niwater

Delivering what matters

DRINKING WATER QUALITY

ANNUAL REPORT

2025

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Contents

Introduction and Foreword

I am pleased to present Northern Ireland Water's (NI Water) Annual Drinking Water Quality report covering the calendar year 2025, and I am delighted to report that we have continued to supply a very high quality of drinking water to our customers across all of Northern Ireland.

Providing safe, high-quality drinking water remains central to NI Water's role in safeguarding public health. Drinking water quality compliance for calendar year 2025 was 99.91%, exceeding the regulatory target and reflecting strong operational control and assurance.

Operational resilience was maintained primarily through targeted investment in treatment works, network optimisation and strategic transfers where funding allowed. Leakage detection and repair activity continued at scale, supported by skilled teams and advanced technologies. Performance during the year was influenced by prolonged dry conditions followed by severe weather, which slowed recovery in some areas but did not compromise water quality or customer safety.

Long-term supply resilience pressures identified in the Water Resource and Supply Resilience Plan continue to be actively managed. Short-term mitigations remain effective; however, some strategic solutions are dependent on future investment decisions.

Around 40% of the drinking water in Northern Ireland is sourced from Lough Neagh. Sunlight combined with the presence of nutrients plus higher water temperatures resulted in significant levels of algal growth in Lough Neagh over 2025 again. There is a continuing complex range of pressures across multiple sectors impacting on the Lough's water quality.

Our water treatment works which rely on Lough Neagh, are designed with the potential for algae to be present and robust multi-barrier treatment, sampling, and monitoring processes are in place to give confidence in the water supplied to homes, schools, and businesses every day. Additional extensive monitoring to assure and inform our customers is in place. Further information can be accessed at Lough Neagh Blue-Green Algae (niwater.com)

At NI Water, we recognise that protecting water quality begins long before it reaches our treatment works. Our Sustainable Catchment Management team continues to play a central role in protecting and enhancing the water environment through considerate land management, reflecting NI Water's long-standing stewardship of 11,000 hectares of catchment land for drinking water protection, biodiversity and recreation.

During 2025, we strengthened catchment management and nature-based solutions using a risk-based approach that prioritises reducing contaminants at source, limiting reliance on energy-intensive treatment and supporting cost effective delivery aligned with sustainability and net zero goals.

Working closely with statutory bodies, environmental NGOs, land managers, communities and academia, we extend benefits beyond NI Water owned land, particularly in upland peat and heath dominated catchments where targeted management delivers improvements in raw water quality, carbon storage, flood resilience and ecosystem health. We commenced a 'Protecting Shared Waters' (PEACEPLUS) funded project, in collaboration with Uisce Éireann and a number of environmental and academic partners.

The water we supply for domestic use or food production must comply with UK national standards. We continue to engage with the Drinking Water Inspectorate for Northern Ireland (DWI) on potential changes to the Drinking Water Regulations in line with European standards and have put in place a monitoring programme for potential new parameters.

Our capital investment programme to maintain and safeguard water quality for the reporting period is set out using the Northern Ireland council areas in Appendix 3.

As part of our reporting requirements, this report also incorporates data to meet the requirements of the Water Supply (Water Fittings) Regulations (NI) 2009.

We continue to exceed the targets placed upon us by our Regulators to comply with water quality standards and will continue to improve the service to all our customers in the future despite working in ever more challenging times.

Sara Venning
Chief Executive Officer

Drinking Water Quality

Water Quality Standards

During 2025, Drinking Water Quality in Northern Ireland was assessed against standards set in the Water Supply (Water Quality) Regulations (Northern Ireland) 2017, herein after referred to as "the Regulations".

The Regulations set out the requirements to be met by NI Water when supplying water for domestic or food production purposes and include:

- Water quality standards for wholesomeness
- Sampling locations for monitoring purposes
- Minimum requirements for the number, frequency, and types of water samples to be taken at sampling locations
- Water sample collection and testing regimes
- Maintaining records of water sample results
- The provision and publication of information

NI Water assesses water quality standards against the parameters listed in Appendix 1. The standards in the Regulations are normally expressed as "Prescribed Concentrations or Values" (PCV) and are generally specified as maximum, minimum, percentile or average concentrations for a particular substance. Standards are set to ensure that water is wholesome, safe to drink, and aesthetically acceptable.

The Regulations set demanding standards for the quality of drinking water, but contraventions of these standards do not necessarily mean the water represents any public health risk. These contraventions are reported to the Drinking Water Inspectorate, investigated by NI Water, and prompt remedial action taken where appropriate to ensure that the drinking water is regulatory compliant.

The regulations require sampling programmes to be in place to ensure that water quality is monitored at: Water Treatment Works (WTWs); Service Reservoirs (SRs), Authorised Supply Points, and consumers' taps in Water Supply Zones (WSZs). NI Water has a monitoring programme in place that covers raw waters, water at various treatment stages, drinking water in distribution and at the customer tap.

NI Water liaises with its customers on a wide variety of issues. Where the monitoring programme highlights a problem with the customer's plumbing, NI Water informs the customer, the local Environmental Health Officer, and the Drinking Water Inspectorate.

To assist in understanding the contents of this report, a glossary of technical terms is provided (Appendix 6).

Monitoring Drinking Water Quality

The Regulations necessitate a thorough and extensive water-sampling programme to be undertaken, to monitor water quality throughout the supply and distribution systems. The sampling locations and frequencies for the monitoring of drinking water quality are specified in the Regulations. These monitoring arrangements are audited by the Drinking Water Inspectorate (DWI). The mandatory sampling programme requires water samples to be collected regularly at water treatment works, at service reservoirs and water towers used to store treated water, and at customer taps in the water supply zones. In addition to the regulatory sampling frequency requirement, NI Water also carries out operational sampling and analyses to monitor and optimise the processes and quality of our drinking water supplies.

Under the Regulations, samples to be analysed for parameters that do not change in the supply water main, may be collected from Authorised Supply Points. These samples are collected from the final distribution point of the Water Treatment Works, and are considered under the Regulations to be equivalent to samples collected from the customer tap. All samples are carefully collected, handled, and transported to ensure that they accurately represent the water quality that customers receive. NI Water uses trained, skilled, and experienced sampling staff for the collection and delivery of the regulatory samples to the laboratories. In addition to this, the sampling for regulatory samples is accredited to meet the requirements of ISO 17025. United Kingdon Accreditation Service (UKAS) auditors carry out an annual audit of the sampling providers' quality system to ensure maintenance of accreditation for sampling. All sampling staff wear uniforms and carry identity cards when they call upon customers to take a sample.

Samples collected from customer taps are taken at random addresses in each water supply zone. A water supply zone, under the requirements of the Regulations, is a designated area with a population of no more than 100,000 supplied with water from one water treatment works or blended water from several works. The number and boundaries of water supply zones are subject to change according to operational requirements as supply sources to areas are adjusted to meet demand and infrastructure developments. On this basis, 64 water supply zones were monitored during the period of this report.

The parameters for which samples are tested:

- **Microbiological,** e.g. Coliform bacteria
- **Physical,** e.g. pH (Hydrogen ion)
- **Chemical,** e.g. Iron, Manganese, Lead and Nitrate
- **Aesthetic,** e.g. Colour

Compliance with the drinking water standards is determined by comparing the results of laboratory analysis of water samples with the relevant Prescribed Concentrations or Values (PCV). Where monitoring indicates that a standard has not been met, appropriate immediate investigation and remedial action is undertaken to ensure that the water supply does not present any public health risk. Sampling programmes are adjusted, and increased testing may be scheduled in the water supply zone for the parameter involved. NI Water will liaise at all times with the DWI and the Public Health Agency to ensure customer safety.

NI Water reports its water quality compliance levels as Overall Percentage Compliance. This assesses all regulatory consented parameters at water treatment works, service reservoirs, as well as customer tap. This is a holistic approach and is supported by the Drinking Water Inspectorate and the Utility Regulator.

Drinking Water Quality Summary – Year on Year

Compliance assessed against the"Water Supply (Water Quality) Regulations (Northern Ireland) 2017"

Compliance Measure	2021	2022	2023	2024	2025
% Overall compliance with drinking water regulations	99.88%	99.91%	99.92%	99.88%	99.91%
% Compliance at customer tap (including supply points)	99.82%	99.88%	99.88%	99.87%	99.88%
% Iron compliance at customer tap	99.35%	99.15%	99.71%	99.02%	99.58%
% Service Reservoirs with coliforms in >5% samples	0.00%	0.00%	0.00%	0.00%	0.00%

Protecting Our Customers

Drinking Water and Health

The safety of drinking water is paramount to public health. It is a tribute to the skills and expertise of colleagues working for drinking water providers, regulators, health authorities, and local authorities that the safety of drinking water in Northern Ireland is something that the public is able to take for granted.

The Drinking Water and Health Liaison Group (DW&HLG) is a multi-agency group that considers public health issues associated with the drinking water supply. The Group, which is unique in the UK context, draws its membership from the main stakeholder organisations including the Department of Health, the Public Health Agency, the Drinking Water Inspectorate, the Northern Ireland Public Health Laboratory, the Environmental Health Northern Ireland, and NI Water.

The Group produced a comprehensive guidance document on "Drinking Water and Health" aimed at professionals from a variety of backgrounds who share an interest and involvement in the safety of drinking water. The purpose of this joint guidance is to set out the roles and responsibilities of the key players, to describe the wider context to the provision of safe drinking water, to detail the arrangements and protocols in place to monitor compliance with standards and to respond to an emergency or incident situation.

This guidance is a "living document" that is regularly reviewed and updated.

The guidance document can be found at: www.niwater.com/drinking-water-guidance/

Lough Neagh and Blue-Green Algae

Raw water is drawn from Lough Neagh to supply our Dunore Point, Moyola, and Castor Bay water treatment works. These works supply around 40% of the population of NI. This includes homes and business in locations across much of Northern Ireland such as Portadown, Antrim, parts of Belfast and parts of Newry.

Drinking water supplied from the water treatment works which use Lough Neagh as their raw water sources are designed with the potential for algae to be present and robust treatment processes are in place to manage this effectively. NI Water's treatment works use an evidence based, multi-barrier treatment approach to ensure that water is safe to drink at the customer tap. This means that we gather evidence on raw water from Lough Neagh; this evidence can take the form of e.g. raw water colour, raw water algae and raw water cyanobacteria. We use this evidence to design, operate and optimise our treatment works, using appropriate treatment barriers such as filters, activated carbon and chlorine to produce good clean safe drinking water.

The public is urged to remain vigilant and take extra care with blue-green algae if visiting Lough Neagh during the summer. The advice from DAERA is to stay away from the Lough if you think blue-green algae is present as direct contact can be harmful to people and animals. Further instruction is available in this DAERA fact sheet "Look out for Harmful Algal Blooms (daera-ni.gov.uk)"

What is Blue-Green Algae?
Blue-green algae is an overgrowth of a type of bacteria in a water body that could affect water quality and aquatic life. It can produce several toxins that may cause harm to people, animals, and the local environment. It can exist alongside many other forms of non-harmful algae.

Blooms can look green, blue-green, or greenish brown. Scums can form along shorelines and look like paint, mousse, or small clumps.

Potentially any inland or coastal waterway can be affected so people are urged to be vigilant and take extra care if they spot what may appear to be blue-green algae.

Does it affect the taste of drinking water?
Blue-green algae (cyanobacteria), (similar to other algae species) can produce volatile organic compounds such as Geosmin and Methyl-Isoborneol (MIB). These organic compounds can give an earthy or musty smell and taste to water. Geosmin and MIB are also commonly found in soil and foods such as beetroot, spinach and mushrooms. They are naturally occurring and are not harmful to health. Geosmin and MIB can be detected by some people even at incredibly low concentrations, which means that even at concentrations of these compounds as low as 5 parts per trillion in drinking water, (equivalent to 1 teaspoon in 200 Olympic swimming pools), some people can still detect them.

Who is responsible for Lough Neagh?
The Northern Ireland Environment Agency (NIEA) is responsible for the management of the water quality in the Lough, and the work being undertaken to reduce the risk for blue-green algae blooms.

We (NI Water) are working with DAERA (Department of Agriculture, Environment and Rural Affairs) and NIEA (Northern Ireland Environment Agency) in the expectation that blooms will reoccur until nutrient levels are reduced.

For queries on Blue-Green Algae please contact the lead agency NIEA.

Protecting Our Customers

Lead Pipework Replacement Programme

The NI Water lead strategy sets out NI Water's approach to the management of lead in drinking water.

The strategy details how NI Water will work to reduce the likelihood of lead failures at customers' taps whilst working within its current remit.

The overall approach will be a combination of two strands, as summarised below:

1. **Removal of NI Water owned lead assets from the water distribution system.**
2. **Encourage the removal of customer owned lead assets such as their service pipes.**

NI Water has been undertaking lead pipe replacements for several years under the following programmes of work:

- **Proactive Lead Pipe Replacement:** Proactively replacing lead communications pipes only, where the water main is in good condition, and is not being replaced.
- **Opportunistic Lead Pipe Replacement:** Replacement of lead pipes as part of Watermains Rehabilitation programme.
- **Customer Requested Lead Pipe Replacement:** Proactively replacing lead communications pipes when a customer requests NI Water to replace lead pipework to their property when they have replaced lead pipe internally in their property.
- **Water Quality Sample Failures:** Replacement of lead pipes identified through the random lead sampling program.

These programmes of replacement have been developed to ensure that NI Water prioritises and targets areas with high numbers of lead pipes and poor compliance with the lead standard.

In the PC21 price control period NI Water has replaced 12,020 lead service pipes, exceeding target of 11,064 for the period.

A leaflet on lead in drinking water is available from the NI Water website at www.niwater.com/about-your-water

Source to Tap

Drinking Water Safety Plans

A Drinking Water Safety Plan (DWSP) is the most effective way of ensuring that a water supply is safe for human consumption and that it meets the health-based standards and other regulatory requirements. It is based on a comprehensive risk assessment and risk management approach to all the steps in a water supply chain from catchment to customer – the Source to Tap approach.

The primary objectives of a DWSP in protecting human health and ensuring good water supply practice are the minimisation of contamination of source waters and effective treatment using appropriate processes. DWSPs are used to map water supply systems, identify the hazards at each stage of the system from catchment, through treatment and the distribution system, to the customer's tap, and to assess and control the risks that these hazards pose.

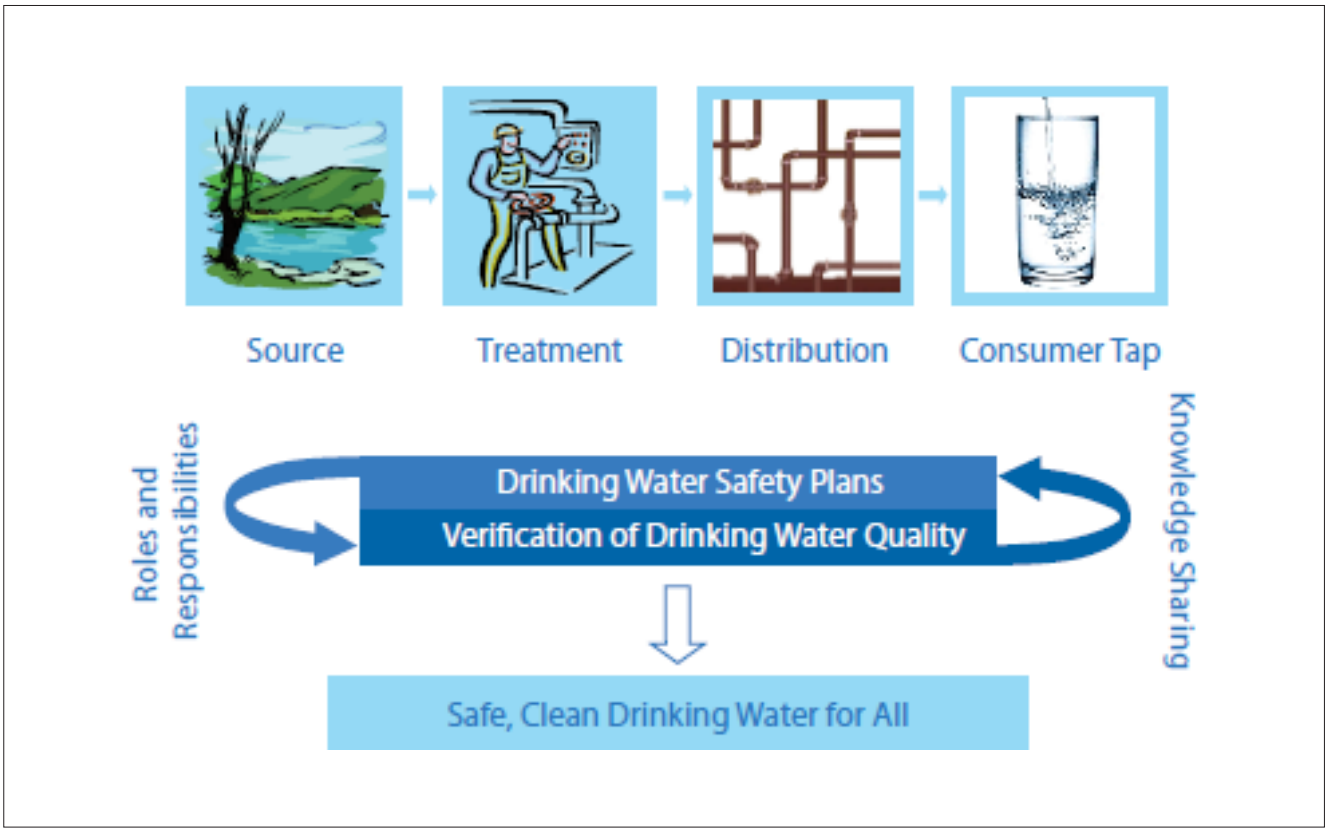
The Water Industry has adopted the DWSP approach to risk management from the raw water source, through water treatment, distribution and to our customer's taps. NI Water has put in place DWSPs for all of our drinking water supply systems to identify hazards, assess risks which could potentially threaten each stage of the water supply process, and implement mitigation measures to control the risk to ensure that the quality of the drinking water supplied meets regulatory requirements and protection of public health.

The risk assessments are kept under review, to ensure risks are adequately controlled and also that any new or emerging risks are identified and assessed. They are reviewed using a risk-based approach at on a minimum of an annual frequency. In the long term, DWSPs will lead to improved security of supply, a reduction in regulatory failures, incidents, and customer complaints and hence increased customer confidence.

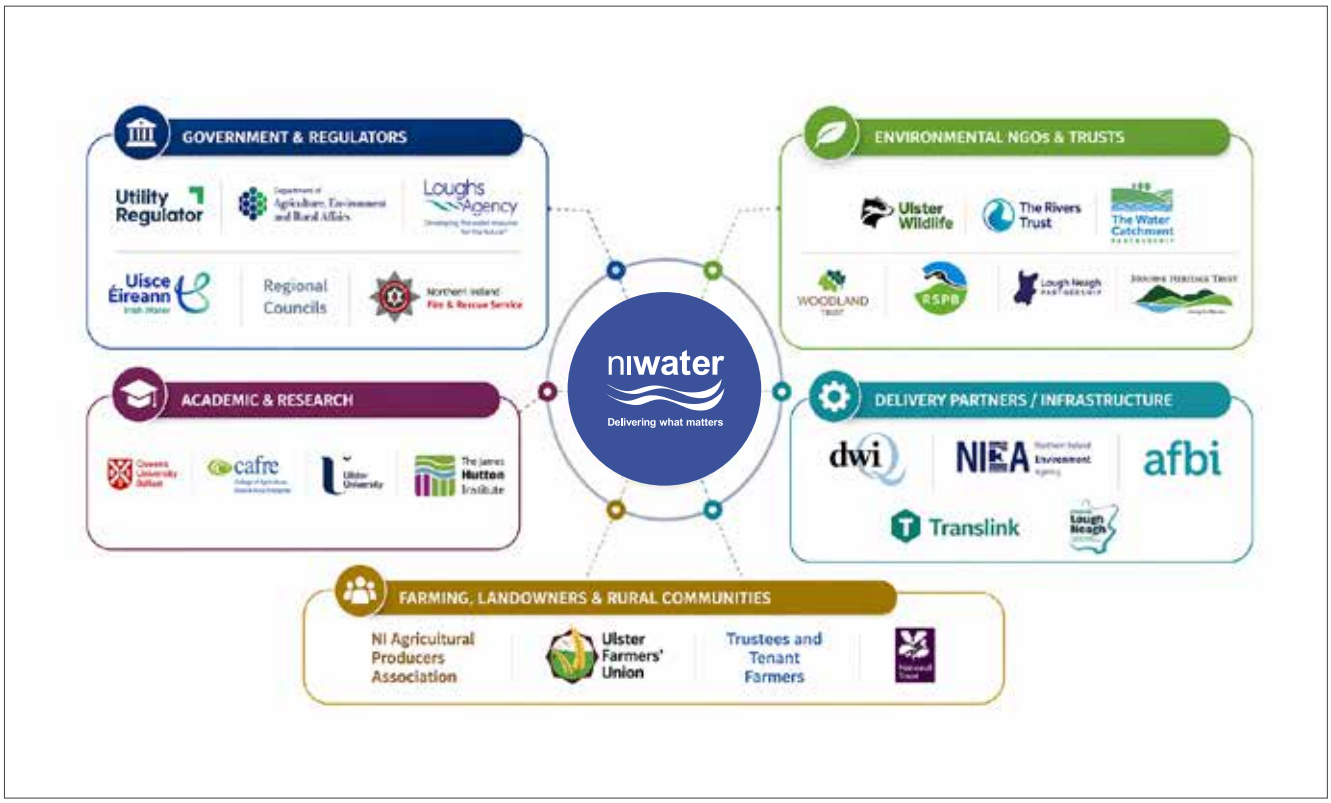
NI Water works with a number of partners such as the Northern Ireland Environment Agency (NIEA), Forestry Service, College of Agriculture, Food and Rural Enterprise (CAFRE) and other Non-Governmental Organisations (NGOs) to protect the raw water sources from contamination. Protection of the raw water is the first step in the multibarrier approach to drinking water treatment and therefore the first stage in the DWSP approach to management of drinking water quality.

The outputs of these plans – "The Drinking Water Safety Plans" themselves continue to be embedded into company policies and procedures.

