

We're keeping your water running

Dedicated people from water companies all over the UK are working hard to keep your water running during the current COVID-19 crisis.



Whether it's replacing pipes, repairing leaks or helping customers, water company staff are hard at work during this difficult time.

They've been officially designated as 'key workers' delivering a vital public service — so you may see them out on the streets carrying out critical activity.

Staff are also working tirelessly behind the scenes to help people who are struggling with their bills, making sure they get the support they need.

Colin



Ensuring his
customers have
drinking water 24/7



“

Since we are
providing the public
with a vital service,
it is essential that
we keep going

Role:
Senior Water
Treatment
Operator

Company:
Scottish Water



Colin is a Senior Water Treatment Operator for Scottish Water based in Orkney. He and his colleagues operate the islands' Water Treatment Works, which produces drinking water for distribution to customers' homes 24 hours a day.

Colin said:

“Since we are providing the public with a vital service, it is essential that we keep going. For me, working to keep Orkney's water flowing during the current situation isn't so different to business as normal, just with a few important alterations.

“We have put precautionary measures in place to prevent contact with our fellow workmates. Hand sanitiser stations have been installed at all the treatment works on the islands which are to be used prior to entering the buildings. New working patterns are in place to minimise contact with our fellow colleagues and a 'single person to a single van' policy is in place.”



We're keeping your water running


Water UK

Charlotte



If a two-man job comes up we still keep up social distancing

Keeping the North West's sewer network moving



If something goes wrong with one of United Utilities' wastewater pumping stations, it's up to engineers like Charlotte to get them up and running again.

Charlotte maintains and repairs hundreds of pieces of essential electrical kit which help keep the North West's sewer network moving, protecting North West communities from blockages and floods into the bargain.

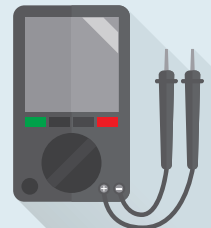
Charlotte said:

“I work in a team of four rather than 20 now, but if a two-man job comes up we still keep up social distancing.

Our pumping stations are all over so we can be working in fields, sites or by the side of the road, but we never go into customers' homes.”

Role:
Electrical
Network Asset
Engineer

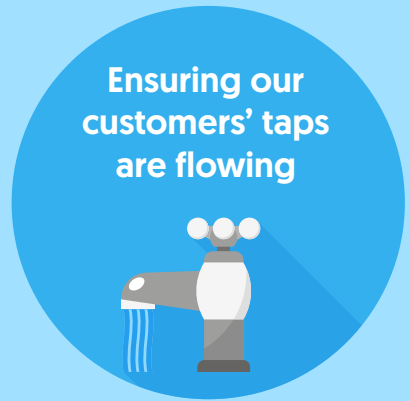
Company:
United Utilities



We're keeping your water running


Water UK

Luke



“

Keeping tap water flowing is vital in the fight against the virus

Role:
Distribution
Technician

Company:
South East
Water

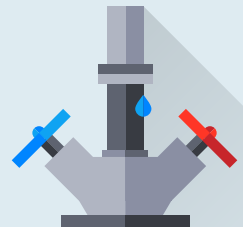


Luke and his team are the first port of call if there's a problem between one of South East Water's Water Treatment Works and customers' taps. Issues could range from a leaking pipe to low water pressure or even a fault with equipment on the network.

When a problem is found Luke and his team are deployed to resolve the issue or pass it on to the correct team if they're unable to fix it there and then.

Luke said:

“Water is essential to all our lives, and everyone working out in the field knows we can't stop working, or work from home, as we have such an important job to do. Keeping tap water flowing is vital in the fight against the virus, to make sure we can all wash our hands and stay healthy.”



We're keeping your water running


Water UK

Joanne



Despite everything that's going on, we can continue to help our customers

Offering 24/7 support and advice on the phone and via social media



Joanne is a call centre worker for South Staffs Water and Cambridge Water. Like many people around the country Joanne is working from home during the COVID-19 outbreak. Despite the change of scene, Joanne and her colleagues are continuing to deliver 24/7 support to customers.

Whether it's about water supply issues or concerns about bills, Joanne is on hand to offer support and advice to customers either on the phone and via social media during this difficult time.

Joanne said:

“When we realised we were going to have to work from home due to Coronavirus we were provided with brand new equipment to support us. The support I received from managers and colleagues in setting everything up at home has been amazing.

“We have lots of chats daily to keep each other informed of any issues. It's brilliant that, despite everything that's going on, we can continue to help our customers.”

Role:
Call Centre Worker

Company:
South Staffs Water and Cambridge Water



We're keeping your water running


Water UK

Millie



Delivering
clean, clear and
great tasting
tap water



“

Keeping water
flowing to customers
is hugely important,
now more than ever

Role:
Apprentice
Flushing Operative

Company:
Northumbrian
Water

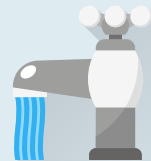


Whatever is going on in the world, customers want to know they can continue to rely on their water company to deliver clean, clear and great tasting tap water.

Many key workers make sure this happens — including Millie, who is part of a team at Northumbrian Water that cleans supply pipes, removing natural sediment and anything else that might stop the water reaching customers at the highest quality.

Millie said:

“We are covering a wide area of our network, so although we work in pairs we are able to social distance without any problems. Keeping water flowing to customers is hugely important, now more than ever. But quality has to be maintained, as does the look and taste of the water, so I’m proud to be playing my part in the team that helps deliver it.”



We're keeping your water running


Water UK