

TO ALL CUSTOMERS OF NORTHERN IRELAND WATER

RESERVOIR LEVELS

Reservoir levels have started to recover, with good improvement across the Province.

Leakage detection teams are working across Northern Ireland identifying and isolating bursts on private property and seeking urgent remedial action by the owners. Any remaining bursts on NI Water's network are being identified and fixed.

If you are aware of any burst pipes please call **Waterline on 08457 440088, Leakline 0800 028 2011** and we will contact the private owner or in the case of NI Water network bring the burst to the attention of our work crews.

Un-repaired leaks on private properties continue to cause significant wastage of drinking water and we would urge all customers to inspect their premises for leaking pipes and repair any damage immediately. We would also appeal to the public generally to refrain from using garden hoses and washing cars at this time.

ESSENTIAL SERVICES

We have continued to maintain water supplies for essential services. We have given top priority to sustaining services to Hospitals such as the Royal Victoria and Lagan Valley. We have worked with the local authorities to bring supplies to other public agencies and distribute alternate water supplies.

CUSTOMERS WITHOUT SERVICES

We are devoting special attention to those customers which have not had any network supply for a number of days and proactively contacting these customers. The main reasons are burst pipes on private properties, supplies to locations on high ground where water pressure is inadequate. There are now no widespread areas off supply due to low reservoir levels.

The number of these customers is reducing on a daily basis as we overcome the problems:

6,000 on 31 December, 5,200 on 1 January, less than 1000 on 2 January and 450 on 3 January.

PLANNED CURTAILMENT OR RESTRICTION OF WATER SUPPLIES

We are operating a programme of restricting water supplies in certain areas at night time, [typically 8.00pm to 8.00am] when demand in homes is lowest, to allow the reservoirs to accumulate supplies during the night in readiness for the next day. Numbers of properties on rotation of supply continues to reduce. Details of supply rotation areas and times is available on our web site www.niwater.com

LOCAL WATER DEPOTS AND SOURCES

The need for locations to provide temporary water is reducing approximately over 100 locations where water is available by tank, standpipe or water tanker remain in place. The full list is on the website.

GETTING THE INFORMATION

Web sites: niwater.com, nidirect.gov.uk, BBC.co.uk/ni, UTV online,

Call Centre: The call centre is now dealing with all calls. All calls should be directed to 08457 44 00 88

Radio and TV: We are updating the TV and radio stations with changes in information throughout each day. Ceefax: Page 169

THANK YOU We appreciate the patience and in so many cases the continued goodwill of our customers during this period of water shortage.

We are grateful to the District Councils who have assisted in local deliveries, the Red Cross for assistance with deliveries to vulnerable people and communities for their co-operation and assistance, and staff in a number of Government Departments who have helped out in our Call Centre.

www.niwater.com

08457 44 00 88