



Codes for Adoption – Water Contact Details

This document provides details who to contact in Northumbrian Water Group respect of self lay activity of how to get in touch. It is for use by customers of both Northumbrian Water and Essex & Suffolk Water.

General enquiries relating to Self Lay

For general enquiries relating to new development schemes, including those where self laid water mains and/or communication pipes are proposed or are being constructed, please contact our Developer Services Team as below:

Northumbrian Water: newdevelopmentwater@nwl.co.uk or on 0345 609 4639

Essex & Suffolk Water: developersservicessouth@eswater.co.uk or on 0345 609 4638

If your enquiry is specific to a development or scheme, please contact us as below:

1. During the application phase

Our Developer Services team are available to help you with your enquiries relating to:

- Point of connection
- Designs and quotations (for contestable and non-contestable work)
- Water Adoption Agreements (WAA)
- Payments

Please contact the Developer Services representative that is named in relevant communications you have received to date from us. Alternatively, contact us using the email addresses or telephone numbers above.

2. Once the Water Adoption Agreement has been entered into

If your enquiry relates to the activities specified in the section 1., please contact our Developer Services team, as described above.

If your enquiry relates to the on-site activities associated with the construction of self-laid water mains, communication pipes, meters, meter housings etc., please contact our field-based staff. Their names and contact details can be located within the schedules of the WAA for the relevant scheme.



Enquiries relating to our services, policy, etc.

Please contact either:

Name	Job title	email	Telephone
Sue Hill	Developer Services - Team Leader Northumbrian Water	newdevelopmentwater@nwl.co.uk	0345 609 4639
Julie Maxwell	Developer Services Team Leader – Essex & Suffolk Water	developersservicessouth@eswater. co.uk	0345 609 4638
Lynne Papadimitriou	Customer Service Manager - Developer Services	newdevelopmentwater@nwl.co.uk	0345 609 4639
Tom Handy	Regulation & Compliance Manager - Developer Services	newdevelopmentwater@nwl.co.uk	0345 609 4639