

# Drinking Water Quality

Annual Report 2021



# Introduction and Foreword



I am pleased to present Northern Ireland Water's (NI Water) Annual Drinking Water Quality report covering the calendar year 2021, 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.

NI Water's core function is to produce high quality drinking water in a cost-effective manner to meet the needs of all our customers, both existing and future. By doing this we contribute to the health and wellbeing of the community we serve and the needs of our commercial customers in a sustainable way.

Overall drinking water quality compliance in 2021 was 99.88%, above the target of 99.79%. The ongoing COVID-19 pandemic had an impact on regulatory sampling with zone sampling at customer taps suspended, in line with social distancing guidelines with the agreement of the Drinking Water Inspectorate. To ensure that we continued to monitor water quality within the distribution system, regulatory zone samples were taken at designated fixed points, service reservoirs (which store treated water) and at a number of fixed-point customer addresses. Full random customer tap sampling recommenced in February 2022. Unfortunately, this created a shortfall in regulatory sampling at customer tap for the calendar year 2021 for certain parameters which cannot be sampled at the designated fixed points.

Our changing climate is bringing more frequent and severe weather events such as heavy rainfall, heatwaves and extreme cold. These events can affect the quality and quantity of our water sources, placing pressure on our water treatment works. Northern Ireland experienced its highest ever temperature in July 2021. We moved a staggering 38.5 million litres of water, by tanker, across Northern Ireland to keep customers in supply. This high demand incident was further complicated towards the end of July when a major burst watermain close to Dunore WTW, resulted in a temporary loss of water supply and intermittent supply to properties in Antrim and surrounding areas.

As one of the largest landowners in Northern Ireland, we are working to improve the water quality at source in our catchments. We have been working with our partner organisations to roll out the pilot Land Incentive Scheme to farmers in the

River Derg cross border catchment, as part of the EU INTERREG VA funded Source to Tap project. Project Officers have engaged with over 220 landowners and undertaken farm visits, making recommendations for measures that benefit both the farm business and the environment.

NI Water has been working closely with RSPB Northern Ireland and Natural Capital Solutions on the 'Valuing Our Peatlands' Project. This assessment of peatland habitat in NI shows that investing in bog restoration makes economic sense, with every £1 spent on peatland restoration returning £3.36 in benefits such as improved water quality, flood management, carbon storage and biodiversity.

Drinking water compliance is underpinned by investment in our water infrastructure. A major £12m investment in Derg water treatment works got underway in 2021/22. The upgrade will improve the water quality within the Derg network and provide additional security of the water supply to the Castledearg and Strabane supply area and further afield, benefiting around 40,000 people.

Our capital investment programme to maintain and safeguard water quality for the reporting period is set out using the Northern Ireland super 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 challenging times.