NI Water uses the DWSP risk assessments to help inform the investment strategy for drinking water.



Sustainable Catchment Management Programme (SCaMPNI)



SCaMPNI

SCaMPNI continues to play a central role in protecting and enhancing the water environment through sustainable land management, reflecting NI Water's long standing stewardship of 11,000 hectares of reservoir catchment land for drinking water protection, biodiversity and recreation.

During 2025/26, we strengthened catchment management and nature-based solutions using a risk-based approach that prioritises reducing contaminants at source, limiting reliance on energy-intensive treatment and supporting cost effective delivery aligned with sustainability and net zero goals.

Partnerships in SCaMPNI

Working closely with statutory bodies, environmental NGOs, land managers, communities and academia, we extend benefits beyond NI Water owned land, particularly in upland peat and heath dominated catchments where targeted management delivers improvements in raw water quality, carbon storage, flood resilience and ecosystem health.

This collaborative approach is increasingly critical following recent blue green algae events in Lough Neagh and includes NI Water's core role in the Forever Lough Neagh Partnership and targeted agricultural interventions such as the Farming for Water scheme, farm chemical disposal programmes, farmer engagement and expanded peatland restoration, all contributing to long term drinking water resilience across Northern Ireland.

Farming for Water

Figure 116km of watercourses were fenced off in Clay Lake catchment to prevent livestock encroachment and reduce erosion by bank stabilisation.

The Farming for Water scheme was delivered in the Clay Lake drinking water catchment near Keady, Co. Armagh, to reduce losses of MCPA herbicide, nutrients and soil into the Clay Lake and Gentle Owens watercourses through practical, fully funded farm interventions. Supporting 29 participating farms, the scheme focused on pollution prevention at source, benefiting raw water quality, reducing treatment costs at Clay Lake water treatment works and improving farm sustainability.

> **"...with around 86% of peatlands now degraded, targeted restoration is increasingly important..."**

Measures included weed wiping, rush topping and liming across 81 hectares, nearly 16 km of watercourse fencing to prevent livestock damage and erosion, installation of mains-fed and solar drinkers with associated pipework, provision of pesticide storage units, spill kits and training, and targeted culverting works. Early monitoring shows reductions across key water quality parameters, demonstrating the effectiveness of collaborative, catchment-based delivery.

Managing our Uplands

Northern Ireland's uplands are vital for protecting drinking water at source, with healthy soils and peatlands naturally filtering rainfall and reducing treatment costs; however, with around 86% of peatlands now degraded, targeted restoration is increasingly important to reduce colour and organic material in raw water.

NI Water is investing in peatland restoration across its landholdings, building on work at Dungonnell and delivering projects at Lough Bradan, Tullychurry and in the Mournes, including the first use of contour bunds to successfully re-wet peat on a previously forested site beside Lough Bradan. A 28 hectare restoration at Lough Bradan, delivered with RSPB and Peatland Challenge Fund support, has already reduced colour, turbidity and organic carbon while improving flows during dry periods, and following major wildfires in the Mournes in April 2025, upland management has been expanded to address erosion, sediment risk and wildfire resilience, strengthening raw water quality and long term drinking water resilience.

Contour Bunds were used for the first time in NI Water to successfully re-wet the peatland on a previously forested area adjacent to Lough Bradan.

Farming for Water

Garrison wastewater treatment works, County Fermanagh which is due to be replaced with a sustainable solution under the PEACEPLUS programme.

PEACEPLUS projects

NI Water has secured significant PEACEPLUS funding to support cross-border water quality protection and catchment resilience. This includes €7.5m for the Protecting Shared Waters Project, led by NI Water in partnership with Uisce Éireann, The Rivers Trust, AFBI, Ulster Wildlife and The James Hutton Institute, to tackle nutrient, pesticide and sediment pressures in the Strule/Foyle and Fane catchments through practical interventions and community engagement between April 2025 and March 2029.

NI Water has also secured almost €200k through a PEACEPLUS Nature project led by RSPB to develop a management plan and deliver targeted peatland restoration in the Altnahinch catchment, protecting raw water quality and biodiversity. In addition, NI Water is an associate partner in the PEAT+ project, managed by Ulster Wildlife with Mourne Heritage, which has allocated around €900k to the NI Water Mournes estate for habitat surveys and peatland restoration trials to inform long-term management of this strategically important drinking water catchment.

Garrison wastewater treatment works, County Fermanagh which is due to be replaced with a sustainable solution under the PEACEPLUS programme.

NI Water takes the lead on €32m PEACEPLUS project to tackle water pollution

Construction began in February 2026 on a new environmentally sustainable wastewater treatment facility in Garrison, County Fermanagh, introducing reed bed technology to improve water quality in Lough Melvin.

The scheme forms part of the €32m Water Enhancements through Sustainable Treatment (WEST) initiative, a cross-border programme led by NI Water and Uisce Éireann to upgrade wastewater infrastructure and protect shared catchments including Lough Erne, Lough Melvin and Donegal Bay. Funded through the PEACEPLUS Water Quality Improvement Programme and managed by SEUPB, WEST includes sustainable upgrades at Belleek, Ballybay, and Blacklion, alongside extensive catchment modelling.

Launched in November 2025, the programme supports compliance with Water Framework Directive objectives, delivering enhanced wastewater treatment for at least 5,000 people, with additional capacity for a further 1,000 across the project locations.

Mournes catchment management

The Mournes catchments are NI Water's largest landholding and continue to provide high-quality raw water, but their scale and exposure mean they face pressures from erosion, extreme weather, visitor impacts, wildfire and habitat degradation.

Optimised grazing is a key mitigation measure, reducing fire fuel loads from gorse and mature heather, maintaining soil stability and limiting sediment runoff into reservoirs, while also supporting upland biodiversity and delivering the objectives of the High Mournes and Eastern Mournes Management Plans. Sheep grazing within Silent Valley is managed by Mourne Conservation Graziers Limited in partnership with NI Water and the Mourne Heritage Trust to balance habitat conservation with sustainable food production. In April 2025, a major wildfire destroyed nearly 6 km^2 of upland habitat in Silent Valley; while drinking water quality was not affected, the fire has increased sediment risk and treatment costs downstream and set back restoration programmes by several years. NI Water will continue working with partners, tenants and neighbouring landowners to repair damage, restore habitats and strengthen catchment resilience to future fire and climate-related risks.

The Forever Mournes Partnership is continuing our work in promoting cohesive management of the Mournes across our collective landholdings for people, land and nature.

Forever Mournes Partnership is continuing our work in promoting cohesive management of the Mournes across our collective landholdings for people, land and nature.

Farming for Water

Planting one million trees

We have now passed the halfway milestone in our commitment to plant one million trees across Northern Ireland by 2030, working in partnership with The Woodland Trust Northern Ireland and DAERA Forest Service.

> “...over 621,000 locally sourced native trees have been planted...”

To date, over 621,000 locally sourced native trees have been planted across NI Water sites, delivering benefits for local habitats while also supporting long-term improvements in water quality.

Regreening initiatives at Dunore, Stoneyford and Woodburn in County Antrim; Fofanny and Annalong in County Down; and Glenedra in County Derry/ Londonderry will provide lasting environmental, social and climate benefits for local communities and future generations.

During the 2026/27 planting season, we plan to establish a further 200,000 trees across approximately 100 hectares of land near Woodburn Reservoir, building on the largest woodland creation site developed in Northern Ireland in the past three decades. In parallel, work is ongoing across several sites to identify additional suitable locations for further planting opportunities during the 2026/27 season.

Tree planting at Dunore Point water treatment works, County Antrim

Environmental Management System (EMS) and ISO14001

In carrying out our core business NI Water contributes to and relies upon the quality of the natural environment, and we strive to protect it by working in an environmentally responsible manner, demonstrating high standards of environmental care and operational performance. NI Water works toward a 'Zero Harm' ambition, which includes avoiding harm to our environment.

NI Water is proud of its achieved maintenance of and compliance with the international standard ISO14001 for our Environmental Management System (EMS). The continual improvement and hard work of our functional staff and business areas, ensures NI Water maintains a strong environmental focus and management of compliance as evidenced through its testing our internal audit plan, and by frequent independent external auditors. Our accreditation to the ISO standard has been managed and maintained since 2003. Our CEO, Board, and Executive Committee support and approve NI Water's Environmental Statement and continued commitment to protecting, preserving, and improving our natural environment.

NI Water's EMS has become an integral part of our daily activities and business processes.

Water Mains Rehabilitation

NI Water is a customer focused but asset-based organisation. In order to deliver the maximum level of customer service at the lowest sustainable cost, it is important that NI Water assigns expenditure in the most effective possible manner.

The Water Mains Rehabilitation Programme for Northern Ireland was established in 1999 to ensure the investment in water mains infrastructure was appropriately targeted at those areas of greatest need to ensure delivery of a reliable supply of compliant quality water to the people of Northern Ireland and comply with the relevant statutory and regulatory standards.

For the PC15 planning period and, in preparation for the PC21 business plan (covering 2021 – 2028), NI Water revised its approach to identifying Water mains investment needs. In consultation with external stakeholders such as the Drinking Water Inspectorate, the Utility Regulator, and the Consumer Council Northern Ireland, NI Water developed the Water mains Infrastructure Investment Model (WIIM). Building on the basis of the previous Zonal Studies approach, which utilised the analysis of structural and water quality issues, the revised approach draws on corporate data, focusing on customer contacts and customer preferences as well as structural and WQ issues when identifying and prioritising investment needs.

The Water Mains Rehabilitation programme delivered 832km during the PC15 period and the target for the PC21 period is 838km although this target will be reduced due to financial constraints. Approximately 430km have been laid to date.

Further consultation will be needed between NIW and the Utility Regulator to ascertain the impact upon the organisation due to the recent budgetary restrictions.

NI Water Customer targets, for drinking water compliance, are set to assist the company in improving the customer experience as well as to facilitate improvement in regulatory compliance with lead, iron, and turbidity. The current aim, of improving both the customer experience and regulatory compliance, in relation to these three parameters, lies with replacement / refurbishment of the drinking water distribution system. The intervention methodology will be reviewed again before the PC28 plan period, with interventions to be considered such as planned area flushing and monitoring and mains conditioning."

Sufficiency of Supply

NI. Water serves a population of 1,928,880 domestic customers, plus additional provision for agricultural, commercial and business properties. This equates to 99.9% of the total population of Northern Ireland.

To serve our customers we produced on average 616 million litres of high-quality drinking water every day in 2025/26. For this NI. Water utilised 39 Sources including upland impounding reservoirs, boreholes, rivers and loughs.

NI Water has a legislative requirement to produce a Water Resource Management Plan (WRMP) and a Drought Plan as part of its forward planning process. The Water & Sewerage Services Act (Northern Ireland) 2016 permitted NI Water to combine these two plans into the Water Resource and Supply Resilience Plan (WR&SR Plan). The latest version of the WR&SR Plan was published in April 2025.

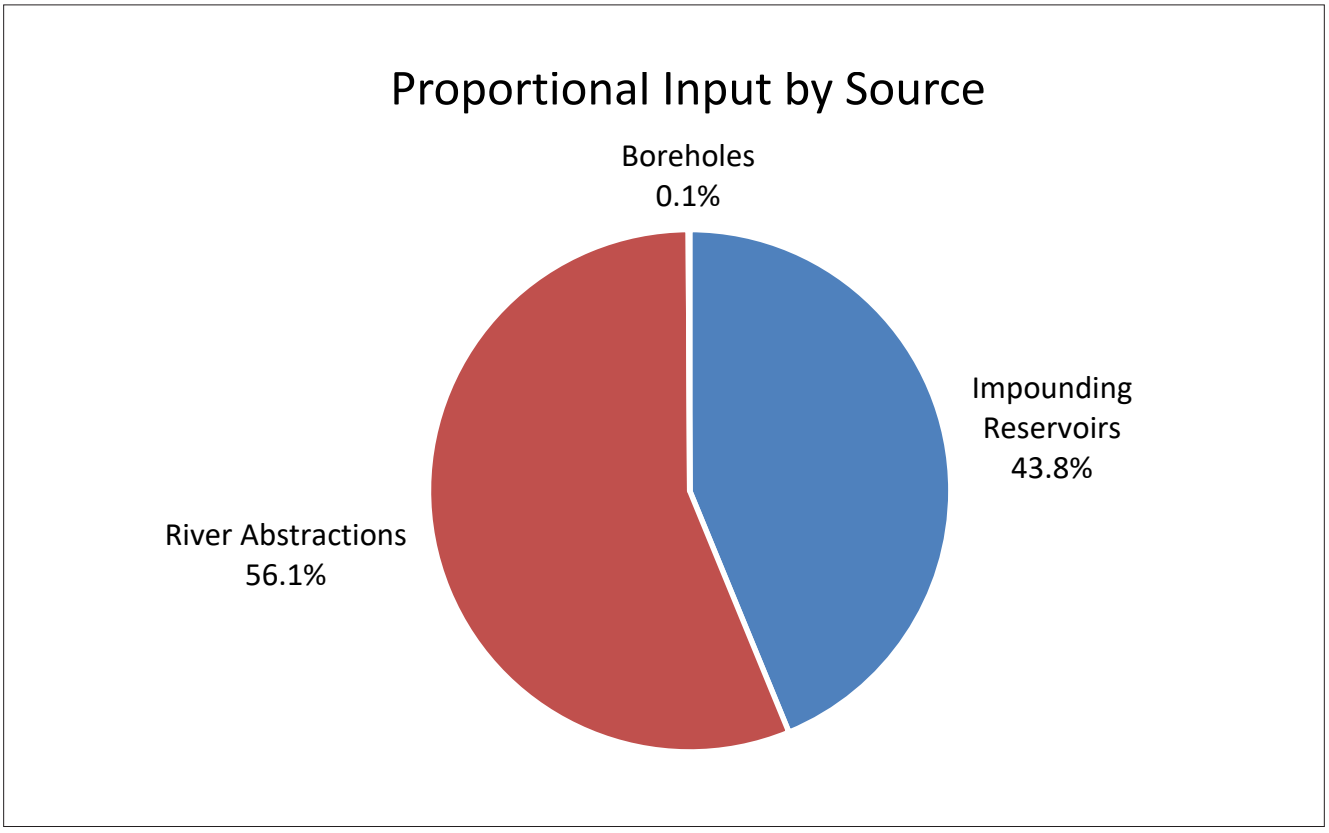
The WR&SR Plan is an important document for NI Water, as it demonstrates how the company will manage and develop water resources to make sure there is enough water to meet future supply needs.

The Plan considers changes in population, housing, water usage and incorporates any predicted changes to our climate. This includes how water supplies would be maintained during critical periods such as severe winters, drought and includes a drought plan.

NI Water has made significant changes in how the plan was developed from the previous version which was launched in 2020. These include:

- A longer-term planning horizon from 25 to 50 years.
- Changing future weather patterns require increased resilience to more frequent and extreme events. For example, this includes planning for more extreme drought events, typically what would be expected to occur once every 200 years.
- Increased focus on environmental sustainability in support of carbon Net Zero targets.

For the period of this report, water supplies in Northern Ireland were obtained from three types of sources, as shown:



Drinking Water Inspectorate - Technical Audit

The Drinking Water Inspectorate (DWI), a unit within the Northern Ireland Environment Agency, has an independent responsibility to audit drinking water quality compliance against the standards set in the Regulations.

Each year DWI undertakes a technical audit of the measures taken by NI Water to comply with the Regulations. The technical audit process includes:

- The transfer, to DWI, of analytical results of samples taken throughout the year, from water treatment works, water supply points, service reservoirs and customer taps
- A compliance assessment of this information against the prescribed regulatory frequencies and standards
- Carrying out an inspection programme which examines water treatment, storage, distribution, sampling processes and relevant procedures.

In 2025, eight technical audits were completed:

- An inspection of Killylane WTW
- An inspection of Networks Operations
- An inspection of Carmoney WTW
- An inspection of Sampling Procedures
- An inspection of Service Reservoirs
- An inspection of Consumer Contacts
- An inspection of the Laboratory Information Management System (LIMS)
- An inspection of Altnahinch WTW

DWI made a number of recommendations and suggestions, and NI Water continues to follow up on these issues. DWI will report on these inspections and the quality of water supplied by NI Water in its annual report, due to be published later in the year. DWI is located at Lisburn NIEA, 17 Antrim Road, Tonagh, Lisburn BT28 3AL.

Water Quality Events

NI Water is required under the Drinking Water Regulations to notify the DWI whenever an event occurs that has the potential to impact on drinking water quality. NI Water fully investigates all events and provides the DWI with a substantive report for each. After investigation, the event may be shown not to have had a detrimental effect on water quality and is classified in the "Drinking Water Inspectorate's Report" as "Not Significant" or "Minor" as opposed to "Significant", "Serious" or "Major".

A list of all Water Quality Events which were "Significant", or above which occurred during 2025 is detailed in Appendix 4.

Regulatory Enforcement

During 2025, three Regulation 31(4) Notices were closed:

- **Regulation 31(4) Notice 2023/001** required NI Water to install and have operational, a treatment system at Ballinrees WTW that is effective in the removal or reduction of MCPA to achieve a final water result that meets the maximum regulatory limit of MCPA of 0.10 µg/l by 20 December 2024. This was issued on 18 December 2023. Following completion of the works by this date and a subsequent period of operational work, NI Water provided evidence to demonstrate that the new treatment process meets the requirements of the Notice, DWI issued a Revocation Notice on 12 December 2025.
- **Regulation 31(4) Notice 2023/002** requires NI Water to install and have operational, a treatment system at Ballinrees WTW that is proven to be effective in the treatment of taste and odour parameters to achieve a final water and consumer tap result that is acceptable to the consumer and there is no abnormal change by 20 December 2024. This was issued on 18 December 2023. Following completion of the works by this date and a subsequent period of operational work, NI Water provided evidence to demonstrate that the new treatment process meets the requirements of the Notice, DWI issued a Revocation Notice on 12 December 2025.
- **Regulation 31(4) Notice 2021/001** required NI Water to install and have operational, a treatment system at Drumaroad WTW that is proven to be effective in the removal or reduction of Aluminium to achieve a final water result that meets the maximum regulatory limit of Aluminium of 200 µg/l by 30 April 2025. This was issued on 8 July 2021. This Notice was amended (DWI/Notice/NIW/2025/001) on 27 May 2025 to provide an additional 5 months to complete the required treatment upgrade by 30 September 2025. Following completion of the works by this date and evidence provided by NI Water demonstrating that the new treatment process meets the requirements of the Notice, DWI issued a Revocation Notice on 19 December 2025.

During 2025, three Warning Letters were issued:

- Carmoney WTW, contraventions of the individual pesticide standard for MCPA (0.01ug/l) in the final water. This was issued on 25 June 2025.
- Moyola WTW supply area, taste and odour complaints regarding water supplied from Moyola WTW. This was issued on 5 September 2025.
- Castor Bay WTW supply area, taste and odour complaints regarding water supplied from Castor Bay WTW. This was issued on 14 October 2025.

Quality Assurance

The Regulations require water quality to be monitored using analytical systems, which can demonstrate that appropriate accuracy is achieved and maintained. NI Water attaches great importance to the integrity of the analysis and for this reason applies strict laboratory analytical quality control procedures. These systems and procedures are subject to external inspection and audit by DWI and an assessment of NI Water's performance is included in the Inspectorate's annual report.

NI Water has achieved the requirements of the Drinking Water Testing Specification (DWTS). This is a national scheme agreed between the Drinking Water Inspectorate and the United Kingdom Accreditation Service for quality assurance within laboratories carrying out analysis for the water industry.

In addition to this, both of NI Water's testing laboratories have attained the necessary standard of analytical excellence to the requirements of ISO 17025. UKAS auditors carry out an annual audit of the NI Water laboratories' quality system to maintain this.

NI Water laboratories provide an accredited analytical service to external customers for both drinking water quality testing and wastewater quality testing.

Use of Technology for Increased Assurance

To assist in its ability to audit its sampling programme, NI Water has put in place an electronic system to produce an enhanced audit trail and eliminate errors in data transcription.

The system uses android phones with a bespoke Remote Sampler app. The phone camera is used to scan the labels on the sample bottles and the built in GPS (Global Positioning System) is used to give an accurate sample audit, location fix, and time for each sample as it is collected. When the sampler returns to the laboratory, this data is downloaded with all the ancillary audit data onto NI Water's Laboratory Information Management System (LIMS) where it updates the existing sample information. This system has recently been upgraded to a cloud-based system to automate the audit trail and chain of custody more fully.

Within the laboratory environment, the majority of analytical results are transferred directly into LIMS via direct data capture from the laboratory instrumentation. This information transference minimises the possibility of transcription errors and again gives an enhanced audit trail.

Water Quality Summary

NI Water Sites in Service

During 2025, the numbers of NI Water sites in service were:

Site Type	Number in Service
Water Treatment Works	24
Service Reservoirs	288
Water Supply Zones	64
Authorised Supply Points (see glossary)	24

Overall Water Quality Testing

During 2025, 102,334 microbiological, physical, and chemical tests were carried out for mandatory, and indicator consented parameters on water samples taken from water treatment works, service reservoirs and customer taps. Of these, 102,237 tests complied with the regulatory standards giving an overall percentage compliance of 99.91%.

Location Type	No of Samples	Regulatory Parameters Analysed	Regulatory Parameters used for Compliance Assessment
Water Treatment Works	6,200	43,634	18,835
Service Reservoir	14,908	89,447	29,816
Zone (including Authorised Supply Point)	5,784	70,043	53,683
Overall	**26,892**	**203,124**	**102,334**

As well as the regulatory required analyses, NI Water also carries out a large number of operational process control determinations, to ensure that its treatment processes are fully optimised.

