
3. When working next to your home or business, we will do our best to contact you before the work begins, **update you on progress**, inform you about any changes that may occur and notify you when leaving the site.
4. If we need to work on your land or in your property, we will **return your land and/or property back to the condition they were** immediately before the work began. We will agree this with you before we begin.
5. We will always act in a **professional, courteous and helpful manner**, keep our promises and ensure that any issues are resolved within a reasonable and agreed timescale.
6. **Your opinion is important to us.** We will ask for feedback on the performance of our employees and contractors, as well as the impact our work has had on you and your community.
7. We will make sure **work is carried out safely** and that our working areas are **secure and tidy**.
8. We will deal with all communication with you in line with our document 'Our promise to you'. Any complaints will be dealt with in line with 'Our codes of practice on complaints' which can be found on our website **[www.nwl.co.uk](http://www.nwl.co.uk)**.

# ANSWERS TO FREQUENTLY ASKED QUESTIONS

## Q. Will the work cause disruption?

A. With large construction work, it is inevitable that there will be some disruption in the immediate vicinity of the work. There will also be an increase in heavy traffic in the area, with vehicles transporting materials to and from the working sites and site compound.

## Q. Will there be dust, vibration and noise?

A. The construction work we undertake can involve using large machinery, digging up ground, pouring concrete and working with granular material. It is inevitable these activities will result in some dust, vibration and noise.

## Q. Will there be times when I can't drive to my property?

A. It is likely that some residents will not be able to access their properties from the road at some stage during the work. When this affects you, we will contact you before access is restricted. Pedestrian access to homes and businesses will be maintained at all times.

If you require any special assistance because of this restricted access, please contact our customer centre on the number overleaf.

## Q. If I can't get access to my drive or directly outside of my property, where am I going to park my car?

A. We would like residents to park in nearby streets when they can't access their drives. We recognise that some insurance companies ask for cars to be parked off roads during different periods of the day. It is our experience that insurance companies understand that during work of this type, this is not always possible.

We always suggest that you contact your individual insurance company if you have any concerns with regard to insurance matters.



**Q.** What happens on bin collection days if the bin wagon can not get to my property?

**A.** We work closely with the local council on many matters including bin collections. Please put your bin in the normal place and we will ensure that it is moved to a place where it will be emptied.

**Q.** If I am expecting a large item to be delivered and can't get access to my property, what am I going to do?

**A.** Please contact our customer centre on **0345 717 1100** and we will make arrangements to help you in any way we can.

**Q.** Why does the work take so long?

**A.** Work on our sewer network usually involves a significant amount of construction work, which takes time, and sometimes the area below ground is very congested with our own and other utility companies' pipes and cables.

Time and care must be taken to ensure that the work is carried out safely and that we protect other companies' pipes and cables.

**Q.** Will my water supply be affected by this work?

**A.** Your water supply will not be affected as a result of this work.

**Q.** Who should I contact if I need further advice or information about the work?

**A.** Please call us on **0345 717 1100** or tweet **@nwater\_care**. We will be pleased to help you.

**Q.** What do I do if someone needs special assistance, for example, medical, elderly or nursing?

**A.** Please contact our customer centre on **0345 717 1100** and we will make arrangements to help you in any way we can.



# WE ARE COMMITTED TO REDUCING ANY DISRUPTION ASSOCIATED WITH THIS WORK

We recognise, that as with most construction work, noise and traffic disruption is difficult to avoid. Please be assured that we will do our best to reduce any inconvenience to you.

We recommend that you speak to us by calling our customer centre on **0345 717 1100** if you have any concerns before or during the course of our work, as we can often resolve issues more accurately and quickly if we can discuss them in detail with you.

**Our aim is to provide you with outstanding customer service and we welcome your views on how we are doing.**

# HOW YOU CAN PROTECT YOURSELF AND YOUR PROPERTY

Please be aware that bogus callers, people who claim to be employed by Northumbrian Water or 'the water board', but who are only interested in stealing from your home, are known to operate in our supply area.

All our employees carry official identity cards which we strongly advise you to check before letting anyone into your home.

If you are in doubt about the validity of a caller claiming to be from Northumbrian Water, do not let them into your property. Call the police immediately to report this, or our customer centre on **0345 717 1100** to confirm they are genuine. Our employees will not object to waiting outside while you carry out these checks.

For extra peace of mind customers can register a password with us - if we need access to your home we will know and use this word.



Call us on **0345 717 1100** to register today.

Northumbrian Water  
Boldon House  
Wheatlands Way  
Pity Me  
DH1 5FA

[www.nwl.co.uk](http://www.nwl.co.uk)



[@nwater\\_care](https://twitter.com/nwater_care)

You can give us feedback by:  
completing a form on our website:

[www.nwl.co.uk](http://www.nwl.co.uk)

 [@nwater\\_care](https://twitter.com/nwater_care)

calling us at **0345 717 1100**

For project news,  
up to date traffic information  
and progress, please visit

**[nwlcommunityportal.co.uk](http://nwlcommunityportal.co.uk)**