**Sara Venning**  
Chief Executive Officer

# Contents

<b>Introduction and Foreword</b> .....	<b>1</b>	<b>Water Quality Issues</b> .....	<b>23</b>
<b>Contents Page</b> .....	<b>2</b>	Summary .....	26
<b>Drinking Water Quality</b> .....	<b>3</b>	Further information.....	26
Water Quality Standards.....	3	<b>The Water Supply</b>	
Monitoring Drinking Water Quality .....	4	<b>(Water Fittings) Regulations (NI) 2009</b> .....	<b>27</b>
Drinking Water Quality Summary – Year on Year.....	4	Water Regulation Background.....	27
<b>Protecting Our Customers</b> .....	<b>5</b>	<b>Public Information</b> .....	<b>28</b>
Drinking Water and Health.....	5	Drinking Water Register.....	28
Lead Pipework Replacement Programme.....	5	Water Hardness Map.....	28
<b>Source to Tap</b> .....	<b>6</b>	Social Media.....	29
Drinking Water Safety Plans.....	6	Customer Services.....	30
<b>SCaMP NI (Sustainable Catchment Management Programme Northern Ireland)</b> .....	<b>7</b>	Self Service Portal.....	30
SCaMP NI Overview .....	7	Customer Care Register.....	31
Catchment Management Interventions.....	8	<b>Major Incident Information</b> .....	<b>32</b>
Riparian Planting .....	8	Major Incident and Major Emergency Website.....	32
Biodiversity .....	8	<b>Appendix 1</b> .....	<b>34</b>
Peatland Restoration.....	9	Drinking Water Quality Standards.....	34
Forestry.....	9	Schedule 1.....	34
Wildfire Control.....	9	Schedule 2 .....	36
The Mourne.....	9	<b>Appendix 2</b> .....	<b>37</b>
Dealing with Pesticides .....	10	Water Quality Report for Water Supply Zones.....	37
Invasive Species.....	10	Water Quality Report for Authorised Supply Points .....	38
Public Recreation and Access.....	10	Water Quality Report for Water Treatment Works .....	38
<b>INTERREG VA Source to Tap Project</b> .....	<b>10</b>	Water Quality Report for Service Reservoirs .....	38
Source to Tap – Love Your Water .....	11	<b>Appendix 3</b> .....	<b>39</b>
Source to Tap – Education Programme.....	11	Water Quality by Northern Ireland Council Area .....	39
Source to Tap – Farming for Water .....	11	<b>Appendix 4</b> .....	<b>62</b>
Source to Tap – Peatlands for Water .....	12	Water Quality Events.....	62
Source to Tap – Forests for Water .....	13	<b>Appendix 5</b> .....	<b>68</b>
<b>Environmental Management System (EMS) and ISO14001</b> .....	<b>14</b>	The Water Supply (Water Fittings) Regulations (NI)	
<b>Mains Rehabilitation</b> .....	<b>15</b>	2009 Compliance Policy .....	68
<b>Sufficiency of Supply</b> .....	<b>16</b>	NI Water Customer Base.....	69
<b>Drinking Water Inspectorate - Technical Audit</b> .....	<b>17</b>	Compliance Data.....	69
Water Quality Events.....	17	Promotion of the Regulations.....	69
Regulatory Enforcement.....	17	Notifications.....	70
<b>Quality Assurance</b> .....	<b>18</b>	Approved Contractors Scheme.....	71
Use of Technology for Increased Assurance.....	18	General Information.....	72
<b>Water Quality Summary</b> .....	<b>19</b>	Action taken by NI Water .....	72
NI Water Sites in Service .....	19	Data reporting .....	73
Overall Water Quality Testing .....	19	Reporting Year Recap .....	74
Microbiological Quality.....	20	Looking Forward.....	75
Physical and Chemical Quality at Customer tap.....	21	<b>Appendix 6</b> .....	<b>76</b>
Overall Water Quality .....	22	Glossary of Technical Terms.....	76

# Drinking Water Quality

## Water Quality Standards

During 2021, Drinking Water Quality in Northern Ireland was assessed against standards set in the Water Supply (Water Quality) Regulations (Northern Ireland) 2017. The regulations incorporate the requirements of the European Commission's Drinking Water Directive 98/83/EC (the "Directive") relating to the quality of water intended for human consumption and, for certain parameters, more stringent UK national standards.

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 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.

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 there is an exceedance of a regulatory parameter PCV, investigations and remedial work are carried out to ensure that drinking water is regulatory compliant. 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 skilled and experienced sampling staff for the collection and delivery of the regulatory samples to the laboratories. 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 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, 51 water supply zones were monitored during the period of this report.