Water Quality Summary

Microbiological Quality

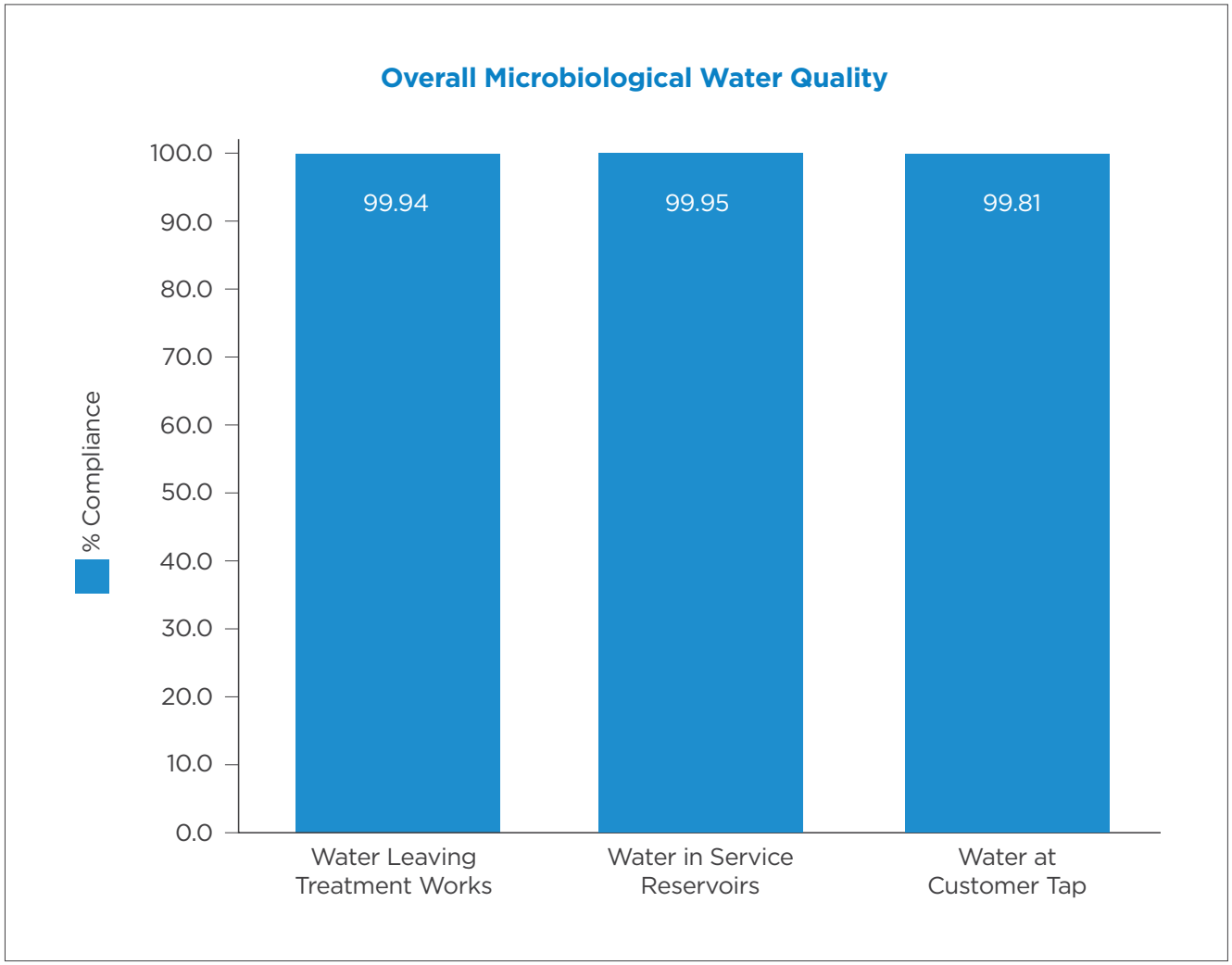
Effective disinfection is fundamental to the treatment process. For effective disinfection the water the Regulations require that the water prior to disinfection must be treated to ensure that the turbidity of the water does not exceed 1 NTU. Water leaving water treatment works is disinfected with chlorine to safeguard public health by destroying microorganisms. This is the most important part of the water treatment process. NI Water has developed a disinfection policy for water treatment and individual disinfection statements for each water treatment works. This will continue to ensure that all water supplied by NI Water is adequately disinfected, and water supplied to customers is safe and pathogen free.

To ensure the effectiveness of the treatment and chlorination process, the wholesomeness of treated water is regularly examined to ensure the absence of coliform bacteria and faecal coliforms (E. coli) at water treatment works, service reservoirs and in the distribution system at customer taps.

The presence of these organisms may indicate potential microbiological contamination of water supplies, and if they are detected in drinking water, immediate action is taken to identify the source and to minimise any risk to public health.

Many instances of microbiological failure in samples taken from customer taps are due to contamination of the tap itself, in particular with mixer type kitchen taps. For this reason if a positive result is obtained, investigations are immediately carried out to identify if the positive result is due to the specific tap or the general system. If the contamination is found to be due to the tap or internal plumbing, NI Water will inform the customer in writing of the reason for the failure so that they can take appropriate action. A copy of the letter is also provided to the Public Health Agency, the local Environmental Health Officer, and the DWI.

A summary of the microbiological quality of water supplied in 2025 is given below.



Water Quality Summary

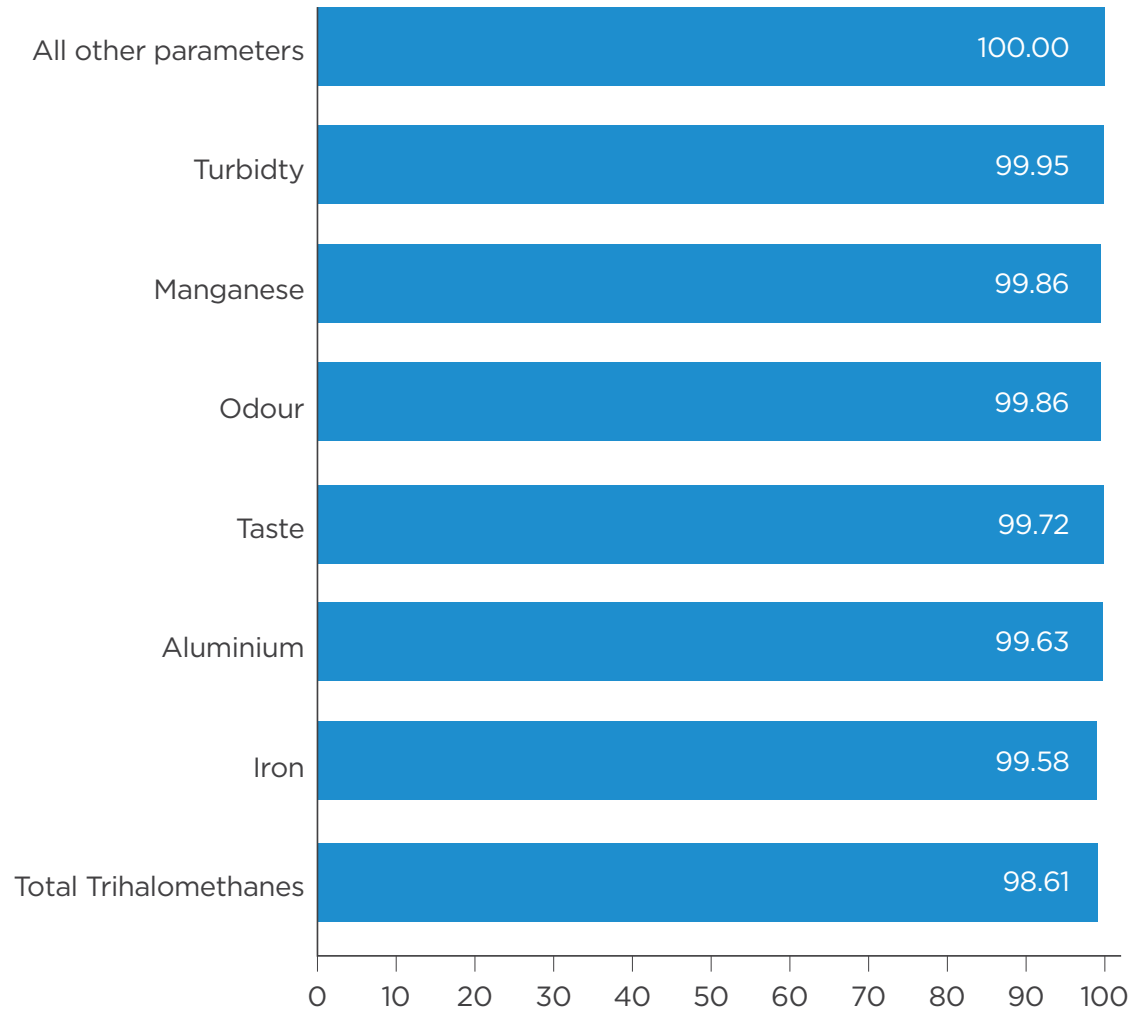
Physical and Chemical Quality at Customer Tap

Physical and chemical quality standards apply to water supplied at customer taps. The Regulations lay down the required sampling frequency for each parameter or group of parameters dependent on the resident population of the water supply zones.

- During 2025, 41,375 physical and chemical tests were assessed against their consent for water samples taken at customer taps or authorised supply points. Of these, 41,331 tests complied with the regulatory standards giving a compliance of 99.88% for physical and chemical tests.

Appendix 2 shows the extent of NI Water's compliance with the regulatory standards at both customer tap and authorised supply point. For most parameters, compliance is judged based on the results of individual samples. If a single sample exceeds the PCV, that supply is deemed not to comply with the regulatory standards, even if the cause is outside NI Water's control, e.g. defective plumbing within premises. Improved compliance will be achieved through the water treatment works investment programme and thereafter through improvements to the water storage and distribution system.

Percentage Compliance by Chemical Parameter



Water Quality Summary

Overall Water Quality

	Number of Analytical Tests	Number of Tests Exceeding PCV	% Compliance with Regulatory Standards
Water Leaving Treatment Works			
Bacteriological Analysis	12,400	7	99.94
Indicator parameters	6,435	9	99.86
Total	18,835	16	99.92
Water in Service Reservoirs			
Bacteriological Analysis	29,816	14	99.95
Total	29,816	14	99.95
Water at Customers' Taps or Authorised Supply Points			
Bacteriological Anal. inc Coliforms	12,308	23	99.81
Zone Chemical Analysis	31,873	43	99.87
Supply Point Chemical Analysis	9,502	1	99.99
Total	53,683	67	99.88
Total Mandatory Parameters	95,899	88	99.91
Overall Water Quality Total	**102,334**	**97**	**99.91**

Explanatory notes of exceedances of the microbiological and chemical quality standards with less than 100% compliance are provided in the following section.

Water Quality Issues

Aluminium

The standard set for aluminium is based on aesthetic considerations. A number of water supplies may contain concentrations of aluminium, which could exceed the standard from time to time because of changes in raw water quality or treatment process fluctuations. These treatment processes are regularly reviewed and optimised to reduce the aluminium levels to below regulatory levels. Improvements to the treatment processes at WTWs which have been identified for funding in the PC21 Price Control Process should result in an improving level of aluminium compliance.

Iron

The iron standard has been set for aesthetic reasons as levels persistently above the standard can give rise to discoloured water and particulate matter. Where the standard for iron has not been met, this may be due to problems of corrosion of iron water mains. There is an ongoing proactive programme of flushing and cleaning of the distribution system to minimise the problem. In addition, NI Water has an ongoing Water Mains Rehabilitation Programme in which supply zones that experience water quality and other supply problems are subjected to a detailed assessment. This includes the analysis of historic water quality data (including iron), customer complaint information, and the implementation of targeted water quality sampling and analysis programmes to determine the nature and extent of the water quality problems. Appropriate solutions to the problems are then developed which include mains cleaning and renovation, and replacement of parts of the distribution system. Implementation of the solutions is undertaken either by NI Water or by its contractors.

Lead

Water leaving treatment works and in the distribution systems, contains only trace amounts of lead. However, where lead has been used for service pipes between the water main and the kitchen tap or in domestic plumbing, there may be a risk of concentrations at the customer tap exceeding the lead standard.

Having lead pipework is likely to result in lead levels in drinking water, which are above the limits set out in drinking water regulations. The regulatory limit (PCV or Prescribed Concentration or Value) for lead in drinking water is 10 µg/l.

The Drinking Water Regulations require that NI Water must minimise the risk of exceedances of the regulatory limit for lead drinking water (10 µg/l) whether the risk for failure is due to the company or customer owned pipes. Orthophosphoric acid is added to the water supply, across Northern Ireland, to reduce the amount of lead 'pick up' from lead pipes, into the drinking water at the customer tap. This is a water industry wide practice to help to reduce the risk of lead exceedances and to meet the requirements of the drinking water regulations. Orthophosphate dosing has been very successful in mitigating the risk for lead failures. However, this treatment alone will not ensure 100% compliance due to the presence of lead supply pipes in customer property. The age and condition of lead pipe can result in lead in the drinking water being above the regulatory limit even with orthophosphate dosing in place. The only way to remove the risk for lead in drinking water is for all lead pipe to be removed, including within customer properties.

Water Quality Issues

In addition to treatment of drinking water, to minimise lead pick up from pipework, NI Water has a programme to identify and replace lead communication pipes within its infrastructure, either through our targeted lead pipe replacement programme or the replacement of lead communication pipes encountered during water mains rehabilitation. As part of this programme, customers are informed when lead communication pipes (NI Water's responsibility) have been replaced and are encouraged to replace their lead supply pipe (customer's responsibility).

Lead monitoring, through customer tap sampling and analysis, forms part of our routine testing regime in line with the requirements of the Drinking Water Regulations. Where a sample taken for lead analysis is shown to exceed the regulatory limit for lead NI Water is required under the Drinking Water Regulations to inform the customers, and their neighbours, of the lead result.

In addition if a sample is found to exceed the limit for lead in drinking water the Public Health Agency, the local Environmental Health Officer, and DWI are notified by NI Water. Where it is found that the exceedance is attributable to a lead service pipe NI Water will replace free of charge, any of its lead pipes supplying the property. It will be the responsibility of the property owner to replace any lead pipework on the property.

Many older properties still have service pipes and internal plumbing wholly or partly comprised of lead. Lead pipework was used in many houses built in Northern Ireland before 1970 and much of it still exists.

Water Quality Issues

It is therefore important for householders to check if they have any lead pipework in their property.

Some simple checks for householders to do include:

- Look in or behind the cupboards in your kitchen. You may also need to look in other places, such as the cupboard under the stairs. Find the pipe leading to the kitchen tap. Check if it is lead along as much of its length as possible. Unpainted lead pipes are dull grey, and the surface feels soft. If you scrape the surface gently with a kitchen knife, you will see the shiny, silver-coloured metal beneath.
- Open the flap of the stop valve outside your property. Examine the pipe leading from the stop valve to your property. If you can, scrape its surface gently.
- Some other pipe materials which you might come across which are normal and don't need replaced include copper, iron, and plastic.
- If you are still unsure, ask a plumber for a second opinion.

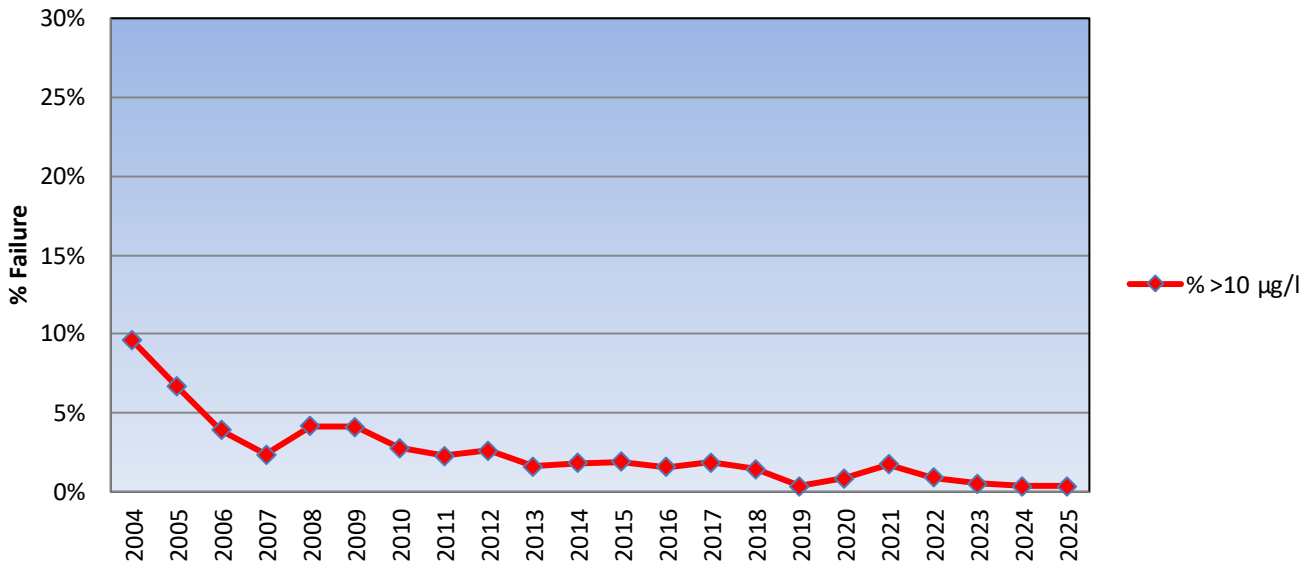
If you find lead pipes, you should have these replaced as soon as possible. It will be the responsibility of the property owner to replace any lead pipework on the property. NI Water will replace free of charge, any of its lead pipes supplying a property, if it receives a written request from a customer who has replaced the portion of lead service pipe for which the householder is responsible.

A leaflet on lead in drinking water is available from the NI Water website at www.niwater.com/about-your-water

Amongst other details, this leaflet explains who is responsible for replacing each part of the lead in the domestic system.

The effectiveness of the dosing can be seen in the graph below, showing the optimisation of the dosing from the water treatment works to meet the new regulations.

% Lead Exceedances against the current 10 µg/l Standard



The lead in drinking water standard was reduced from 25µg/l to 10µg/l at the end of 2013.

Water Quality Issues

Manganese

Manganese occurs naturally in many water sources. Concentrations can vary seasonally or be attributed to the disturbance of accumulated deposits at the bottom of reservoirs when the water is drawn down or when water circulation occurs. Treatment is in place at our WTWs for manganese and this removes manganese to very low concentrations in the treated drinking water, However, manganese can deposit within the distribution system and may cause discoloured water if the deposits are disturbed during operational activity within the distribution network.

The standard for manganese has been set for aesthetic reasons to prevent unpleasant tastes, staining or discoloured water.

Pesticides

Pesticides include insecticides, herbicides, fungicides, and algaecides. These can find their way into watercourses from a variety of sources, mainly from use in agriculture or weed control. NI Water has an ongoing pesticide monitoring programme, and analysed samples for 38 individual pesticides during 2025. NI Water liaises with other regulatory bodies in Northern Ireland such as the Northern Ireland Environment Agency (NIEA) regarding the control of pesticide usage.

NI Water is engaged on an ongoing series of catchment management plans as part of its overall Drinking Water Safety Plans, which include looking at pesticide usage and control. The Water Catchment Partnership mentioned previously, has been setup to address pesticide problems across Northern Ireland and raise awareness of the risks of using pesticide products close to drinking water abstraction sources.

NI Water has treatment processes in place for pesticide removal at WTWs where there is an identified risk for the use of pesticides in the catchment. Capital investment was completed in 2023 at Derg WTW for improved pesticide (MCPA) removal. Work was undertaken at Ballinrees WTW to improve pesticide (MCPA) removal - this work was completed in December 2024. These improvement works will reduce the risk for exceedances of the regulatory standard for pesticides in drinking water in these supply areas.

Total Trihalomethanes (THMs)

THMs are chlorination by-products arising from the reaction of chlorine, used for disinfection, with natural organic material present in water. The maintenance of microbiological quality by disinfection using chlorine is NI Water's main priority. NI Water's water abstractions are predominantly drawn from surface sources, which can contain these natural organic materials.

THM formation is dependent on a wide range of differing factors and so changes in THM concentrations may be a consequence of one or many factors. THM levels tend to increase with pH, temperature, contact time, residence time, length of the distribution network, and the level of "precursors" present. Precursors are the organic material that reacts with chlorine to form THM's.

NI Water has developed and put in place ongoing THM action plans to reduce the risk of THM failures. These action plans alongside our drinking water safety plan risk assessment process are used to help identify where investment may be required to reduce the risk of THM failures. NI Water's ongoing water treatment works investment programme is designed to provide improved treatment to reduce organic matter prior to chlorination and thereby reduce THM levels.

In addition to its ongoing programmes of work, NI Water is constantly reviewing its operational procedures to reduce THM levels in the distribution system, whilst maintaining microbiological quality.

Capital investment at a number of WTWs is planned during the PC21 period with THMs as the water quality driver. Improved compliance over all of Northern Ireland is expected as improvements to water treatment works and the distribution system continue.

Water Quality Issues

Turbidity

Turbidity is caused by very fine insoluble material that may be present in water. Levels are closely monitored during the treatment processes. The PCV at the WTW is 1 NTU.

Particulate matter, usually the re-suspension of sediments present in the distribution system due to disturbance from operational activity, can affect the turbidity of drinking water. Systematic flushing of the local pipe work will restore water quality. The PCV at the customer tap is 4 NTU.

Taste and Odour

Customer concerns quite often relate to taste and odour. Analytical tests are carried out to measure the level of taste and odour and are performed by a specialist testing panel. There can be a variety of reasons for people to notice a slight change in the odour or taste of their water.

This could include:

- The use of chlorine as a disinfectant
- Seasonal changes
- A change in your water supply
- Moving from one area to another
- Your plumbing

Some customers describe their water this as smelling earthy/ musty or stale. It can have several sources:

- Long lengths of pipework within large buildings
- Volatile organic by-products of algae or harmless micro-organisms in the raw water sources
    - These natural organic compounds, Geosmin and Methyl-Isoborneol (MIB) can give an earthy or musty smell and taste to the water.
    - Geosmin and MIB are also commonly found in soil and foods such as beetroots, spinach and mushrooms. They are naturally occurring and are not harmful to health.
    - Geosmin and MIB can be detected by some people even at incredibly low concentrations, which means that even at concentrations of these compounds as low as 5 parts per trillion in drinking water (equivalent to 1 teaspoon in 200 Olympic swimming pools), some people can still detect them.
    - They are not harmful to health and in the areas where we know this is a problem, we treat the water with activated carbon and or ozone.

Summary

All exceedances of the regulatory standard are investigated following procedures agreed with the Health Authorities and the Drinking Water Inspectorate. Closure of an event cannot take place without their approval.

