

APRIL 2025

**NWG**  
living water

# PENSION UPDATE

Your new point of contact for your Northumbrian Water Pension

## WHAT'S BEEN HAPPENING?

The Northumbrian Water Pension Scheme (the Scheme) Pension Manager, John Pengelly, is retiring at the end of March 2025. John has worked diligently on the Scheme for many years and has become a familiar face for many. On behalf of everyone involved with the Scheme, we'd like to thank John for his work in looking after your benefits and wish him all the best in his retirement.

## WHAT'S STAYING THE SAME?

Despite John's retirement, your initial points of contact for any questions about your pension remain the same. If you have questions relating to your specific benefits or the Northumbrian Water Pension Scheme (NWPS) in general, please visit the Scheme website [www.nwgpensions.co.uk](http://www.nwgpensions.co.uk)

Members of the Scheme may have a combination of defined benefit (DB) and LifeSight defined contribution (DC) pensions. Here are the contact points for your queries:

### DB RELATED QUERIES

NWPS DB pensions are administered by Hymans Robertson. They can be contacted at:

**Tel: 0141 227 9800**

**Email: [nwps@hymans.co.uk](mailto:nwps@hymans.co.uk)**

**Address: 20 Waterloo Street, Glasgow, G2 6DB**

You can also view information and manage your Scheme benefits via the Scheme administrator's member portal (PRISM): [www.nwgpensionscheme.co.uk](http://www.nwgpensionscheme.co.uk)

### DC RELATED QUERIES

LifeSight DC pensions are administered by Willis Towers Watson. They can be contacted at:

**Tel: 01737 227 583**

**Email: [lifesightsupport@willistowerswatson.com](mailto:lifesightsupport@willistowerswatson.com)**

You can also view information and manage your LifeSight benefits via the LifeSight portal: [epa.towerswatson.com/accounts/lifesight](http://epa.towerswatson.com/accounts/lifesight)

If you need to contact the NW People team, you can reach them via the Help Desk that's accessed through Oracle or by calling **0333 321 4931**.

## WHAT'S CHANGING?

John's roles as Pension Manager and Secretary to the Trustee have been taken over by Geoff Winn. Geoff will be supported by Amanda Ford. Both Geoff and Amanda work for Vidett, a professional independent trusteeship and governance company that already provides trustee and communications services to the Scheme.

If you have a question that you can't find the answer to through the Scheme website or administrator, you can email Geoff and the pensions team at Vidett at [nwgpensions@vidett.com](mailto:nwgpensions@vidett.com)