The parameters for which samples are tested include-

- 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	2015	2016	2017	2018	2019	2020	2021
% Overall compliance with drinking water regulations	99.83%	99.86%	99.88%	99.90%	99.90%	99.94%	99.88%
% Compliance at customer tap (including supply points)	99.75%	99.77%	99.81%	99.83%	99.84%	99.91%	99.82%
% Iron compliance at customer tap	98.40%	98.66%	98.85%	98.94%	98.89%	99.56%	99.35%
% Service Reservoirs with coliforms in >5% samples	0.00%	0.00%	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: <https://www.niwater.com/drinking-water-guidance/>

## Lead Pipework Replacement Programme

The NI Water Asset Strategy for Management of Lead 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 three strands, as summarised below:-

- Removal of NI Water owned lead assets from the water distribution system
- Minimise the adsorption of lead into drinking water
- Encourage the removal of customer owned lead assets such as their service pipes

NI Water has been carrying out lead pipe replacements for a number of years under the following programmes of work by:-

- Actively replacing lead pipes during mains replacement and when water quality testing indicates lead pipe is present
- Actively replacing lead pipes when a customer requests NI Water to replace lead pipework to their property when they have replaced lead pipe internally in their property

In the past 6 years, NI Water has replaced more than 11,000 lead service pipes and has met its target for the PC15 price control period.

This programme of replacement has been developed to ensure that NI Water prioritises and targets areas with high numbers of lead pipes and poor compliance with the lead standard.

# 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 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 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 systems to identify hazards, assess risks, and implement mitigation measures, which could potentially threaten each stage of the water supply process. NI Water works with the Northern Ireland Environment Agency (NIEA), the Drinking Water Inspectorate (DWI), Forestry Service, and other Non-Government Organisations to protect the raw water sources from contamination.

The outputs of these plans - "The Drinking Water Safety Plans" themselves continue to be embedded into company policies and procedures and are reviewed using a risk-based approach each year. 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 uses the DWSP risk assessments to inform the investment strategy for drinking water.



## SCaMP NI Overview

The aim of SCaMP NI is to improve the quality and reliability of the water received at NI Water's raw water abstraction points through sustainable catchment-based often 'green' solutions that focus on protecting and enhancing the natural environment through achieving favourable condition, habitat improvement and reducing treatment costs for NI Water. Our interventions in drinking water catchments are designed to be the first stage of a multiple barrier approach to water treatment.

Catchment management is important because by managing the activities in the catchment that influence water quality, we can really improve the quality of raw water. Turbidity, colour, and priority substances can be reduced, which lessens the amount of chemicals and energy required to remove these items and produce clean and wholesome drinking water to our customers.

Our Team works with many stakeholders within our catchments to improve raw water quality at the top of the catchment, before it even reaches the water treatment works (WTWs) for treatment. With our stakeholders, we pool our resources and expertise to develop joint projects that fulfil our common land and water management goals to maximise our external finance through match funding.

## Catchment Management Interventions

In order for us to understand the best sustainable catchment management interventions to carry out in our drinking water catchments, we commissioned a Catchment Management Study for each area. These studies used the approach advocated in the UK Water Industry Research (UKWIR) framework for quantifying the benefits of catchment management, to establish the basis for a programme of management that provides business benefits to NI Water.

These 23 studies are now being reviewed again to contain more up-to-date water quality data, information on catchment pressures and issues which may have recently emerged, and will allow our team to virtually map where we are doing our interventions. This mapping will be very useful alongside our work on improving the confidence of our land ownership. This ownership mapping and digitisation exercise is happening over the next year or so as an aspect of NI Water’s Climate Change Strategy work.

## Riparian Planting

The SCaMP NI Team have continued to work with The Woodland Trust and Loughs Agency on a number of different planting projects throughout NI. In the last year, we were lucky enough to be able to carry out our planting plans almost as normal. Woodland Trust continued to utilise the tree-guards we purchased on planting areas along the rivers Faughan and Burntollet in Co. Londonderry. This riparian planting continues to protect the Faughan riverbank which is important in terms of drinking water – it supplies Carmoney Water Treatment Works with water to treat for much of Londonderry and the surrounding area. Riparian tree planting not only protects our raw water quality but also provides a home for wildlife, shelter for spawning fish and helps reduce the effect of climate change by capturing carbon, stabilising the banks, and slowing river flow.

During 2021, SCaMP staff also worked as part of NI Water’s ‘Regreening’ initiative and along with Woodland Trust, planted 22,250 native deciduous trees at Dunore Point on the banks of Lough Neagh.