Further information

Various information leaflets giving more details of water information may be found at www.niwater.com/about-your-water

The Water Supply (Water Fittings) Regulations (NI) 2009

NI Water was granted an operating licence to provide water and sewerage services in Northern Ireland on 1 April 2007, implemented under the provisions of the Water and Sewerage Services (Northern Ireland) Order 2006 (known the Order). The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009 (known the Regs) were subsequently made by the then DRD under Articles 114 and 300(2) of the Order and came into operation on 3 August 2009.

These Regs are key public health legislation and are designed to prevent the waste, misuse, undue consumption, or erroneous measurement of water, and, most importantly, to protect wholesome water supplies from contamination. Owners and occupiers of premises, as well as any persons installing plumbing systems or water fittings, have a legal duty to ensure that such systems comply with the requirements of the Regs. The Order empowers NI Water to inspect premises to ensure compliance with the Regs.

While voluntary compliance is encouraged, NI Water is also duly authorised to take formal enforcement action in cases of non-compliance. A process of Advance Notification is also in place enabling proposed installations or alterations of plumbing systems to be approved in advance and enable compliance prior to instigation.

The Department for Infrastructure (DfI), through its Water and Drainage Policy Division (WDPD), acts as the Regulator for this activity. DfI meets regularly with NI Water to review issues arising under the Regs, including compliance performance and identified contraventions. NI Water is also required to publish an annual report on customer compliance activities by 30 June each year, with a copy submitted to DfI. Details of NI Water's implementation of the Regs are set out in Appendix 5. The table below summarises the number of inspections completed, contraventions identified, and contraventions awaiting customer resolution during the 2025 calendar year.

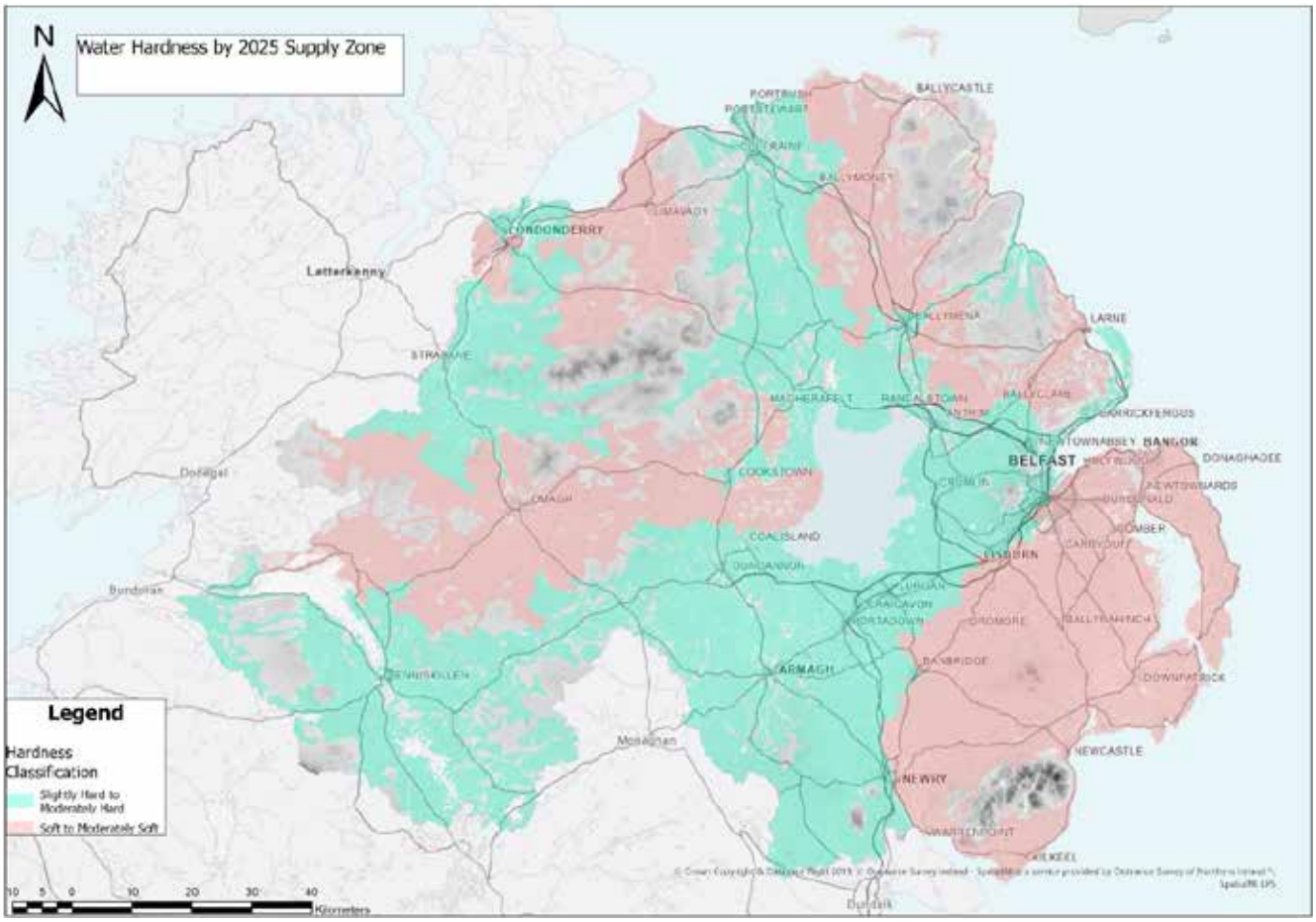
Description	Number (by 2025 calendar year)
Number of Domestic and Non Domestic Inspections • Proactive • Reactive	1,096 1,050 46
Number of Premises/Bodies visited	1,060
Number of Contraventions recorded	3,140
Number of Contraventions recorded (All FC1-3)	2,833
Number of Contraventions recorded (All FC4-5)	307
Number of Contraventions rectified (FC1-3)	1,766
Number of Contraventions rectified (FC4-5)	134
Number of Outstanding Contraventions	1,106
Referred for enforcement (Legal Department)	0

Public Information

Drinking Water Register

A Drinking Water Register is available from NI Water's website at www.niwater.com/water-quality-results/ showing the most recent year's detailed water quality results for customers based on their postcode, and details of water hardness to enable customers to set up dishwashers etc correctly.

Water Hardness Map



Hardness of water is natural and is normally caused by the rocks through which the water has passed. Hardness is a measure of the calcium and magnesium concentrations in water. Hardness means you may have to use more soap when washing as lard water lathers less than soft water. Hardness has no adverse effects on heath and is safe to drink. There is no standard specified within the drinking water regulations.

If you are unable to access the website, the Register may be requested, free of charge, during normal working office hours through the customer relations centre below. Customers may request and obtain a free copy of the information for the water supply zone they live in. A charge may be made for printed information on other zones.

Public Information

Customers, who wish to receive information about the quality of water in their water supply zone by post, can write to the address listed below:

Northern Ireland Water
PO Box 2376,
Belfast,
BT13 3DX

Customers can contact the Customer Relations Centre on our Waterline: **03457 440088**

Customers who have hearing difficulties can also contact us via Text Relay on: **03457 440088**

Customers may also contact Customer Services by email on: **waterline@niwater.com**

Further information for customers may be obtained at the following website: **www.niwater.com**

This site also contains a PDF version of the most recent Water Quality report.

Social Media

NI Water actively uses social media to interact with and inform its customers. This includes:

Facebook

This is updated routinely and in the event of a major incident will be used to communicate directly with customers on **www.facebook.com/niwater/**

YouTube

NI Water has its own YouTube channel **www.youtube.com/northernirelandwater** that hosts NI Water videos such as "How to protect your pipes", "Saving water in the home" or "Your water bill explained". It can also be used to host video messages for customers during a major incident.

X (Formerly Twitter)

NI Water's X account is routinely used to respond directly to customers queries at **@niwnews.**

We have introduced LiveChat at **www.niwater.com/contact-us/** providing more ways to keep our customers informed and offering them more choices for interacting with us.

Public Information

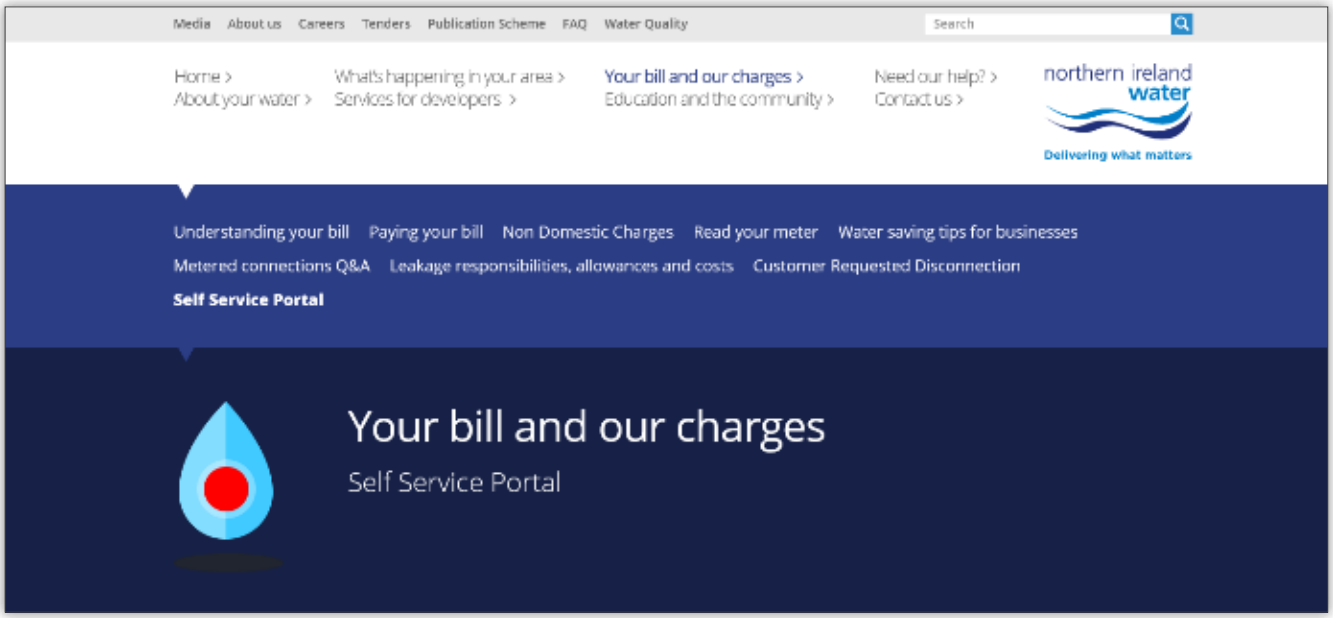
Customer Services

Staff in the Customer Relations Centre record details and the nature of all enquiries, requests for services, emergencies, and complaints. All contacts are logged and routed directly to staff who will investigate the matter and resolve the problem as quickly as possible.

Customer Services produces a range of leaflets about services provided, including those designed to give customers the opportunity to learn more about water quality standards, water efficiency and the need to use water wisely. The leaflets can be obtained from the Customer Relations Centre or may be viewed on the above website at **www.niwater.com/about-your-water**

Self Service Portal

As part of our ongoing efforts to improve the overall customer experience, we have taken steps to make interactions more convenient by developing a web-based Self Service platform. This allows customers to log into their personal account online and access their details at a time that is convenient to them.



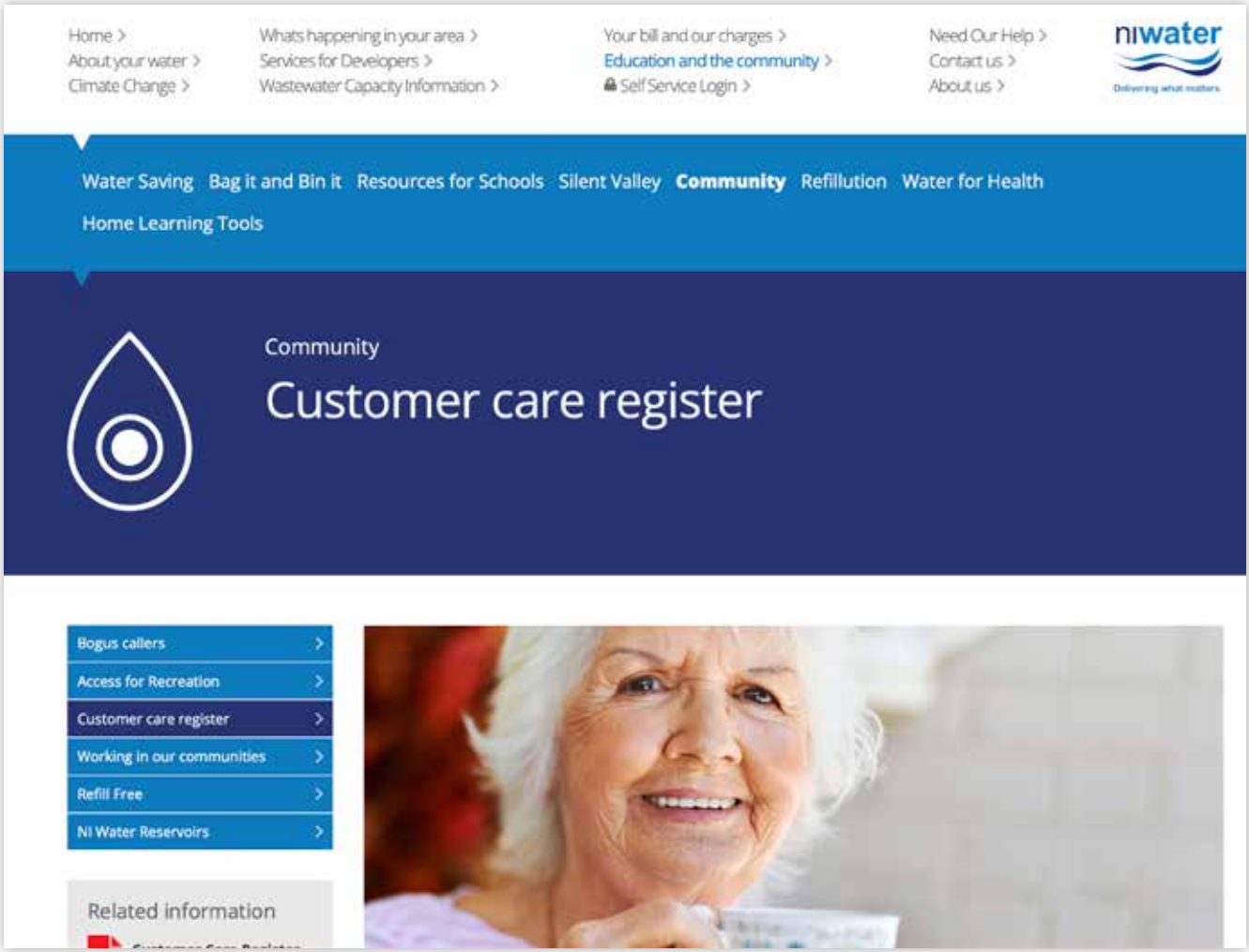
Customers are able to apply online for:

- **Pay a Bill**
  - Businesses and Non-Domestic customers can manage their account details and payments
- **Desludge Request**
  - Both Domestic and Non-Domestic customers can request a septic tank desludge
- **Developer Services (Requires Login)**
  - A new water and/or a wastewater connection to our network
  - A sewer adoption (Article 161)
- **Trade Effluent (Requires Login)**
  - A new consent or manage an existing consent

This web portal is found at:
digitalservice.niwater.com

Public Information

Customer Care Register



NI Water provides essential services for all our customers throughout Northern Ireland.

We offer a range of free additional services if you are an older customer, have a serious medical condition, or need extra help for any other reason.

You need to join our Customer Care Register at this link to get the extra free services you or anyone in your household would like to receive.

Alternatively, telephone Waterline on 03457 440088

Doorstep Service
If you have a hearing difficulty, we will knock the door louder and speak clearly when we call with you. If you have a mobility problem, we will allow more time for you to answer the door.

Password scheme
You can ask for a password to help you identify our staff. Please arrange a password with us. Our staff will always use this password when they visit you.

If someone claims to work for us but does not know your password, do not let them in.

Instead, please get in touch with us and we will check to see if the caller really works for us.

Carers Contact Service
You can name a carer or relative who:

- can contact us on your behalf
- we can contact if we need to reach you at anytime
- we can post information directly to

Major Incident Information

In a major incident or emergency (such as freeze/thaw events following a prolonged period of extremely cold weather), NI Water can experience a massive increase in demand for information by our customers which would overwhelm the normal systems in place.

To increase the number of calls answered and the quality of information provided, NI Water has installed a High Volume Call Answering (HVCA) system. This "always-on" service monitors all incoming calls to Waterline and takes on the additional load during unexpected peaks. The NI Water HVCA system recognises customers using the telephone number held on their customer record or it can use Voice Recognition to allow customers to state their Post Code etc. (Voice Recognition like this is used on many smartphones and call handling systems in banks etc).

NI Water's customers should have a better experience when they ring us because their call will always be answered, and they should be provided with up-to-date information.

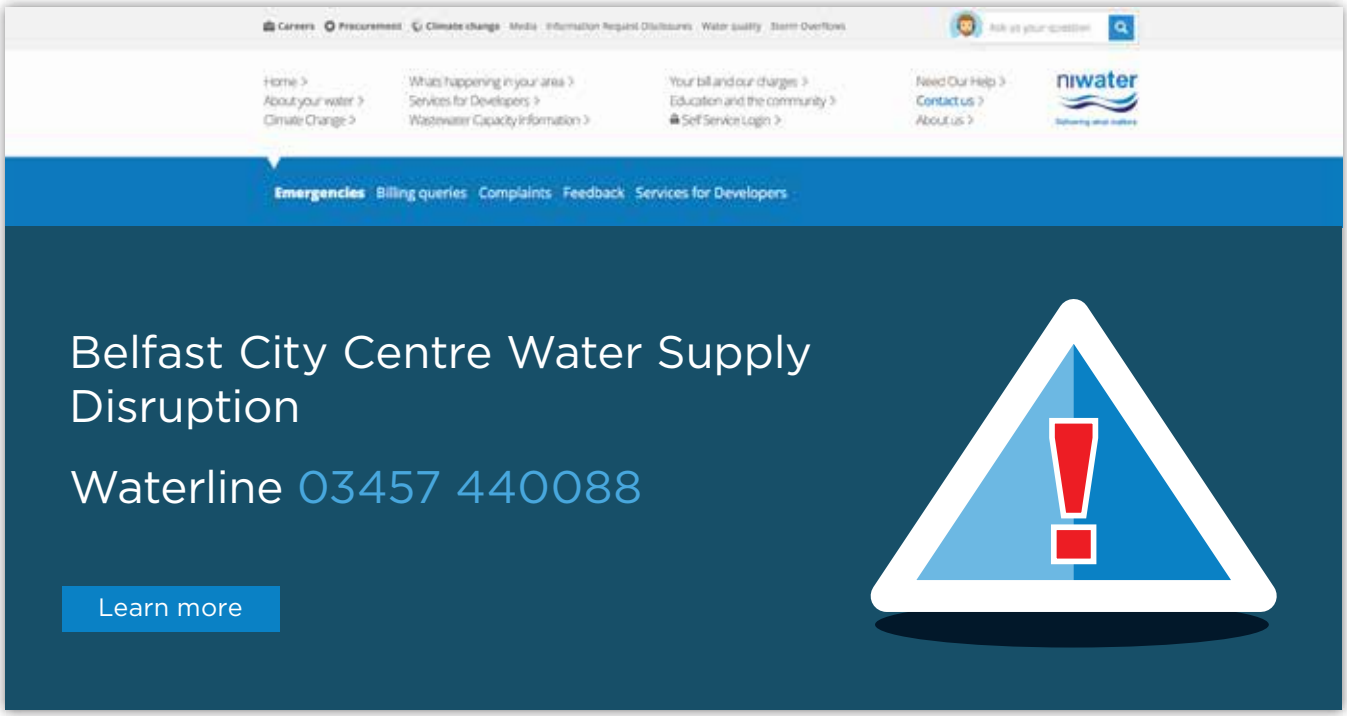
NI Water's management of the incident will be improved because we will know when, and why, each customer has called.

This allows a more detailed picture of the reasons customers are calling and the potential causes to be built up. This technology puts NI Water on a par with other utilities in Northern Ireland and other water companies in the UK.

Major Incident and Major Emergency

NI Water's website routinely provides information to its customers regarding interruptions, repairs, and planned upgrades as well as frequently asked questions and answers and links to helpful sites e.g. to find a plumber etc.

