

REFERENCE

2526038

RELEASE DATE

May 2025

SUBJECTS AND RESPONSES

1. The number of Loughshore residents and, if possible/figures available, residents within the Lough Neagh catchment who contacted NIW (either via helplines or through other means/channels) with queries or concerns regarding the lough and drinking water during the summer and autumn months of 2023 and 2024 [clarified as the period 1 May – 30 November] versus the figures for other months of the same years and also for previous summers (2022, 2021 and 2020).
2. For comparison, it would also be helpful to see the figures for similar helpline calls and queries/concerns re: the lough and drinking water from residents in other parts of Northern Ireland (in particular, in Belfast, given the lough supplies half of the city's tap water).

Please see below, first in relation to the Loughshore area as defined by the list of towns you provided, and second in relation to the wider Northern Ireland area, the numbers of water quality contacts received.

Please note that, in performing the more granular extraction of this information, it was noted that in our previous response, the volumes provided included a field that should not have been included, and we would therefore ask that you please disregard the totals previously provided and rely on those below, in the first columns "Total Contacts".

Table 1 – Loughshore area

Year	Total contacts	Summer/Autumn	Winter/Spring
2020	99	56	43
2021	125	80	45
2022	125	82	43

2023	376	334	42
2024	463	423	40
2025	31	0	31

Table 2 – Northern Ireland area

Year	Total contacts	Summer/Autumn	Winter/Spring
2020	640	441	199
2021	722	443	279
2022	795	544	251
2023	1121	863	258
2024	1148	945	203
2025	234	0	234