This planting allowed us to create a locally native, species rich and species appropriate woodland habitat on the shores of Lough Neagh and in the vicinity of our Water Treatment Works, alongside the beautiful existing mature trees in the area.

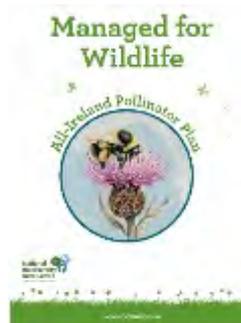


*Veteran sycamore near the Lough Neagh shore, photo courtesy of Jerry Hawe Woodland Consultancy & Research, via The Woodland Trust.*

Tree species planted together include Alder, Aspen, Sessile Oak, Downy Birch, and Willows, where species are appropriate to the surrounding environment.

## Biodiversity

The SCaMP Team have been committed to mapping areas on our landholding where pollinators will be encouraged through fewer grass mows or ‘no-mow’ areas. This work fulfils our commitment as a partner on the All Ireland Pollinator Plan.



## Peatland Restoration

After the successes of the Tullychurry peatland restoration work as part of Source To Tap, and the subsequent Phase 1 peatland restoration at our Lough Bradan site, we have been working with various stakeholders including DAERA Forest Service, RSPB Northern Ireland, and Ulster Wildlife to identify further areas where we can work together to restore areas of peat on our landholding and in our drinking water catchments.

Protecting and enhancing peatlands can not only improve water quality in nearby reservoirs, but also absorb carbon from the atmosphere and lock it into the peat. This process of 'sequestration' is an important tool to help mitigate the effects of our changing climate.

Peat bogs also provide multiple ecosystem services like downstream flood alleviation and cultural benefits such as aesthetic value and recreational opportunities.

## Forestry

Some NI Water catchment areas are particularly vulnerable to the effects of forestry felling and replanting activities, due to peaty soils which can easily be washed into our reservoirs after felling periods. We continue to work closely with DAERA Forest Service to minimise any detrimental effect to raw water quality or the environment by sharing information on felling schedules and future woodland management plans.

## Wildfire Control

With our changing climate and more unpredictable weather patterns in recent years, wildfires have become more of a problem than ever before. They can of course result in loss of life, but also are devastating to sensitive habitats, can destroy livelihoods, property and take the NI Fire and Rescue Service away from other fire incidents which they should be attending.

Wildfires can also result in a deterioration in raw water quality and significantly increased treatment costs.

NI Water works with a number of stakeholders particularly in our Mourne catchments to try to drive down risk of wildfires, and to relay a joint message on how we can all help prevent wildfires.

NI Water are proud custodians of the beautiful area within the Mourne Wall, with the management of our land for nature, biodiversity, and priority species and habitats being extremely important to us. The Eastern Mournes within our landholding supports a number of priority vegetation communities including wet heaths and blanket bog, montane heaths and grasslands on the highest summits and plant communities associated with

the cliffs and scree. The area was designated as a Special Area of Conservation (SAC) in 2007 as it is considered to have a high diversity of habitats/species of European importance. Fire damage to peat in the Eastern Mournes threatens its designated status. Wildfire decimates these habitats and sets back the work that we, and our neighbours in the Mournes, have done to help these habitats thrive.

NI Water have been working with the Northern Ireland Fire and Rescue Service (NIFRS), the Mourne Heritage Trust, and DAERA-NIEA for 9 years by the Mournes Wildfire Group (MWFG) under the Eastern Mournes Wildfire Project, in order to protect the water supply and preserve the precious Mourne landscape.

## The Mournes

NI Water owns a large amount of land in the Mourne Mountains, where we abstract water from Silent Valley, Spelga and Fofanny reservoirs to provide drinking water for nearly one fifth of the population of NI. Water from the Mournes is consumed as far away as Dungannon and Ards.