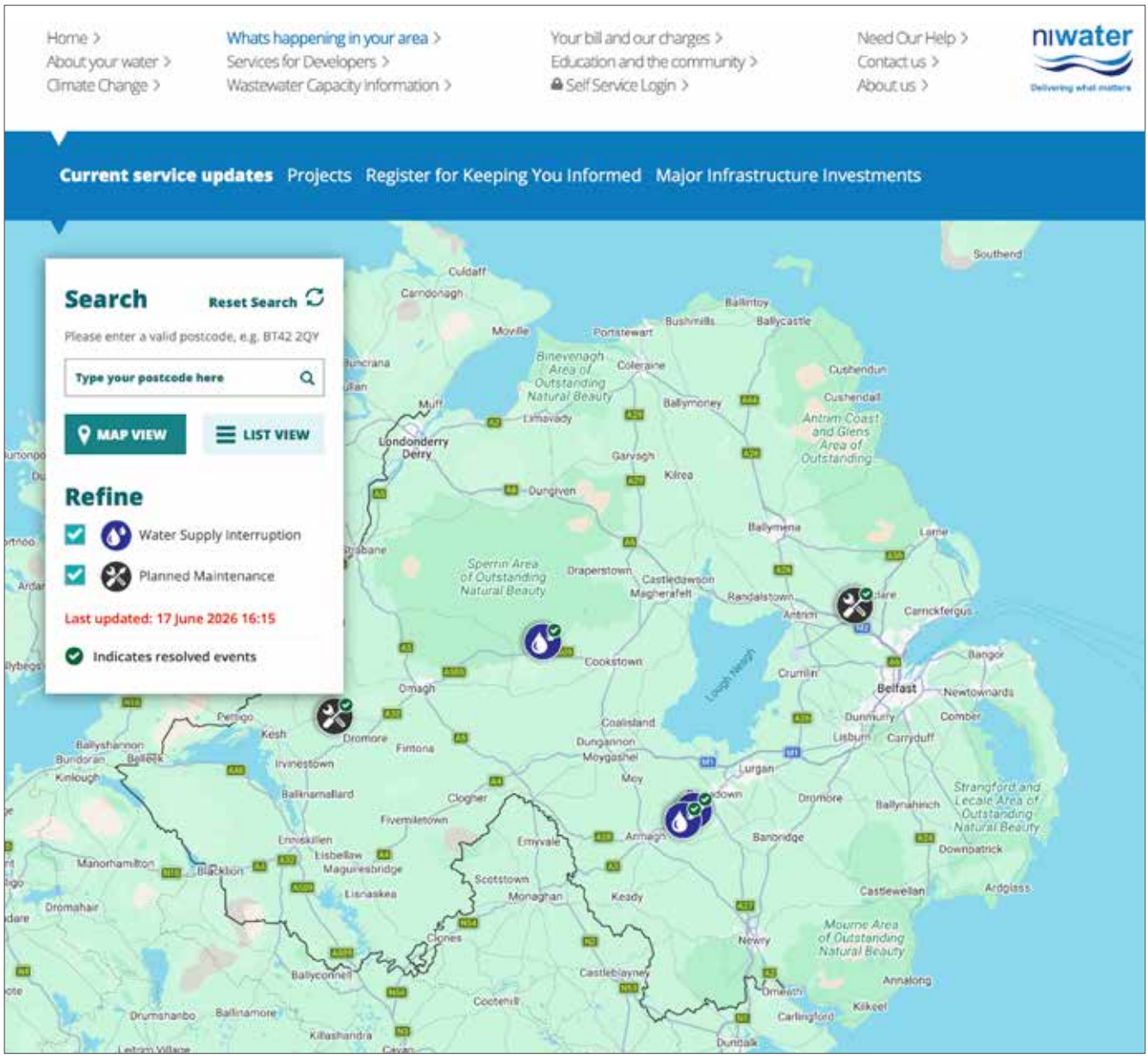
If a major incident or emergency is declared, NI Water's normal website has the facility to become a dedicated portal for emergency information. This allows customers to quickly find out information based on their postcode.



Major Incident Information

Information available includes:

- Bursts
- Alternative Water Supplies
- Planned Restrictions to Supply
- Low Reservoir Levels
- Boil Notices



Appendix 1

Drinking Water Quality Standards
Water Supply (Water Quality) Regulations (Northern Ireland) 2017

Schedule 1: Prescribed Concentrations and Values

Table A: Microbiological Parameters

Part I: Directive Requirements

Parameters	Concentration or Value (maximum)	Units of Measurement	Point of compliance
Enterococci	0	number/100ml	Customers' taps
Escherichia coli (E. coli)	0	number/100ml	Customers' taps
Coliform bacteria	0	number/100ml	Customers' taps

Table B: Chemical Parameters

Part I: Directive requirements

Parameters	Concentration or Value (maximum)	Units of Measurement	Point of compliance
Acrylamide	0.10	µg/l	(i)
Antimony	5	µg Sb/l	Customers' taps
Arsenic	10	µg As/l	Customers' taps
Benzene	1	µg/l	Customers' taps
Benzo(a)pyrene	0.01	µg/l	Customers' taps
Boron	1	mg B/l	Customers' taps
Bromate	10	µg BrO_3/l	Customers' taps
Cadmium	5	µg Cd/l	Customers' taps
Chromium	50	µg Cr/l	Customers' taps
Copper	2	mg Cu/l	Customers' taps
Cyanide	50	µg CN/l	Customers' taps
1,2 Dichloroethane	3	µg/l	Customers' taps*
Epichlorohydrin	0.10	µg/l	(i)
Fluoride	1.5	mg F/l	Customers' taps
Lead	10	µg Pb/l	Customers' taps
Mercury	1	µg Hg/l	Customers' taps
Nickel	20	µg Ni/l	Customers' taps
Nitrate	50	mg NO_3/l	Customers' taps
Nitrite	0.5	mg NO_2/l	Customers' taps
Aldrin	0.03	µg/l	Customers' taps*
Dieldrin	0.03	µg/l	Customers' taps*
Heptachlor	0.03	µg/l	Customers' taps*
Heptachlor epoxide	0.03	µg/l	Customers' taps*

Appendix 1

Parameters	Concentration or Value (maximum)	Units of Measurement	Point of compliance
Other pesticides	0.1	µg/l	Customers' taps*
Total Pesticides (ii)	0.5	µg/l	Customers' taps*
PAH - Sum of four substances (iii)	0.1	µg/l	Customers' taps
Selenium	10	µg Se/l	Customers' taps
Tetrachloroethene/ Trichloroethene – Sum (iv)	10	µg/l	Customers' taps*
Total Trihalomethanes (v)	100	µg/l	Customers' taps
Vinyl chloride	0.50	µg/l	(i)

Notes:

(i) The parametric value refers to the residual monomer concentration in the water as calculated according to specifications of the maximum release from the corresponding polymer in contact with the water. This is controlled by product specification.

(ii) Total Pesticides: means the sum of the concentrations of the individual pesticides detected and quantified in the monitoring procedure.

(iii) The specified compounds are:
- benzo(b)fluoranthene
- benzo(k)fluoranthene
- benzo(ghi)perylene
- Indeno (1,2,3-cd) pyrene

(iv) The parametric value applies to the sum of the concentrations of the individual compounds detected and quantified in the monitoring process.

(v) The specified compounds are:
- chloroform
- bromoform
- dibromochloromethane
- bromodichloromethane

* May be monitored from samples of water leaving treatment works or other supply point, as no significant change during distribution.

Part II: National Requirements

Parameters	Concentration Or Value (Maximum Unless Otherwise Stated)	Units Of Measurement	Point Of Compliance
Aluminium	200	µg Al/l	Customers' taps
Colour	20	mg/l Pt/Co	Customers' taps
Iron	200	µg Fe/l	Customers' taps
Manganese	50	µg Mn/l	Customers' taps
Odour	0	Dilution Number	Customers' taps
Sodium	200	mg Na/l	Customers' taps
Taste	0	Dilution Number	Customers' taps
Tetrachloromethane	3	µg/l	Customers' taps
Turbidity	4	NTU	Customers' taps

Appendix 1

Schedule 2: Indicator Parameters

Parameters	Specification Concentration or Value (maximum) or State	Units Of Measurement	Point Of Monitoring
Ammonium	0.5	mg NH_4/l	Customers' taps
Chloride (i)	250	mg Cl/l	Supply point*
Clostridium perfringens (including spores)	0	Number/100ml	Supply point*
Colony counts	No abnormal change	Number/1ml at 22°C Number/1ml at 37°C	Customers' taps, service reservoirs and treatment works
Conductivity (i)	2500	µS/cm at 20°C	Supply point*
Hydrogen ion	9.5	pH value	Customers' taps
	6.5 (minimum)	pH value	
Sulphate (i)	250	mg SO_4/l	Supply point*
Total indicative dose (for radioactivity) (ii)	0.1	mSv/year	Supply point*
Total organic carbon (TOC)	No abnormal change	mg C/l	Supply point*
Tritium (for radioactivity)	100	Bq/l	Supply point*
Turbidity	1	NTU	Treatment works

Notes:

(i) The water should not be aggressive.

(ii) Excluding tritium, potassium-40, radon, and radon decay products.

* May be monitored from samples of water leaving treatment works or other supply point, as no significant change during distribution.

Explanatory Notes

Measurement Units:

Milligram per litre (mg/l) means one part in a million.
Microgram per litre (µg/l) means one part in a thousand million.

Parameter:

A parameter refers to any substance, organism or property listed above.

Appendix 2

Water Quality Report for Water Supply Zones

Schedule 1 parameters	Units	2025 Samples	No > PCV	% > PCV
1,2 Dichloroethane	µg/l	504	0	0.00%
Aluminium	µg Al/l	2,139	8	0.37%
Antimony	µg Sb/l	502	0	0.00%
Arsenic	µg As/l	503	1	0.20%
Benzene	µg/l	504	0	0.00%
Benzo(a)pyrene	ng/l	504	0	0.00%
Boron	µg B/l	501	0	0.00%
Bromate	µg/l	504	0	0.00%
Cadmium	µg Cd/l	503	0	0.00%
Chromium	µg Cr/l	503	0	0.00%
Colour	mg/l Pt/Co	2,144	0	0.00%
Copper	mg Cu/l	504	0	0.00%
E. coli	No./100ml	5,784	2	0.03%
Enterococci	No./100ml	504	1	0.20%
Fluoride	mg F/l	504	0	0.00%
Iron	µg Fe/l	2,139	9	0.42%
Lead	µg Pb/l	504	2	0.40%
Manganese	µg Mn/l	2,139	3	0.14%
Mercury	µg Hg/l	504	0	0.00%
Nickel	µg Ni/l	504	2	0.40%
Nitrate	mg NO3/l	504	0	0.00%
Nitrite	mg NO2/l	504	0	0.00%
Odour	dilution No	2,144	3	0.14%
PAH - Sum of four substances	µg Se/l	504	0	0.00%
Selenium	mg Na/l	503	0	0.00%
Sodium	dilution No	504	0	0.00%
Taste	µg/l	2,144	6	0.28%
Tetrachloroethene/Trichloroethene - Sum	µg/l	504	0	0.00%
Tetrachloromethane	µg/l	504	0	0.00%
Total Trihalomethanes	µg/l	503	7	1.39%
Turbidity	FTU	2,144	1	0.05%

Indicator parameters	Units	2025 Samples	No > PCV	% > PCV
Coliform bacteria	No./100ml	5,784	20	0.35%
Total - Residual disinfectant	mg Cl/l	5,784	-	-
Free - Residual disinfectant	mg Cl/l	5,784	-	-
Colony Counts 37 (48hrs)	No./1 ml	2,144	-	-
Colony Counts 22	No./1 ml	2,144	-	-
Total Organic Carbon	mg C/l	504	-	-
Ammonium	mg NH4/l	504	0	0.00%
Chloride	mg Cl/l	504	0	0.00%
Hydrogen Ion	pH value	2,144	1	0.05%
Conductivity	µS/cm 20	2,144	0	0.00%
Sulphate	mg SO4/l	504	0	0.00%

Appendix 2

Water Quality Report for Authorised Supply Points

Schedule 1 parameters	Units	2025 Samples	No > PCV	% > PCV
Cyanide	µg CN/l	236	0	0.00%
Pesticides - Total Substances	µg/l	236	0	0.00%
All other analysed Pesticides	µg/l	8,968	1	0.01%

Indicator parameters	Units	2025 Samples	No > PCV	% > PCV
Clostridium perfringens (sulph red)	No./100 m	236	0	0.00%
Total Indicative Dose		31	0	0.00%
Tritium	Bq/l	31	0	0.00%

Water Quality Report for Water Treatment Works

Schedule 1 parameters	Units	2025 Samples	No > PCV	% > PCV
Coliform bacteria	No./100ml	6,200	7	0.11%
E. coli	No./100ml	6,200	0	0.00%
Nitrite	mg NO2/l	236	0	0.00%

Indicator parameters	Units	2025 Samples	No > PVC	% > PVC
Turbidity	FTU	6,199	9	0.15%
Total - Residual disinfectant	mg Cl/l	6,200	-	-
Free - Residual disinfectant	mg Cl/l	6,200	-	-
Colony Counts 37 (48hrs)	No./1 ml	6,199	-	-
Colony Counts 22	No./1 ml	6,200	-	-

Water Quality Report for Service Reservoirs

Schedule 1 parameters	Units	2025 Samples	No > PCV	% > PCV
Coliform bacteria	No./100m	14,908	14	0.09%
E. coli	No./100ml	14,908	0	0.00%

Indicator 1 parameters	Units	2025 Samples	No > PVC	% > PVC
Colony Counts 37 (48hrs)	No./1 ml	14,907	-	-
Colony Counts 22	No./1 ml	14,908	-	-
Total - Residual disinfectant	mg Cl/l	14,908	-	-
Free - Residual disinfectant	mg Cl/l	14,908	-	-

Appendix 3

Water Quality by Northern Ireland Council Area

This section of the Drinking Water Quality Report is designed to demonstrate water quality by individual council area based on the Percentage Compliance at Customer Tap (including Supply Points) over the water supply zones associated with that council area, as shown on the associated maps.

For monitoring purposes, NI Water's supply area is divided into water supply zones as required under the drinking water regulations. These are areas serving not more than 100,000 people, each of which are normally supplied from a single water supply source or combination of sources. There are areas where owing to topography and dispersal of population, it is not practicable to provide a mains water supply. Currently over 99.9% of Northern Ireland's population receive public water supplies.

In a number of cases, water supply zones overlap council boundaries. The council reports indicate which water supply zones are wholly or partially contained within the council areas, including those zones that may have a relatively small area within the council area. Separation of data within these water supply zones across council boundaries is not practicable, therefore the information used in calculating the zonal and council compliance relates to the whole zone and not merely the part included within a council boundary. Following discussions with the Drinking Water Inspectorate, water supply zones with fewer than 40 properties within the council area have not been used to calculate the individual council compliance. The information is based on samples taken randomly from customer taps in each water supply zone and from planned samples at authorised supply points. Due to the nature of random sampling, there may be fluctuations in water quality across the water supply zones.

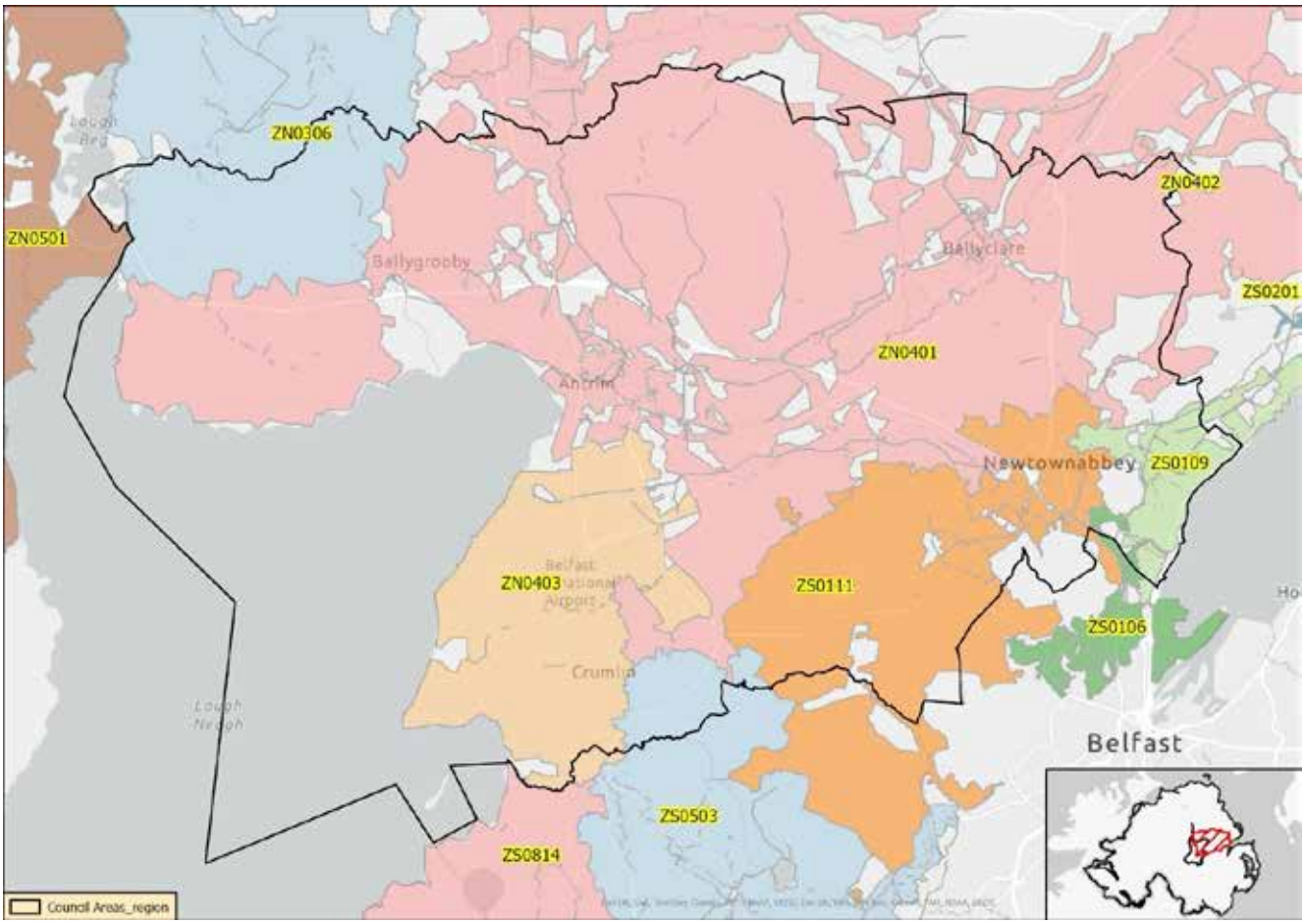
The report also details Capital Work Programmes affecting the council area, which directly related to water quality during the reporting period.

Small variations in water quality compliance performance occur across Northern Ireland. This reflects the need to continue to invest in and to maintain water treatment works, and to improve the water mains network.

NI Water has identified the need to deliver a significant volume of water mains rehabilitation and other works across its ageing network. The works are necessary to ensure the efficient and cost-effective operation of its water supply system in the immediate future and longer term as well as ensuring adequate levels of water quality and customer supply. To achieve this goal, NI Water has implemented a Water mains Rehabilitation Framework, within which it undertakes work on a Northern Ireland wide basis as identified by the zonal study programme of work.

Appendix 3

Antrim and Newtownabbey Borough Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Antrim and Newtownabbey Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0306	Dungonnell Portglenone	ZS0106	Dunore Belfast North
ZN0401	Dunore Point Antrim	ZS0109	Dorisland Whiteabby
ZN0402	Killylane Ballynure	ZS0111	Dunore Point Hydepark
ZN0403	Dunore Point Crumlin	ZS0503	Castor Bay Stoneyford

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Antrim South WIIM 2.1 Work Package

Back siphonage at WTW

Clean Water Network Modelling 2021 to 2024

DS14120 - Watermain - Belmont Road Antrim

DS33565 - Hightown Road, Glengormley Watermain Upgrade

Eastern Super work package Phase 2

Facilities Management Review

Feasibility Study for using Groundwater Abstraction

High Demand - External Modelling

Lismacloskey Road watermain Rehabilitation

MIMP Central (Major Incident Mitigation Project Central Region) Freeze Thaw Improvements

MIMP East (Major Incident Mitigation Project East Region) Freeze Thaw Improvements

Newtownabbey Zone Watermain Improvements Phase 3

NIAMP5 Project Support

Northern WRZ Resilience

Owner Controlled Insurance Programme (OCIP)

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

Preparation of Initial Work packages for PC21

Professional Services - PC21 Watermain Rehabilitation, New and Replacement and First Time Services

Professional Services Framework Watermain Network PC15

SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

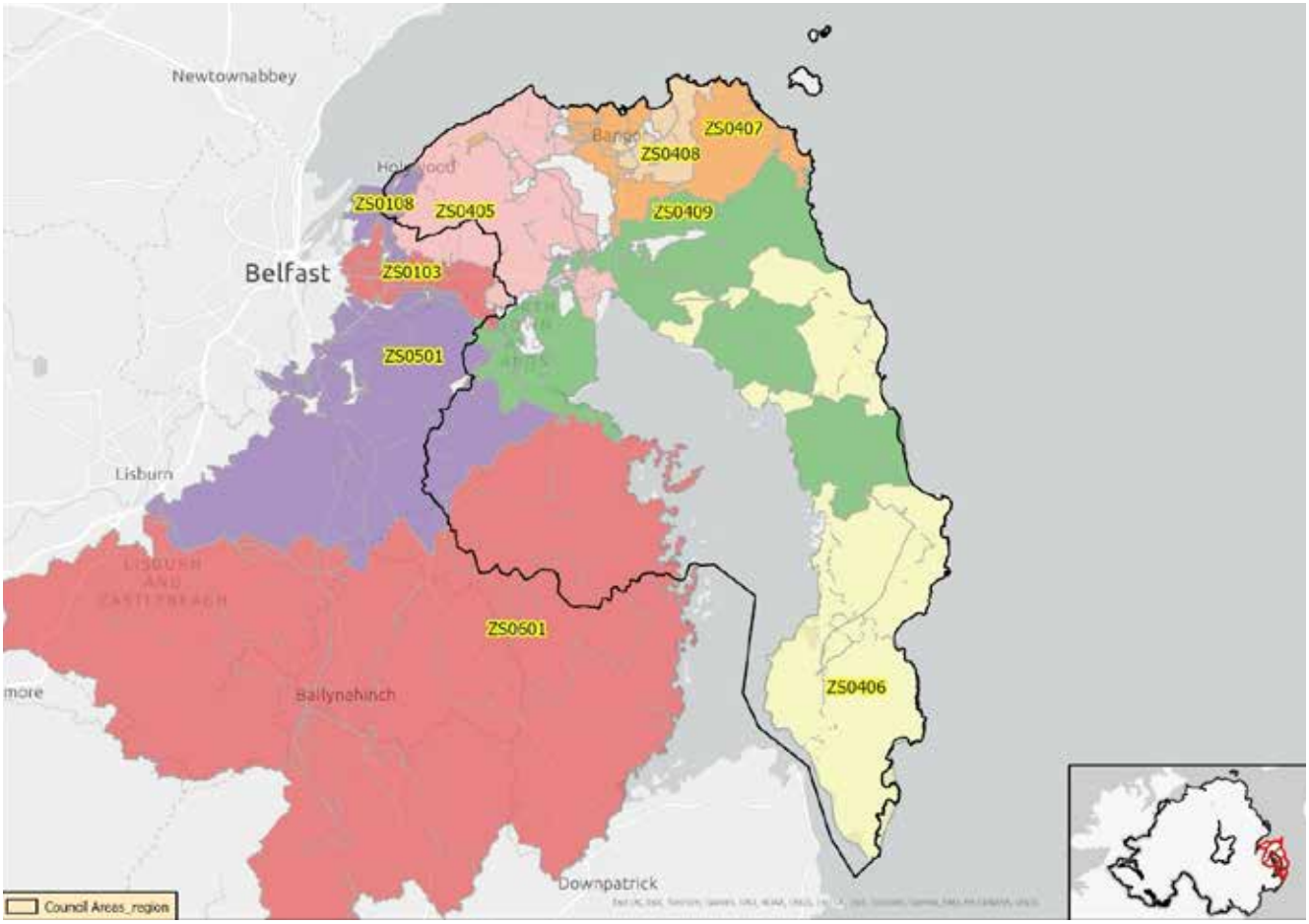
Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

