



The Consumer Council

What to do if your water supply is due to be interrupted

As interruptions to water supplies continue some consumers may have a water supply for a short period of time. The Consumer Council has some simple tips to help you manage and prepare.

1. Use clean containers to store only as much water as you think you will need until your water is turned back on. Remember that you will need water for drinking, cooking, hand washing and basic hygiene.
2. Try not to take too much water. When supplies are limited and being rationed if we all take just as much as we need there should be enough to go around.
3. Use your water wisely - conserve the water you have.
4. If water has been standing for a few hours **BOIL** before drinking or using to cook. If water has been standing you may notice some sediment at the bottom – this is nothing too worry about but do not drink the sediment.
5. Take five minutes to check in on elderly or vulnerable neighbours. Let them know when the water will be turned off, when it will be turned back on and make sure that they have some water stored.
6. NI Water offers a range of free additional services if you have a disability, are an older consumer, have a serious medical condition or need extra help for any other reason. Contact Waterline (08457 440088) to register.
7. You can contact your local Council for details of when and where leisure centres are open for free showers.
8. Temporary water supplies can be collected at various sites throughout Northern Ireland. Check the local media or contact NI Water.
9. Updates on when your water supply is due to be turned off and back on, temporary water supplies and other information can be found on NI Water's website www.niwater.com or by phoning Waterline on 08457 440088