We encounter many challenges and pressures in this area, which of course is enjoyed by millions of visitors every year. During the pandemic, Mourne Heritage Trust who manage much of our landholding on our behalf, experienced a huge increase in visitor numbers. We have been working closely with them on ensuring our paths are safe and stable for visitors, and will continue to utilise their expertise to help manage the area for drinking water provision and recreation as well.



We are also currently co-developing a holistic Land Management Plan for the area within our landholding in the Mourne Mountains. We are working with Mourne Heritage Trust, DAERA, the National Trust, Ulster Wildfire many other stakeholders to manage our land long term in a better way for all of us to continue providing wholesome drinking water, while protecting the environment, meeting the needs of our grazing tenants, our visitors, upholding and improving our designated lands and preventing wildfires.

We also work closely with our neighbours The National Trust who manage areas such as Slieve Donard for habitat and recreation provision.

### Dealing with Pesticides

Herbicides are essential for weed control and land management in the agricultural sector. However, some grassland herbicides like MCPA make it into watercourses that are abstracted for drinking water in Northern Ireland and are difficult and expensive to remove during treatment. An extra water treatment mechanism is required to remove MCPA, increasing the cost in maintaining the necessary drinking water quality standards at the treatment works.

NI Water's 'Rush Solution Without Pollution' project has been ongoing since 2017 and is now in its last year in our Ballinrees catchment. The project involved the provision of a free weed control service to landowner in areas where there are ongoing issues with soft rush *Juncus Effusus* invasive weeds and MCPA raw water detections. In conjunction with The Water Catchment Partnership, interested landowners were encouraged to apply, after which eligibility was assessed. The weed-wiping trials have helped reduce levels of MCPA in our raw waters, but we still have a lot of work to do.

The SCaMP team are currently running comprehensive passive sampling regimes and a modelling programme which aim to understand pesticides loading in a number of rivers and lakes which provide water to our WTWs. This work is between March and November and will give us a better understanding of MCPA hotspots and where we can concentrate our engagement work.

### Invasive Species

Our changing weather patterns mean that some invasive species are becoming more of a challenge. Much of our invasive species work is carried out in the Silent Valley and Spelga/Fofanny catchment areas in our Mournes catchments. Plants like rhododendron and cotoneaster can cause us a specific problem, but along with our contractors and the Mourne Heritage Trust we are working to keep the issue to a minimum. NI Water's Invasive Species Policy sets out our roles and responsibilities for controlling non-native species on our land.

### Public Recreation and Access

NI Water welcomes members of the public to enjoy access to its land and will endeavour to facilitate recreational activities where it is safe to do so. In some cases, visitors seeking certain types of access are asked to fill out a special application.

Our publicly available Recreation and Access Policy is maintained to provide a framework defining what access is permitted to NI Water owned lands and waters, and how access arrangements will be communicated, controlled, and governed. The accompanying Recreation and Access Guidance document is currently being reviewed to make the process of applying for access to visit our sites easier for our visitors, whilst still upholding the safety of everyone on site and ensuring the safe provision of drinking water.

### INTERREG VA Source to Tap Project

In addition to this work, another element of SCAMP NI has been the Source to Tap INTERREG VA project. The Project led by NI Water is another example of partnership working to manage catchments for water quality. This project is funded under the INTERREG VA Environment Programme with match funding from DAERA in Northern Ireland and the Department of Housing, Local Government and Heritage (DHLGH) in Ireland and managed by the Special EU Programmes Body (SEUPB). The partners include Irish Water, The Rivers Trust, Ulster University, Agri Food and Bioscience Institute (AFBI), and East Border Region.

The project has piloted a number of pilots in the Erne and Derg drinking water catchments, which straddle the border and are predominantly rural in nature. Working together over nearly six years (2017 to 2022) the partners delivered pilot studies to reduce herbicides and sediments getting into the water in the first place and raise awareness of the importance of protecting our precious drinking water resource at source across both jurisdictions. In the upper reaches of these catchments, the landscape is dominated by bogland and forestry with more intensification of land for agricultural use in the lower reaches. Activities such as forestry and farming can cause contaminants such as sediments and herbicides to run off the land and drain into the raw water, which NI Water abstracts for drinking water. This can lead to increased costs to treat and remove them before the water can be used for drinking water supply.