WIIM Phase 2 Dunore East WP

Appendix 3

Ards and North Down Borough Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Ards and North Down Compliance	99.7%	100.0%	99.9%	100.0%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZS0108	Belfast Purdysburn	ZS0408	Drumaroad Bangor East
ZS0405	Drumaroad Ards West	ZS0409	Drumaroad Ards East
ZS0406	Drumaroad Portaferry	ZS0501	Drumaroad Lisburn
ZS0407	Drumaroad Bangor West	ZS0601	Drumaroad Ballynahinch

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Back siphonage at WTW

Bangor Road, Holywood, Watermain Extension

Clean Water Network Modelling 2021 to 2024

Eastern Super work package Phase 2

Facilities Management Review

Feasibility Study for using Groundwater Abstraction

High Demand - External Modelling

MIMP East (Major Incident Mitigation Project East Region) Freeze Thaw Improvements

NIAMP5 Project Support

Owner Controlled Insurance Programme (OCIP)

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

Preparation of Initial Work packages for PC21

Professional Services - PC21 Watermain Rehabilitation, New and Replacement and First Time Services

Professional Services Framework Watermain Network PC15

SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

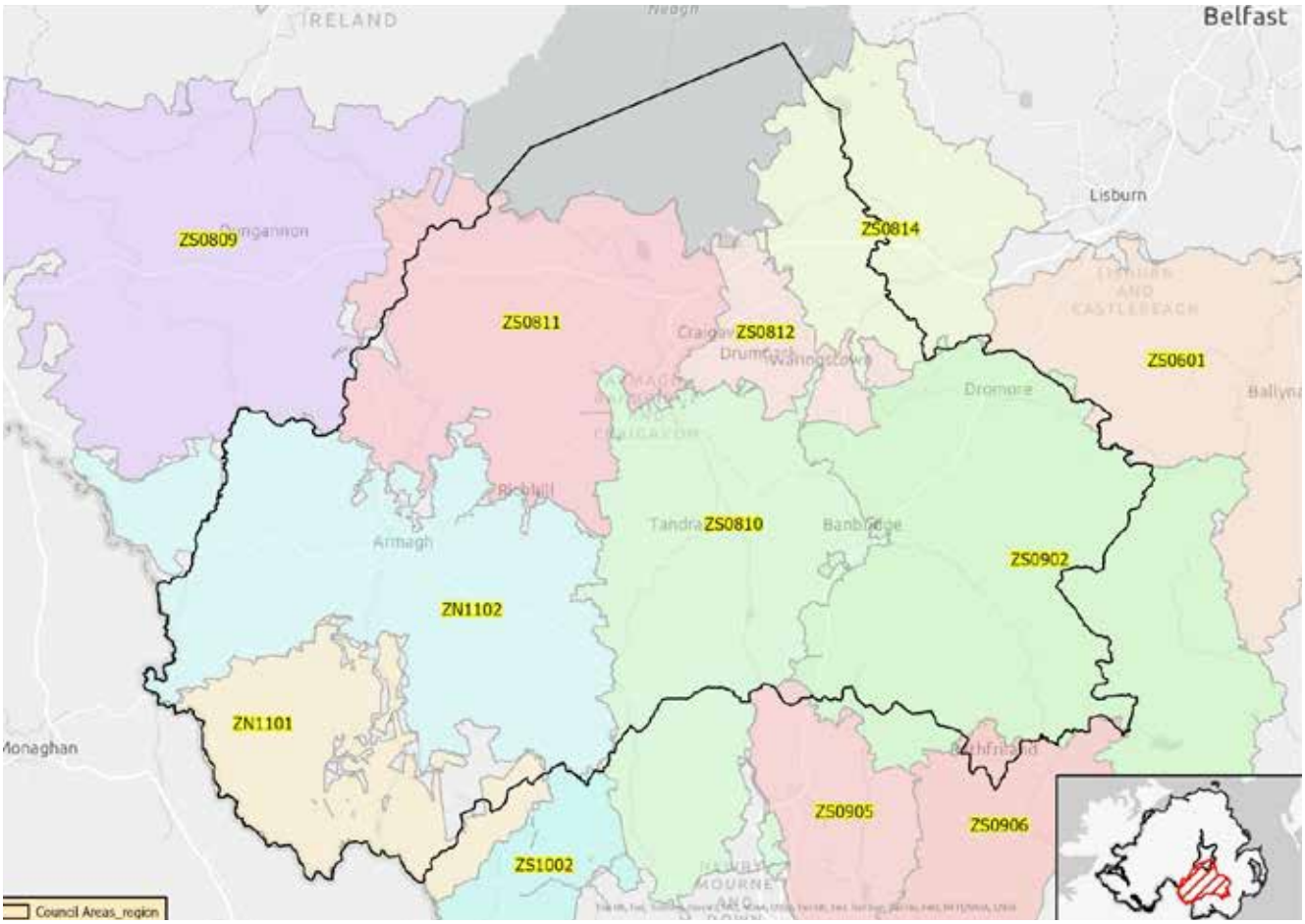
Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

Whitespots Trunk main

Appendix 3

Armagh City, Banbridge and Craigavon Borough Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Armagh, Banbridge & Craigavon Compliance	99.7%	99.7%	99.9%	99.9%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN1101	Clay Lake Keady	ZS0812	Castor Bay Craigavon East
ZN1102	Seagahan Armagh	ZS0814	Castor Bay Moira
ZS0810	Castor Bay Tandragee	ZS0902	Fofanny Dromore
ZS0811	Castor Bay Portadown	ZS0906	Fofanny Hilltown

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Back siphonage at WTW

Banbridge South Armagh WIIM 2.1 Work Package

Castor Bay Outage

Castor Bay to Ballydougan Trunk Main

Castor Bay to Dungannon Strategic Trunk Mains

Clean Water Network Modelling 2021 to 2024

Craigavon WIIM 2.1 Work Package

CWT - Seagahan

Facilities Management Review

Feasibility Study for using Groundwater Abstraction

High Demand - External Modelling

Lurgan Moira WIIM 2.1 Work Package

NIAMP5 Project Support

Owner Controlled Insurance Programme (OCIP)

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

Preparation of Initial Work packages for PC21

Professional Services - PC21 Watermain Rehabilitation, New and Replacement and First Time Services

Professional Services Framework Watermain Network PC15

SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

Slaterock Watermain Scheme

Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

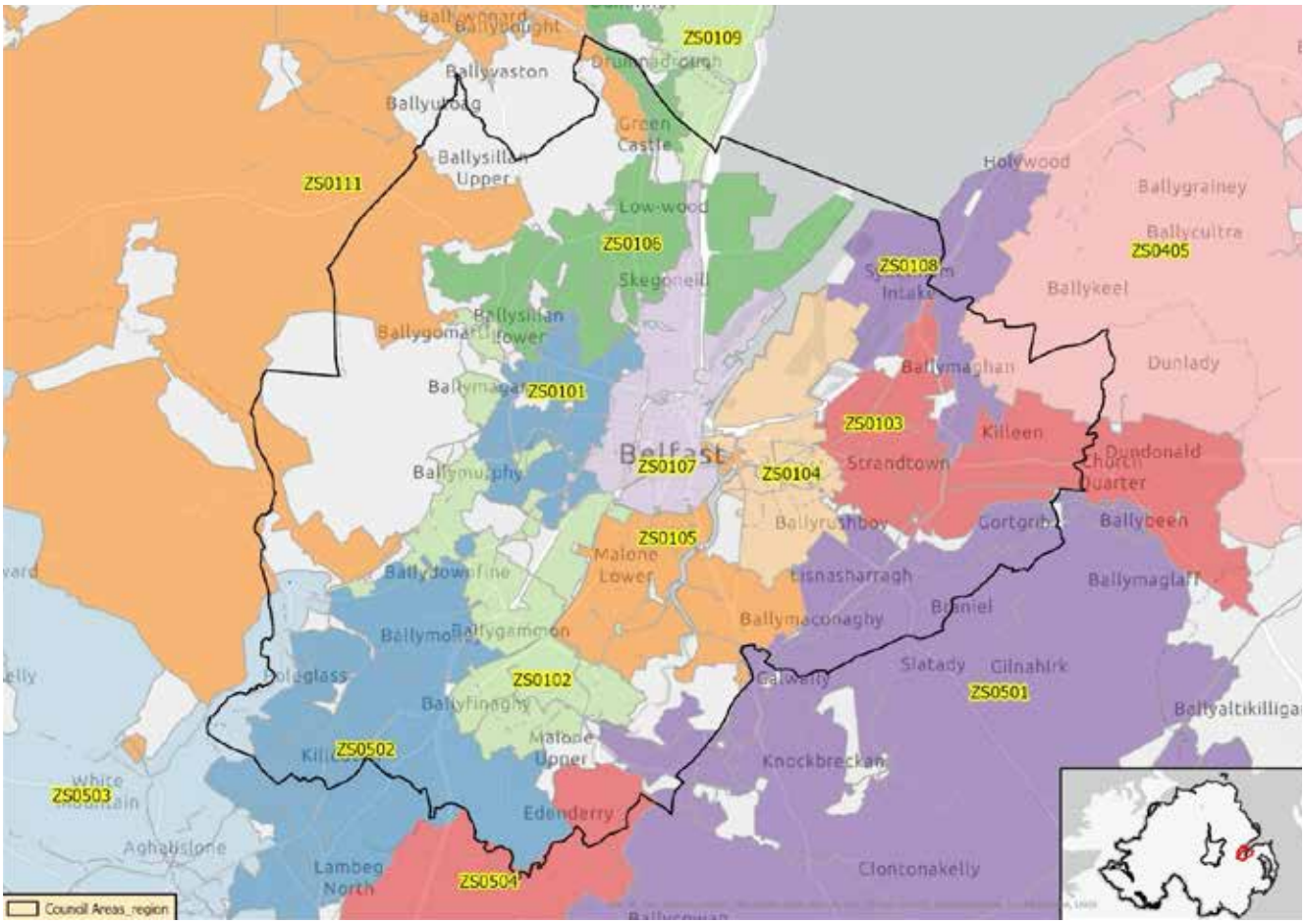
Water Resource & Supply Resilience Plan

Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

Appendix 3

Belfast City Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Belfast Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZS0101	Dunore Ballygomartin North	ZS0108	Belfast Purdysburn
ZS0102	Dunore Ballygomartin South	ZS0109	Dorisland Whiteabbey
ZS0103	Belfast Ballyhanwood	ZS0111	Dunore Point Hydepark
ZS0104	Belfast Breda North	ZS0405	Drumaroad Ards West
ZS0105	Belfast Breda South	ZS0501	Drumaroad Lisburn
ZS0106	Dunore Belfast North	ZS0502	Poleglass Dunmurry
ZS0107	Belfast Oldpark	ZS0503	Castor Bay Stoneyford
		ZS0504	Lisburn South

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Back siphonage at WTW

Clean Water Network Modelling 2021 to 2024

Eastern Super work package Phase 2

Facilities Management Review

High Demand - External Modelling

MIMP East (Major Incident Mitigation Project East Region) Freeze Thaw Improvements

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Water Efficiency and Innovation Support Services

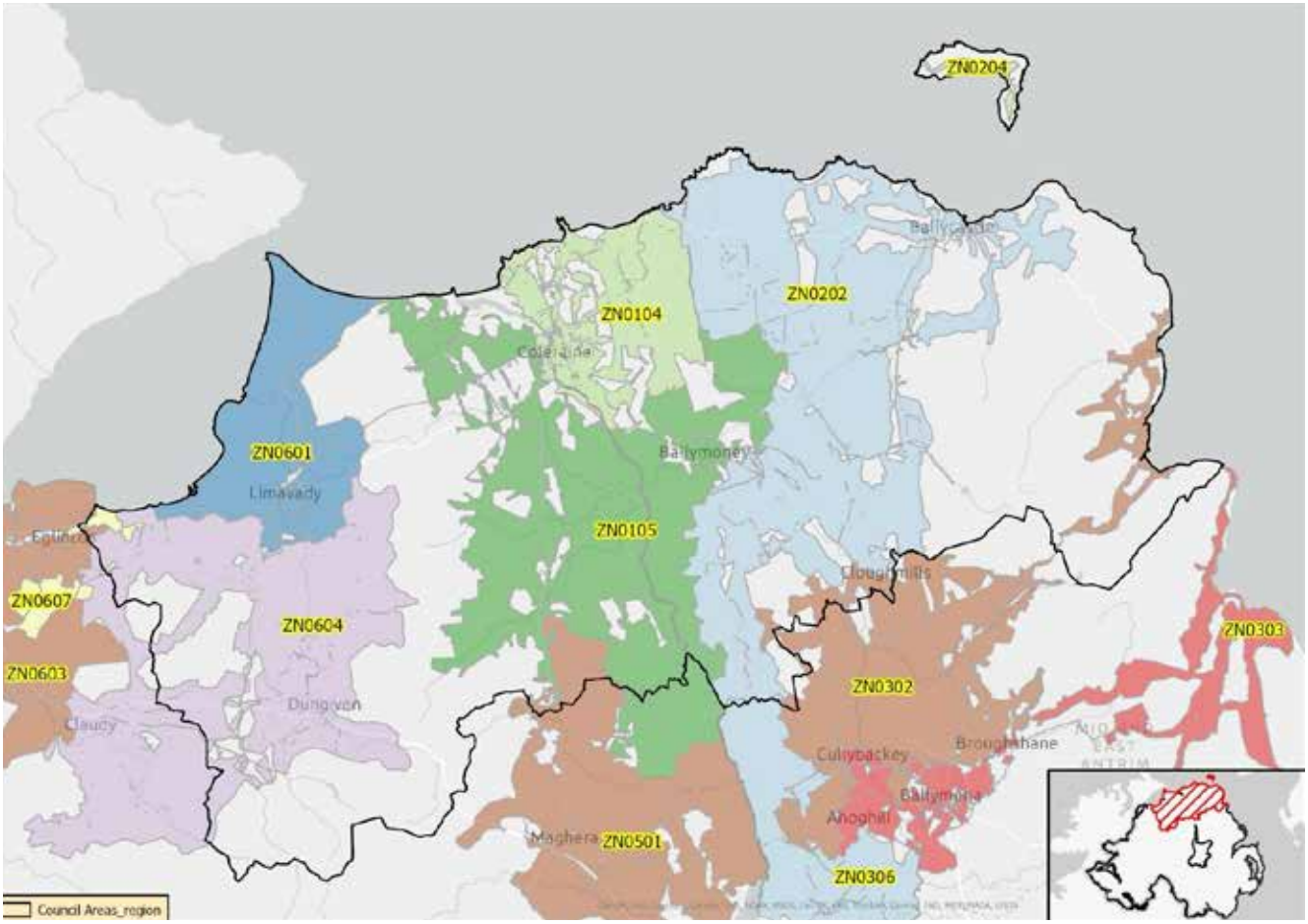
Water Resource & Supply Resilience Plan

Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

Appendix 3

Causeway Coast and Glens Borough Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Causeway Coast and Glens Compliance	99.7%	99.7%	99.8%	99.8%	99.7%	99.8%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0104	Ballinrees North	ZN0501	Moyola Magherafelt
ZN0105	Ballinrees South	ZN0601	Ballinrees Limavady
ZN0202	Altnahinch Bushmills	ZN0603	Carmoney Eglinton
ZN0204	Rathlin Island	ZN0604	Caugh Hill Dungiven
ZN0302	Dungonnell Glarryford	ZN0607	Corrody Derry

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

A6 Dungiven Drumahoe

Abstraction Monitoring

Altnahinch Pilot Plant Study

Antrim North WIIM 2.1 Work Package

Back siphonage at WTW

Clean Water Network Modelling 2021 to 2024

Facilities Management Review

High Demand - External Modelling

NIAMP5 Project Support

Northern WRZ Resilience

Owner Controlled Insurance Programme (OCIP)

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

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SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

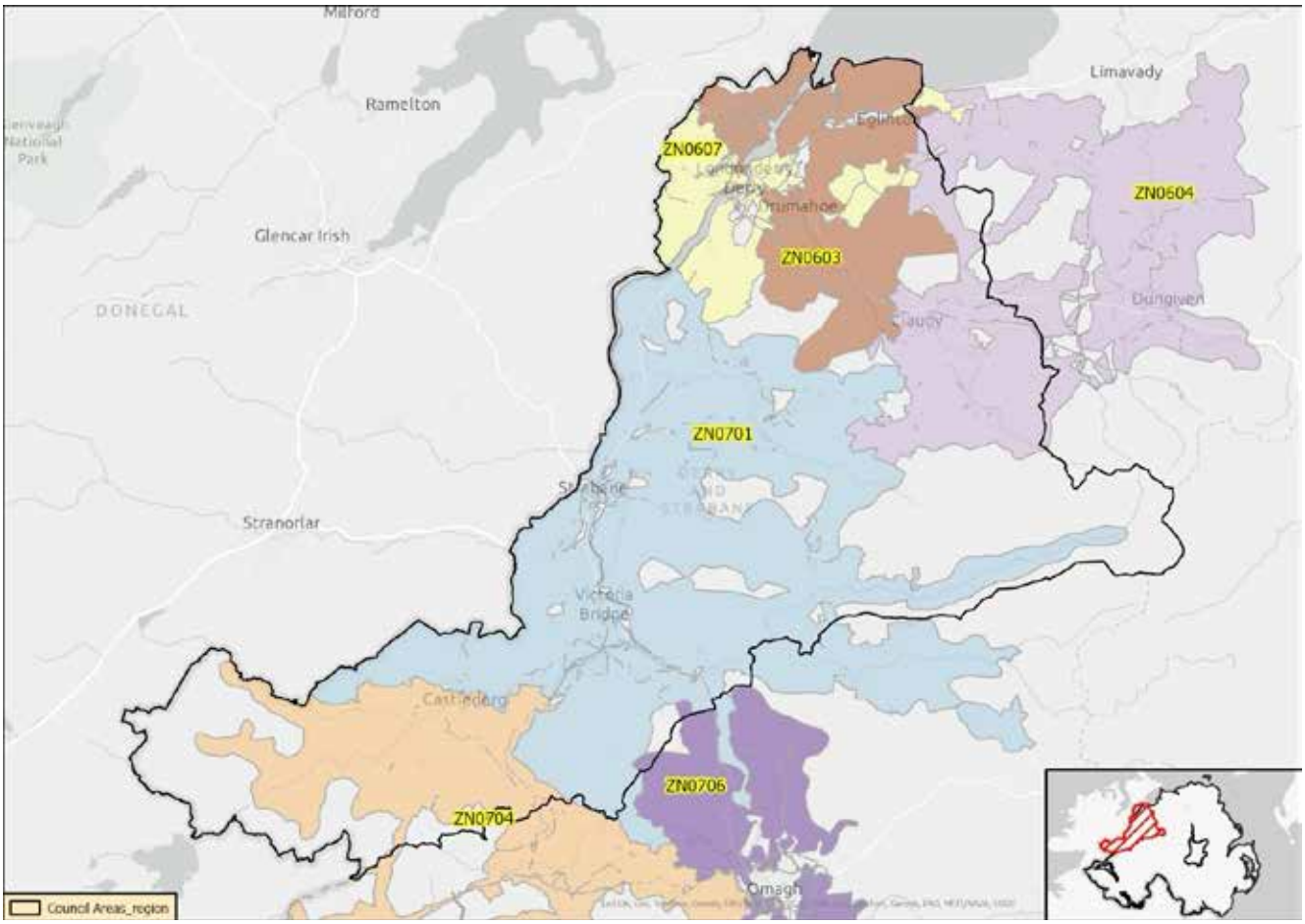
Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

WIIM Phase 2 Ballinrees Limavady WP

Appendix 3

Derry City and Strabane District Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Derry City & Strabane Compliance	99.7%	99.7%	99.7%	99.7%	99.8%	99.8%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0603	Carmoney Eglinton	ZN0701	Derg Strabane
ZN0604	Caugh Hill Dungiven	ZN0704	Lough Bradan Drumquin
ZN0607	Corrody Derry		

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

A6 Dungiven Drumahoe

Abstraction Monitoring

Back siphonage at WTW

Buncrana Road / Skeoge Link Trunk Main

Caugh Hill, Carmoney to Strabane Strategic Link Watermain

Clean Water Network Modelling 2021 to 2024

Crescent Link Trunk Main

Derg WTW MCPA PEO Undertakings

Facilities Management Review

Feasibility Study for using Groundwater Abstraction

High Demand - External Modelling

NIAMP5 Project Support

Omagh Phase 2 Watermain Rehab

Owner Controlled Insurance Programme (OCIP)

PC15 Lead Communication Pipe Replacement Programme

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SEMD Surveys PC10 Water

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Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

