

Useful Contacts

Organisation	Role	Website address	Telephone Number	E-mail Address
Local District Councils	District Council's Environmental Health Departments can be contacted if you have a private water supply serving a single domestic dwelling.	www.nidirect.gov.uk/contacts/local-councils-in-northern-ireland	Individual council telephone numbers are available on NI Direct website.	Individual council e-mail addresses are available on NI Direct website.
Northern Ireland Water Ltd (NI Water)	NI Water is responsible for providing all public water supplies and sewerage services in Northern Ireland.	www.niwater.com	03457 440088	waterline@niwater.com
Consumer Council for Northern Ireland (CCNI)	The Consumer Council represents consumers on water and sewerage matters.	www.consumercouncil.org.uk	028 90251600 (Enquiries) or 0800 121 6022 (Complaints)	info@consumercouncil.org.uk or contact@consumercouncil.org.uk
Utility Regulator	As the independent economic regulator of NI Water, the 'Utility Regulator' focuses on ensuring that consumers receive value for money water and sewerage services.	www.uregni.gov.uk/water	028 9031 1575	info@uregni.gov.uk
Water Management Unit (WMU)	NIEA has a duty to maintain or improve the quality of surface and underground waters in Northern Ireland.	https://www.daera-ni.gov.uk/topics/water/water-management-unit	028 9262 3181	waterinfo@daera-ni.gov.uk

Public Health Agency (PHA)	PHA has responsibility for a range of functions, including: improvement in health and social wellbeing; health protection; and supporting commissioning health and social care services.	www.publichealth.hscni.net	0300 555 0114	https://www.publichealth.hscni.net/node/4802
Food Standards Agency (FSA)	FSA protects the public's health and consumer interests in relation to food, including the use of water in food production.	www.food.gov.uk/northern-ireland/	+44 (028) 9041 7700	helpline@foodstandards.gsi.gov.uk
DWI (England and Wales)	DWI provides independent reassurance that water supplies in England and Wales are safe to drink.	www.dwi.gov.uk	+44 (0) 330 041 6501	dwi.enquiries@defra.gsi.gov.uk
Drinking Water Quality Regulator (DWQR)	DWQR provides independent reassurance that drinking water supplies in Scotland are safe to drink.	https://dwqr.scot/	+44 (0)131 244 0190	https://dwqr.scot/contact-us/
Environmental Protection Agency (EPA)	EPA is a statutory body responsible for protecting the environment in Ireland.	www.epa.ie	+353 (0) 53 916 0600	www.epa.ie/about/contactus/form/#d.en.41919
Water UK	Water UK is the industry association that represents all UK water and waste water service suppliers at national and European level.	www.water.org.uk/home	+44 (0)207 344 1844	https://www.water.org.uk/about-us/contact/

Water Regulations Advisory Scheme (WRAS)	WRAS is an advisory scheme which aims to promote knowledge of the water regulations throughout the UK.	https://www.waterregsuk.co.uk/	0333 207 9030 +44 (0) 1495 98 30 10	info@wras.co.uk
UK Water Industry Research (UKWIR)	UKWIR facilitates collaborative research for UK water operators. The UKWIR programme generates sound science for regulation and practice.	www.ukwir.org/	+44 (0)20 7665 2371 44(0)203 283 4052	mail@ukwir.org.uk
Foundation for Water Research (FWR)	FWR shares and disseminates knowledge about water, wastewater and research into related environmental issues.	www.fwr.org/	+44 (0)162 889 1589	office@fwr.org.uk
The Health and Safety Executive for Northern Ireland (HSENI)	HSENI is the lead body responsible for the promotion and enforcement of health and safety at work standards in Northern Ireland.	www.hseni.gov.uk	0800 0320 121	mail@hseni.gov.uk
World Health Organization (WHO)	WHO produces international norms on water quality and human health in the form of guidelines that are used as the basis for regulation and standard setting, in developing and developed countries.	www.who.int/water_sanitation_health/en/		https://www.who.int/about/contact-us