

Safe, clean water



At Northern Ireland Water, our number one priority is the quality and safety of your drinking water. Every day, we take hundreds of samples and every year we test the quality of water at least 120,000 times.

We have been working hard to continue to improve the quality and security of your supply, investing approximately £450 million between 2005 and 2010 on drinking water alone. And while we still have work to do in some areas, our investment is making a real difference. In 2008 we delivered the best quality drinking water, ever, to homes and businesses across Northern Ireland.

But we remain vigilant. Working with the public health authorities, the quality of drinking water is constantly tested and monitored. When we believe there might be a problem, we will tell you. Even when the risk is low, as we saw last week, our approach will be to err on the side of caution and keep you fully informed. We apologise to customers for the inconvenience that this can cause and we thank you for your patience.

Importantly, this approach means that when we deliver water to your home, business or community, you can be confident that it is safe and has been tested to the highest standards.



Chris Mellor
Chairman and Chief Executive