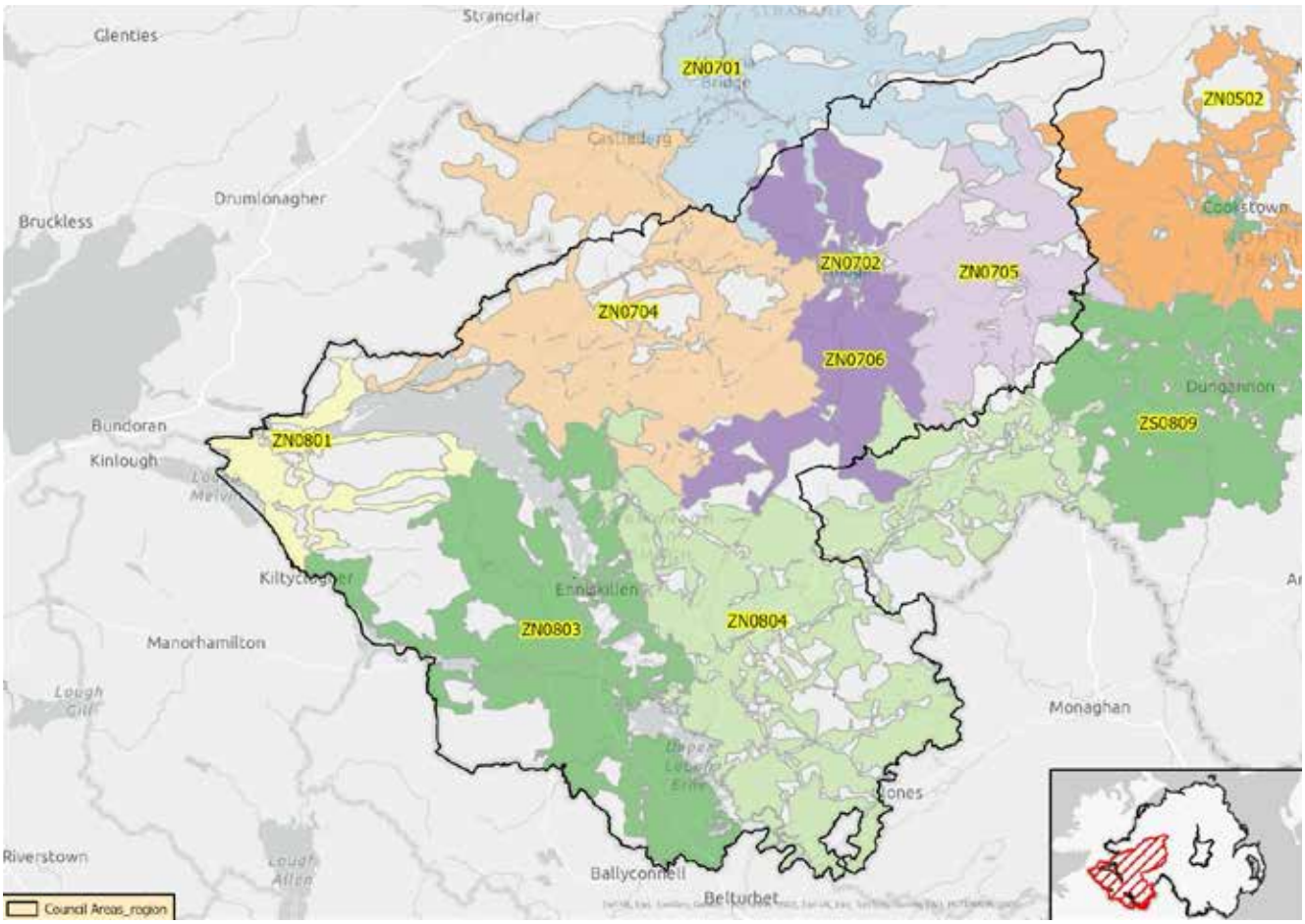
Water Resource & Supply Resilience Plan

Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

Appendix 3

Fermanagh and Omagh District Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Fermanagh & Omagh Compliance	99.7%	99.8%	99.9%	99.8%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0701	Derg Strabane	ZN0706	Lough Macrory Killyclogher
ZN0702	Glenhordial Omagh	ZN0801	Belleek Garrison
ZN0704	Lough Bradan Drumquin	ZN0803	Killyhevlin West
ZN0705	Lough Macrory Beragh	ZN0804	Killyhevlin East

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Alleyhill to Doochrock Watermain

Back siphonage at WTW

Clean Water Network Modelling 2021 to 2024

Derg Treatability Improvements

Facilities Management Review

Fermanagh North WIIM 2.1 Work Package

High Demand - External Modelling

Killyhevlin Clear Water Tank

Killyhevlin to Cavanacross Trunk Main

NIAMP5 Project Support

Omagh Phase 2 Watermain Rehab

Owner Controlled Insurance Programme (OCIP)

PC 21 Western Resource Zone - Resilience

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

Preparation of Initial Work packages for PC21

Professional Services - PC21 Watermain Rehabilitation, New and Replacement and First Time Services

Professional Services Framework Watermain Network PC15

SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

SR - Loughmacrory Hill

Trunk main Rehab PC21 Year 1

Tyrone South WIIM 2.1 Work Package

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

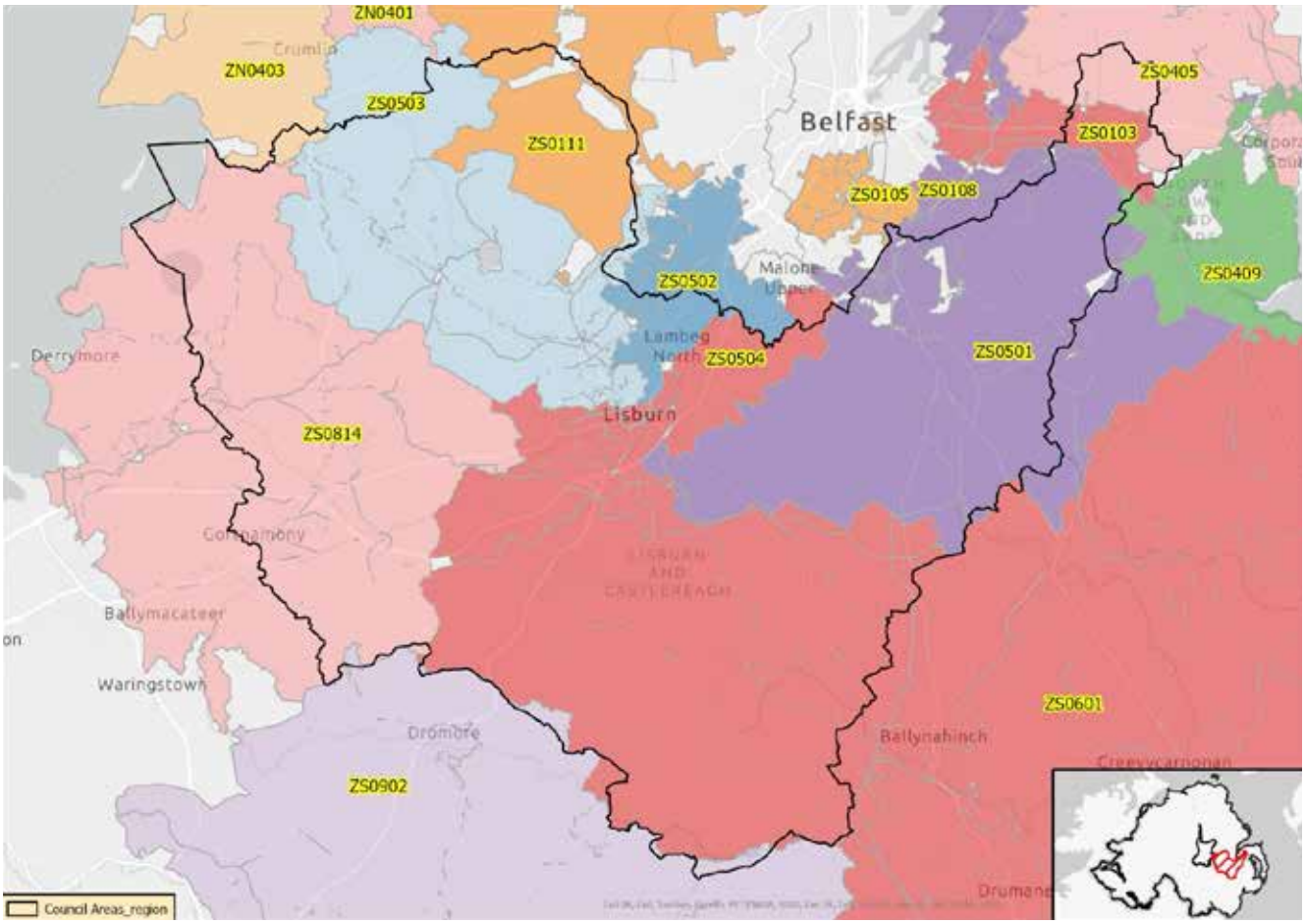
Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

WIIM Phase 2 Loughmacrory WP

Appendix 3

Lisburn and Castlereagh City Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Lisburn & Castlereagh Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0403	Dunore Point Crumlin	ZS0502	Poleglass Dunmurry
ZS0103	Belfast Ballyhanwood	ZS0503	Castor Bay Stoneyford
ZS0108	Belfast Purdysburn	ZS0504	Lisburn South
ZS0111	Dunore Point Hydepark	ZS0601	Drumaroad Ballynahinch
ZS0405	Drumaroad Ards West	ZS0814	Castor Bay Moira
ZS0501	Drumaroad Lisburn	ZS0902	Fofanny Dromore

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

AFM Feasibility trials and filter trial unit modifications

Back siphonage at WTW

Clean Water Network Modelling 2021 to 2024

Drumaroad Treatability Improvements

Eastern Super work package Phase 2

Facilities Management Review

High Demand - External Modelling

Hillsborough Forest Park Watermain Extension

Lurgan Moira WIIM 2.1 Work Package

MIMP East (Major Incident Mitigation Project East Region) Freeze Thaw Improvements

NIAMP5 Project Support

Owner Controlled Insurance Programme (OCIP)

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

Preparation of Initial Work packages for PC21

Professional Services - PC21 Watermain Rehabilitation, New and Replacement and First Time Services

Professional Services Framework Watermain Network PC15

SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

Sprucefield Park and Ride Watermain Extension

Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

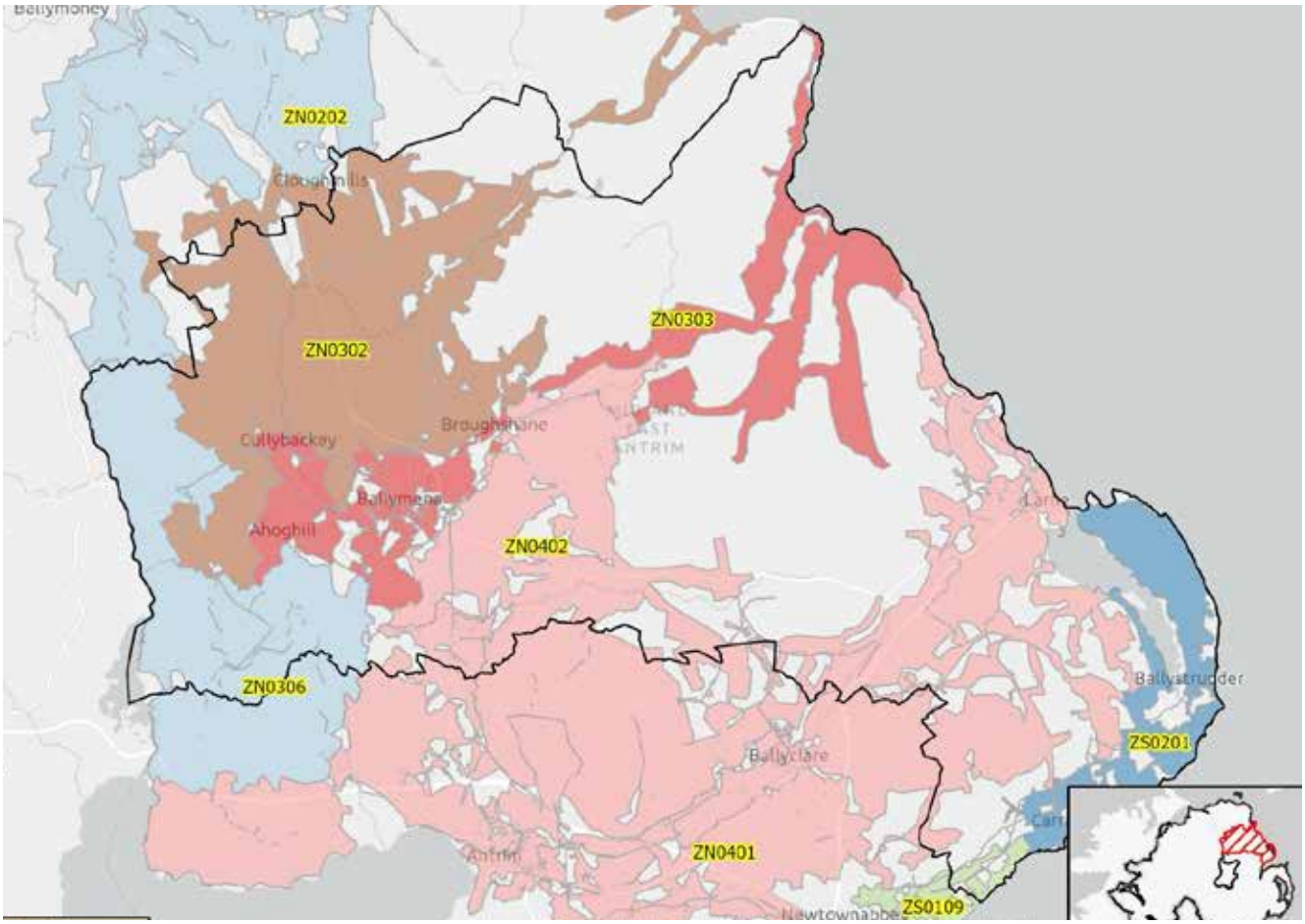
Water Resource & Supply Resilience Plan

Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

Appendix 3

Mid and East Antrim Borough Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Mid & East Antrim Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0302	Dungonnell Glarryford	ZN0402	Killylane Ballynure
ZN0303	Dunore Point Ballymena	ZS0109	Dorisland Whiteabbey
ZN0306	Dungonnell Portglenone	ZS0201	Dorisland Carrick
ZN0401	Dunore Point Antrim		

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Antrim North WIIM 2.1 Work Package

Antrim South WIIM 2.1 Work Package

Back siphonage at WTW

Clean Water Network Modelling 2021 to 2024

Dorisland WTW treatability recommended improvements.

Facilities Management Review

Feasibility Study for using Groundwater Abstraction

High Demand - External Modelling

MIMP Central (Major Incident Mitigation Project Central Region) Freeze Thaw Improvements

MIMP East (Major Incident Mitigation Project East Region) Freeze Thaw Improvements

NIAMP5 Project Support

Owner Controlled Insurance Programme (OCIP)

Parkmore Water Pumping Station Relocation

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

Preparation of Initial Work packages for PC21

Professional Services - PC21 Watermain Rehabilitation, New and Replacement and First Time Services

Professional Services Framework Watermain Network PC15

SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

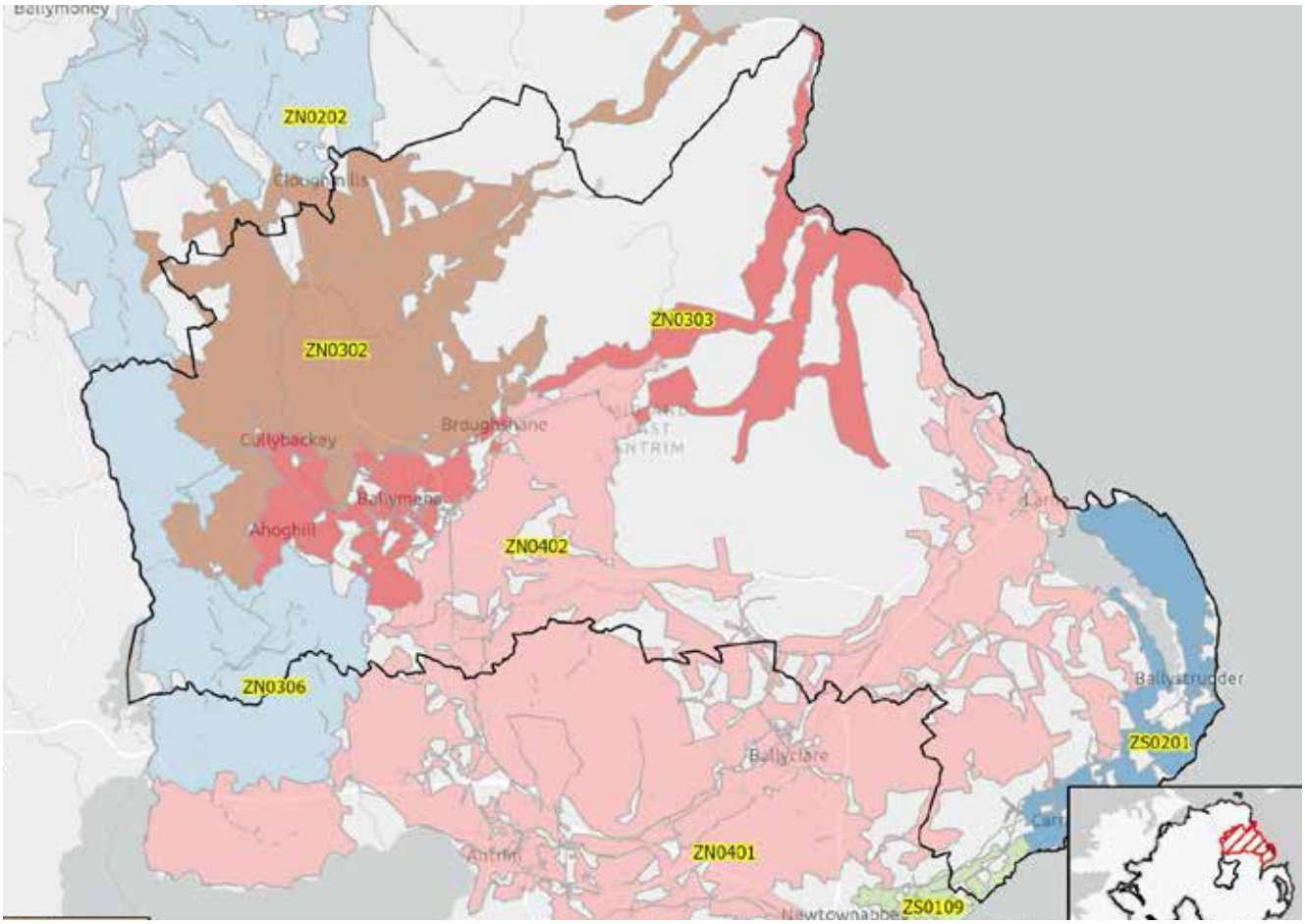
Water Resource & Supply Resilience Plan

Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

Appendix 3

Mid Ulster District Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Mid Ulster Compliance	99.7%	99.8%	99.9%	99.9%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0105	Ballinrees South	ZN0706	Lough Macrory Killyclogher
ZN0501	Moyola Magherafelt	ZN0804	Killyhevlin East
ZN0502	Lough Fea Cookstown	ZN1102	Seagahan Armagh
ZN0504	Moyola Unagh Mormeal	ZS0809	Castor Bay Dungannon
ZN0505	Moneymore	ZS0811	Castor Bay Portadown
ZN0705	Lough Macrory Beragh		

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

AFM Feasibility trials and filter trial unit modifications

Altmore Phase 2 Watermain Rehabilitation

Antrim North WIIM 2.1 Work Package

Back siphonage at WTW

Castor Bay to Dungannon Strategic Trunk Mains

Central WRZ Resilience and Supply

Clean Water Network Modelling 2021 to 2024

Facilities Management Review

Falgotrevy Road, Maghera, Watermain Replacement

Feasibility Study for using Groundwater Abstraction

Granville Dungannon Invest NI Watermain Extension

High Demand - External Modelling

Lough Fea CWB Capacity Increase

MIMP Central (Major Incident Mitigation Project Central Region) Freeze Thaw Improvements

NIAMP5 Project Support

Omagh Phase 2 Watermain Rehab

Owner Controlled Insurance Programme (OCIP)

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

Preparation of Initial Work packages for PC21

Professional Services - PC21 Watermain Rehabilitation, New and Replacement and First Time Services

Professional Services Framework Watermain Network PC15

SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

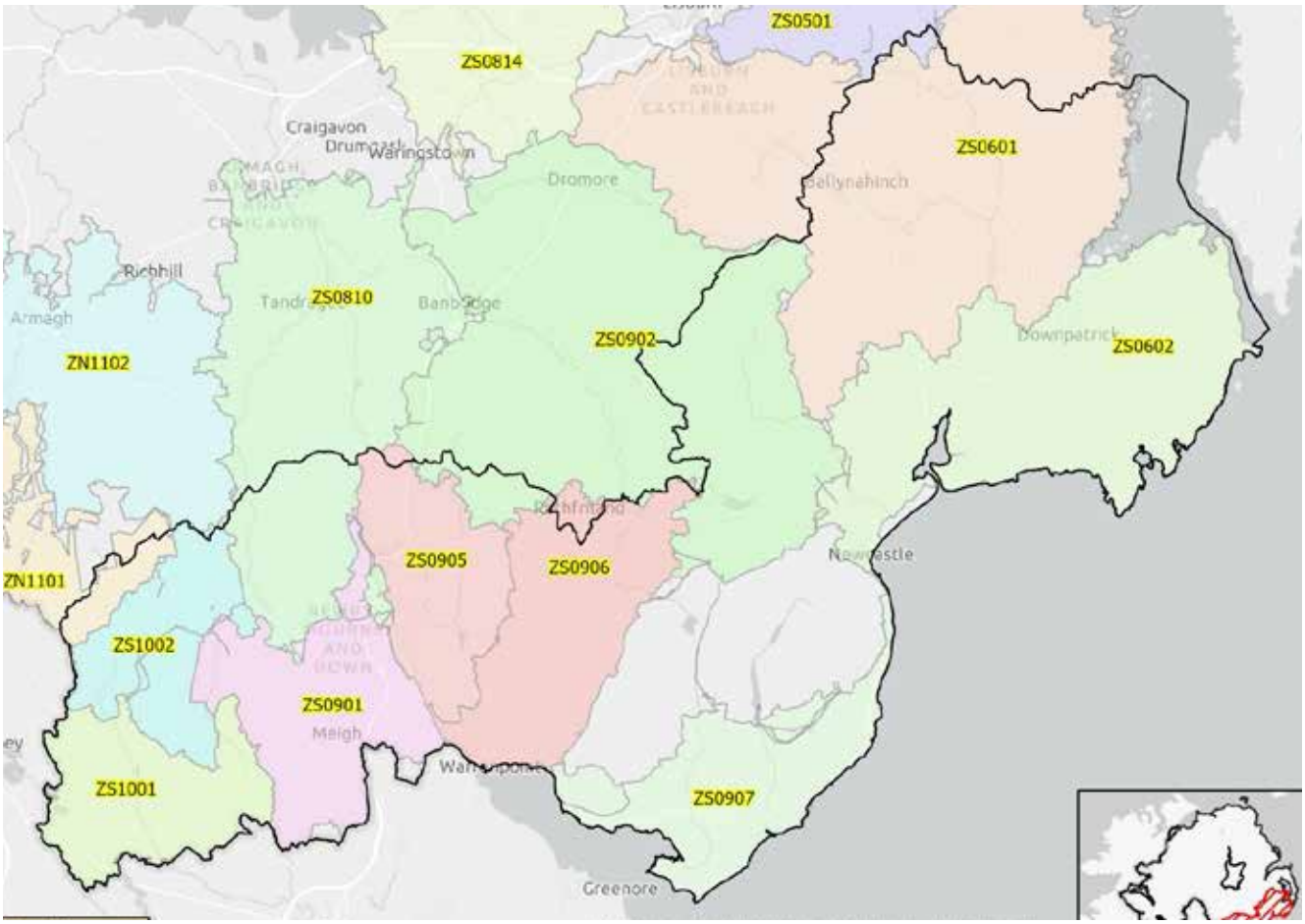
Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

