

# Customer Care Register

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Northern Ireland Water's Customer Care Register offers extra help for those who need it.

If you or a family member needs extra help for any reason, such as living with a health condition, being on Northern Ireland Water's Customer Care Register means you'll be able to get extra free services.

## Customer Care Registers

NI Water operate a Customer Care Register if you are an older consumer, have a serious medical condition or need extra help for any other reason.

Adding your details to this register will allow NI Water to prioritise your contact details if your supply goes off.

NI Water will arrange an alternative water supply when there is a prolonged loss of service and give all customers 48 hours' notice when water services are scheduled to be off for longer than four hours.

To register for this service, please phone NI Water's Waterline on **03457 440088**. For more information about NI Water's Customer Care Register please visit their [website](#).