WIIM Phase 2 Moyola Magherafelt WP

Appendix 3

Newry, Mourne and Down District Council



Percentage Compliance at Customer Tap (including Supply Points)

	Target	2021	2022	2023	2024	2025
Northern Ireland Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%
Newry, Mourne & Down Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%

2025 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN1101	Clay Lake Keady	ZS0902	Fofanny Dromore
ZS0501	Drumaroad Lisburn	ZS0905	Fofanny Newry
ZS0601	Drumaroad Ballynahinch	ZS0906	Fofanny Hilltown
ZS0602	Drumaroad Downpatrick	ZS0907	Fofanny Kilkeel
ZS0810	Castor Bay Tandragee	ZS1001	Carran Hill Crossmaglen
ZS0901	Castor Bay Newry West	ZS1002	Carran Hill Camly

Appendix 3

2025 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Back siphonage at WTW

Ballintemple Zone Watermain Improvements

Banbridge South Armagh WIIM 2.1 Work Package

Camlough/Bessbrook Sewerage Scheme - Phases 2&3

Clean Water Network Modelling 2021 to 2024

Facilities Management Review

Feasibility Study for using Groundwater Abstraction

Fofanny CWB

High Demand - External Modelling

High Trees Donaghadee

Mill Road Kilcoo

MIMP East (Major Incident Mitigation Project East Region) Freeze Thaw Improvements

NIAMP5 Project Support

Owner Controlled Insurance Programme (OCIP)

PC15 Lead Communication Pipe Replacement Programme

PC15 Year 1 Base Maintenance - Chlorine Dosing Sites

PC27 Water Treatability optimisation pilot plant

Preparation of Initial Work packages for PC21

Professional Services - PC21 Watermain Rehabilitation, New and Replacement and First Time Services

Professional Services Framework Watermain Network PC15

SEMD Surveys PC10 Water

Service Reservoir Security Phase 1

Trunk main Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

Watermain Improvements, Newry, Phase 3

Watermain New - Lead Pipe Replacement Programme

Watermain Rehabilitation, New & Replacement Incorporating First Time Services - Professional Fees

WIIM 2.2 Fofanny South Work Package

Appendix 4

Major Drinking Water Quality Events in 2025

Date of Event	Area Affected	Nature and Cause of Serious Event	Associated Council Area(s)
24/01/2025 -28/01/2025	Throughout Northern Ireland	Ahead of the red weather warning for Storm Éowyn on 23 January 2025, NI Water declared a Category 1 major incident. In the days preceding Storm Éowyn NI Water took action to maximise water levels at Service Reservoirs and Clear Water Tanks to optimise storage levels of treated water to mitigate against customer supply interruptions. Severe winds across Northern Ireland disrupted electricity and telecommunications services and damaged NI Water infrastructure. Around 6,000 properties experienced mains water supply interruptions. Substantial resources including; generators, bottled water and asset-to-asset tankering were deployed in response to restore and maintain customer supplies. Drinking water quality was not impacted.	All Council Areas

Serious Drinking Water Quality Events in 2025

Date of Event	Area Affected	Nature and Cause of Serious Event	Associated Council Area(s)
09/01/2025 -16/01/2025	Throughout Northern Ireland	A period of freezing weather followed by thaw caused burst mains across the network, increasing water demand and interrupting supply. NI Water declared a Category 1 Incident. Proactive measures were put in place by NI Water ahead of the thaw period in anticipation of the increased demand. Burst repairs were prioritised, output from treatment works was increased to meet demand, and re-zoning and asset-to-asset tankering were used where necessary to restore water levels. Drinking water quality was not affected.	All Council Areas
17/02/2025 -07/03/2025	Glenhordial WTW supply area	A high number of consumers reported taste and odour issues with the mains water supply in the Glenhordial WTW area. Investigations indicated that the most probable cause was due to changes in the raw water quality.	Fermanagh and Omagh District
01/11/2025 -07/11/2025	Cam SR supply area	Discoloured water complaints were received after a telecommunications fault at the pumping station supplying Cam SR resulted in low levels and scouring of the outlet main. Two samples from consumer properties contravened the standards for metals and turbidity. Targeted flushing was carried out in the area All subsequent samples were satisfactory.	Causeway Coast and Glens Borough

Appendix 4

Significant Drinking Water Quality Events in 2025

Date of Event	Area Affected	Nature and Cause of Serious Event	Associated Council Area(s)
14/01/2025 -17/01/2025	Belfast Road, Muckamore, Antrim (six properties).	A precautionary 'Boil Water Before Use Until Further Notice' advice was issued to six properties after a distribution main was damaged during repairs to a burst sewage main in the vicinity. The Public Health Agency agreed with NI Water's response. The main was repaired and follow-up bacteriological samples were satisfactory.	Mid and East Antrim Borough Council
01/03/2025 -03/03/2025	Downstream of Ormeau Bridge, Belfast	A third-party contractor caused damage to an 18-inch trunk main. Discoloured water complaints were associated with the burst and subsequent remedial operational activities.	Belfast City Council
07/09/2024 -05/03/2025	Caugh Hill WTW	Orthophosphoric acid (OP) is dosed at Caugh Hill WTW for plumbosolvency control.Loss of Orthophosphate (OP) dosing at Caugh Hill WTW following operational work on site. Samples taken at customer properties for lead during this period were satisfactory. OP dosing was restored on 05.03.2025.	Causeway Coast and Glens Borough Council Derry City and Strabane District Council
03/03/2025 -31/03/2025	Ballydugan Road, Downpatrick	Samples taken in response to a consumer taste and odour complaint also contravened the standard for hydrogen ion (pH). The investigation found that the main's material, size and low turnover were contributing factors. The main was flushed and added to a routine flushing programme.	Newry, Mourne and Down District Council
01/01/2025 -03/04/2025	Moyola WTW	Investigations following contraventions of the turbidity parameter at Moyola WTW in 2025 were determined to be unrepresentative of the final water going into supply due to a series of sampling issues.	Mid Ulster District Council
06/05/2025 -07/05/2025	Carran Hill WTW	A contravention of the standard for the turbidity parameter occurred in the works final water. Following an investigation, NI Water was unable to identify the cause of the contravention.	Newry, Mourne and Down District Council
29/04/2025 -29/05/2025	Seagahan WTW	Contraventions of the standard for the individual pesticide MCPA (2-methyl-4-chlorophenoxyacetic acid) occurred in the works final water on three occasions . MCPA is present in the raw water due to use of pesticide products containing MCPA for weed control within the Seagahan catchment. GAC filters are in place at Seagahan WTW for the treatment and removal of pesticides in the raw water, At the time of the MCPA exceedances NI Water was undertaking a programme of work to regenerate the GAC media in one of the filters. This resulted in reduced treatment for MCPA removal. Seagahan 'Farming for Water' Scheme commenced in 2026 and aims to reduce MCPA levels in the raw water through catchment management and engagement.	Armagh Craigavon & Banbridge District Council

Appendix 4

Significant Drinking Water Quality Events in 2025

Date of Event	Area Affected	Nature and Cause of Serious Event	Associated Council Area(s)
18/05/2025 -19/05/2025	Carran Hill WTW	A contravention of the standard for the aluminium parameter occurred in the works final water. Following an investigation, NI Water identified the cause as a chemical batch issue which subsequently caused treatment difficulties.	Newry, Mourne and Down District Council
13/06/2025 -07/07/2025	Castor Bay Road, Lurgan (one property)	Recurring contraventions of the standard for coliform bacteria led to "Boil Water before Use until Further Notice" advice being issued to one property. A Water Fittings inspection was carried out at the property and identified internal issues at the property which, together with low chlorine residuals, were the most likely cause of the contraventions. The mains water supply was tested as part of the investigation and confirmed to be satisfactory.	Armagh City, Banbridge & Craigavon Borough Council
24/06/2025 -09/12/2025	Altnahinch WTW supply area	Contraventions of the standard for the Total Trihalomethanes (THMs) parameter occurred in the works final water and supply area due to insufficient organics removal. DWI conducted a technical audit of the works in November 2025. Improvement work in relation to THMs at Altnahinch WTW is ongoing under the PC21 work plan. Further capital investment is planned at the site in PC28.	Causeway Coast and Glens Borough Council
07/07/2025 -30/07/2025	Caugh Hill WTW supply area	A contravention of the standard for the Total Trihalomethanes (THMs) parameter occurred in the works supply area due to insufficient organics removal. Improvement work at Caugh Hill WTW is ongoing under the PC21 work plan. Further capital investment is planned at the site in PC28.	Causeway Coast and Glens Borough Counci Derry City and Strabane District Council l
21/08/2025 -23/09/2025	Killyhevlin WTW supply area	A contravention of the standard for the Total Trihalomethanes (THMs) parameter occurred in the works supply area due to insufficient organics removal. Further optimisation of the works to improve organics removal was undertaken in 2025 and is ongoing. DWI conducted a technical audit of the works in January 2026.	Fermanagh and Omagh District Council
16/11/2025 -17/11/2025	Killylane WTW	Treatment difficulties relating to a sample pump malfunction at Killylane WTW caused elevated aluminium in the works final water. Resultant issues with telemetry communications and shutdown alarms were identified. All samples taken were satisfactory.	Antrim and Newtownabbey Borough Council Mid and East Antrim Borough Council
06/11/2025 -10/11/2025	Waterside Area, Londonderry	Discoloured water complaints were received following a flushing exercise undertaken during the commissioning of a section of new trunk main. Additional targeted flushing was undertaken in response to consumer complaints. The discoloured water was limited to specific areas within the distribution network and was not reflective of the overall water quality in supply.	Derry City and Strabane District Council

After investigations during the reporting period, there were also nine events categorised by DWI as "Minor", and 22 events categorised as "Not Significant".

Appendix 5

The Water Supply (Water Fittings) Regulations (NI) 2009 Compliance Policy

Number of staff involved in compliance & enforcement of Water Regulations

NI Water employs a Regulations Team Manager, supported by a team of four customer facing Water Regulation Inspectors located across Northern Ireland along with a Senior Support Officer and two Support Water Regulations Inspectors and three Support Officers in an administrative capacity. All under the direction of a Senior Compliance manager and Head of Department.

Description	Number
Spending more than 75% of time	11
Spending between 25% and 50% of time	1
Spending between 0% and 5% of time	1

Water Fittings Regulation Inspection staff are required to have passed the City and Guilds (C&G) qualification in Water Fittings Regulations for Compliance staff with any new inductees not already qualified obliged to undertake and pass same.

Additional specialist training to meet NI Water operational requirements may also be provided. This may comprise:

- Reduced Pressure Zone devices (RPZ) - essential to maintain valid oversight of the RPZ approval process and permit sufficient coverage by NI Water in face of increased installation rates
- Criminal investigation procedures course - essential to ensure safeguard enforcement in cases of non-compliance

Inspections & Infringements (Other than those arising from Notification)

	Number (by calendar year)					
Description	2020	2021	2022	2023	2024	2025
Total number of Domestic and Non-Domestic Inspections	709	569	410	926	1,305	1,096
Total number of active Contraventions recorded in reporting year	510	446	948	2,723*	3,787	3,140
Total number of closed Contraventions in reporting year	381	286	1,102	1,573*	3,496	3,082
Total Number of outstanding contraventions in reporting year	129	160	469	1,065*	1,333	1,106

* Differential in total due to allowed rectification period overlapping reporting year.

Appendix 5

Contraventions found on all property types can vary greatly. Typical examples are listed below:

- Water fittings non-compliant with Regulation 4,
- Cross connections between public and private water supplies e.g. borewells,
- Uncertified Reduced Pressure Zone (RPZ) installations,
- Non-compliant outlets & appliances e.g. taps & agricultural troughs,
- Inadequate safeguards on alternative supplies e.g. rainwater harvesting systems
- Incorrect air gaps, or absence thereof,
- Inadequate frost protection i.e. no insulation or insufficient depth,
- Poor pipe spacing,
- Overflows running to waste,
- Redundant pipework,
- Lack of service fittings e.g. valves or drainage points
- Unidentified pipework & fittings,
- Poor workmanship e.g. unsupported pipework

Enforcement

As a result of voluntary compliance, no enforcement action was taken by NIW during 2025.

Notifications

Where the owner or occupier of any premises intends to make changes to their plumbing system, there are certain circumstances where prior permission from NI Water is required. This permission can be requested by submitting an Advance Notification Form, which is available on the NI Water website: www.niwater.com/water-fittings-regulations/ A list outlining the types of work that require advance notification is also provided on this webpage. When notification is submitted, NI Water will not unreasonably withhold consent for the proposed work. If no response is received within 10 working days from the date the notification is received, consent is automatically granted.

A total of 6 notifications relating to aspects of water fittings were received during the 2025 calendar year, all of which were approved.

Disputes

No formal disputes were referred to arbitration in the reporting year.

Relaxations

No relaxations were applied for in the reporting year.

Appendix 5

Attributed to water quality incidents and NI Water observations

In addition to proactive inspections, NI Water's Water Fittings Regulation team also undertook reactive inspections because of water quality concerns following sample failures requests for assistance from NI Water staff and customers.

Month	Property Address
Jan 25	LURGAN ROAD, BANBRIDGE, BT32 4NG
Jan 25	SPELGA PLACE, KILKEEL, BT34 4BX
Feb 25	MOURNEVIEW AVENUE, LURGAN, BT66 8EW
Feb 25	ARGYLE STREET, BELFAST, BT13 2LE
Feb 25	CARNREAGH BEND, NEWTOWNABBEY, BT37 9EQ
Feb 25	MOYCRAIG ROAD, BUSHMILLS, BT57 8YB
Mar 25	ROSNEATH GARDENS, DUNDONALD, BT16 1UN
Mar 25	SALTERS GRANGE ROAD, ARMAGH, BT61 8EX
Apr 25	CASTLE HILL, RATHFRILAND, BT34 5NH
May 25	WOODLAND GRANGE, BELFAST, BT11 9QT
Jun 25	MONEYRANNEL ROAD, BALLYKELLY, BT49 9DN
Jun 25	CASTOR BAY ROAD, LURGAN, BT67 9LF
Jun 25	GORTNAGEERAGH ROAD, MARTINSTOWN, BT43 7NA
Jul 25	LEAFAIR GARDENS, LONDONDERRY, BT48 8LH
Jul 25	BALLYNAMONEY VIEW, LURGAN, BT66 8GA
Aug 25	FINEGANS ROAD, NEWRY, BT35 8SR
Sep 25	RACEVIEW DRIVE, BALLYMONEY, BT53 7UE
Sep 25	LADYMAR WALK, BELFAST, BT12 4NU
Sep 25	BLACKWATER ROAD, DROMORE, BT78 3DG
Sep 25	GLEN ROAD, GARVAGH, BT51 5DD
Sep 25	GORTGARN ROAD, DUNGIVEN, BT47 4QT
Sep 25	COOLYVENNY ROAD, COLERAINE, BT51 3SE
Oct 25	WHITEHALL GATE, LURGAN, BT67 0GQ
Dec 25	CORMORE ROAD, OMAGH, BT78 2RZ

The resultant action taken by NI Water includes the preparation of a report, which is submitted to NI Water's scientific and operational teams. Copies of this report are also provided to the Regulator. Customers are required to undertake remedial actions in accordance with the established compliance process.

Appendix 6

Glossary of Technical Terms

Abstraction Point	The point at which water is abstracted from a lake, reservoir, river of ground water source for the purposes of drinking water production
Aesthetic	Associated with the senses of taste, smell, and sight
Authorised Supply Point	A sampling point within the distribution system authorised by the DWI for certain parameters, because the results of the analysis of such samples are unlikely to differ in any material respect from the results of the analysis of samples taken from customer taps
Catchment	The area of land that drains into a watercourse
Coliform bacteria	A group of bacteria that may be faecal or environmental in origin
Compliance assessment	A comparison made by the DWI of data (gathered by NI Water) against standards and other regulatory requirements
Contravention	A breach of the regulatory requirement
Cryptosporidiosis	The illness produced by infection with *Cryptosporidium*
Cryptosporidium	A protozoan parasite
Determination	A single analytical result for a specific parameter
Distribution systems	NI Water's network of mains, pipes, pumping stations and service reservoirs through which treated water is conveyed to customers
DWI	Northern Ireland Drinking Water Inspectorate - has an independent responsibility to audit drinking water quality compliance against the standards set in the Regulations
DWSP	'Drinking Water Safety Plan' Based on a comprehensive risk assessment and risk management approach to all the steps in a water supply chain
EO	'Enforcement Order' – third stage in DWI enforcement process
Event	A situation affecting or the potential to affect drinking water quality
Exceedance	Synonym for contravention (see above)
E. Coli	A sub-group of coliforms, almost exclusively faecal in origin
Filtration	The separation of suspended particulate matter from a fluid
GPS	Global Positioning System – a satellite-based location system that gives an accurate record of position
Groundwater	Water from aquifers or other underground sources
Hydrogen ion	A measure of the acidity or basicity related to the concentration of the hydrogen ion (also referred to as pH)
Incident	An event where there has been a demonstrable deterioration in the quality of drinking water
Investment programme	Investment in improvement works to water treatment works and distribution systems
LIMS	Laboratory Information Management System – the computer system used by NI Water to record and audit the results of the hundreds of thousands ofparameters analysed each year
Mains rehabilitation	Restoration or replacement of water mains pipework to a proper condition
MCPA	MCPA is a selective hormone-type herbicide, which is absorbed by the leaves and to some degree the roots

Appendix 6

Mean Zonal Compliance	The former assessment of water quality at a parameter level based on water supply zones
Microbiological	Associated with the study of microbes
m3/d	Cubic metres per day
mg/l	Milligrams per litre
µg/l	Micrograms per litre
ml	Millilitre
Ml/d	Megalitres per day (one Ml/d is equivalent to 1,000 m3/d or 220,000 gallon/d)
NTU	Nephelometric Turbidity Unit, a measure of water turbidity
Oocyst	The resistant form in which *Cryptosporidium* occurs in the environment, and which is capable of causing infection
Orthophosphoric acid	A chemical dosed in low concentrations at water treatment works to minimise the uptake of lead from old pipework into customer water
PAHs	A group of organic compounds known as polycyclic aromatic hydrocarbons, comprising, for the purposes of the Regulations, four substances: benzo(b) fluoranthene, benzo(k)fluoranthene benzo(ghi)perylene, and indeno (1,2,3-cd) pyrene
Parameter	A parameter is any substance, organism, or property listed in the regulations
Pathogen	An organism that causes disease
PCV	See 'Prescribed concentration or value'
PEO	'Provisional Enforcement Order' – second stage in DWI enforcement process
Pesticides	Any fungicide, herbicide or insecticide or related product (excluding medicines) used for the control of pests or diseases
PHA	The Public Health Agency works to initiate, stimulate, develop, and support health promotion
Plumbosolvency	The tendency for lead to dissolve in water
Prescribed Concentration or Value	The numerical value assigned to water quality standards (PCV), defining the maximum or minimum legal concentration or value of a parameter
Protozoan parasites	A single celled organism that can only survive by infecting a host
Public register	The information made available by NI Water to the public as required by regulation 38 in the Regulations
Regulations	The Water Supply (Water Quality) Regulations (Northern Ireland) 2017
Remedial action	Action taken to improve a situation
RPZs	Reduced Pressurised Zone Valve – a type of back flow prevention device
SCaMPNI	Sustainable Catchment Management Planning Northern Ireland
Service reservoir (SR)	A water tower, tank, or other reservoir used for the storage of treated water within the distribution system
SIC Code	Standard Industrial Classification Code – used for Water Fittings Regulations
Surface water	Water from rivers, impounding reservoirs, or other surface water sources
Technical audit	The means of checking by the DWI that NI Water is complying with its statutory obligations

Appendix 6

Toxicology	The study of the health effects of substances
Treated water	Water treated for use for domestic purposes as defined in the Regulations
Trihalomethanes (THMs)	AA group of organic substances comprising, for the purposes of the Regulations, four substances: trichloromethane (also known as chloroform), dichlorobromomethane, dibromochloromethane, and tribromomethane
United Kingdom Accreditation Service	The sole national accreditation body recognized by the UK government to assess, against internationally agreed standards, organisations that provide certification, testing, inspection, and calibration services
Utility Regulator	The Northern Ireland Authority for Utility Regulation (NIAUR)
WDPD	DfI Water and Drainage Policy Division. Deemed to be the Regulator for all activities associated with the Water Supply (Water Fittings) Regulations (NI) 2009
WRAS	The Water Regulation Advisory Scheme. A list of Standard Industrial Classification codes with related fluid categories used to define categories of non-domestic properties
Water Regulations	The Water Supply (Water Fittings) Regulations (NI) 2009
Water Safety Plan	A means of ensuring that a water supply is safe for human consumption based on a comprehensive risk assessment and risk management approach to all the steps in a water supply chain from catchment to tap
Water supply zone (Zone)	The basic unit of supply for establishing sampling frequencies, compliance with standards and information to be made publicly available
Website	Location of information on the Internet. NI Water's website is: **www.niwater.com**
Weed-wiping	Weed treatment method wiping the top of weeds using a roller or wicks infused with pesticide
Wholesomeness	A concept of water quality that is defined by reference to standards and other requirements set out in the Regulations

niwater

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