Water catchments are designed to be the first stage of a multiple barrier approach to water treatment. The Source to Tap project has trialled a number of different work packages, the outcomes of which will be uploaded onto a legacy website.

Work within the project over the past year has focused on the following areas:

## Source to Tap - Love Your Water



The citizen science element of the project has trained up 43 volunteers in the Erne and Derg catchments to become citizen scientists. The training has equipped the volunteers with knowledge in using the Riverfly monitoring technique and provided them with equipment. Local rivers have been selected by the volunteers who will monitor the biological quality on a regular basis and assess them against a trigger level set by the regulatory agencies. This allows action to be taken at the earliest opportunity should any severe reductions in quality be detected and acts as a deterrent to incidental polluters. As skilled guardians, these volunteers will play a vital role in protecting these rivers after the project ends. This work empowers communities with knowledge, skills and equipment and enables the public to play an active and meaningful role as environmental citizen scientists. However, engagement must be sustained and built upon to ensure long term success which will deliver substantial water treatment cost savings and multiple additional benefits.

## Source to Tap - Education Programme



The education programme was rolled out in 2018 to lower high school and upper primary school children in the Erne and Derg catchments. The programme is supported by an activity booklet which contains five separate units including where does our water come from, how are our rivers formed, what lives in our rivers, how do rivers get polluted and how does our water get from our rivers to our taps?

As well as visiting individual schools, we have also supported other organisations such as Waterways Ireland and delivered talks to groups of schools at for example biodiversity or science week events. Over the course of the project, we have helped educate 1,947 children on where their water comes from and the importance of good, clean, safe drinking water; ensuring that they help to protect the water we all rely on to thrive. Following the COVID-19 pandemic, the education units were translated into online learning resources available for parents and teachers to use.

The education programme has demonstrated that primary age children are influencers, and it is important they learn at this young age where their drinking water comes from and its journey from source to tap. Source to Tap also observed that within schools there is a desire to teach children about local environmental issues and by providing teachers with a structured, concise, and engaging education programme, it empowers them to teach this subject to their pupils.



## Source to Tap - Farming for Water



The Source to Tap pilot land incentive scheme was launched at the end of July 2018 and closed at the end of 2020 for new applications. The scheme helped 118 farming families make their farm business 'water friendly' by offering them incentives to install measures to benefit their farm business, as well as reducing run off from sediment and herbicides to improve water quality. Project Officers carried out a farm visit in collaboration with the landowner and produced a Water Environment Management Plan, WEMP for farmers, making recommendations of where changes could be made. Measures included using contractors to do weed wiping rather than the more traditional boom sprayer approach, provision of pesticide storage units, installation of clean and dirty water separation in farmyards and installation of fencing to prevent livestock entering the watercourse, along with alternative drinkers such as solar powered drinkers to ensure livestock still has access to water.

The project found that dedicated, non-regulatory farm advisors that form a long-term relationship with the farm business, are best placed to provide agri-environmental advice and support to landowners in water friendly business planning on the farm. Ongoing support to landowners throughout implementation is also key to success. It was also

noted that the types of agricultural water protection measures used must be attractive to landowners, and agri-environmental schemes must be easy to access, with minimal administrative burden on landowners to achieve the maximum uptake.



Automatic Monitoring Stations (AWQMS) to assess water quality were also established in 2018 to enable us to see how the various farm measures installed affect the raw water quality. Water quality sensors were installed near Spamount on the River Derg and another near Killygordon on the River Finn, which measure the turbidity and colour of the river water. These measurements indicate the amount of sediment in the water, which can be caused by soil erosion. Large amounts of sediment can block filters in the water treatment works and

elevated colour can be difficult to remove. We took water samples automatically every 7 hours and analysed these in the laboratory for herbicides, as well as recording the rainfall higher up in the catchments and the height of the rivers at the monitoring locations.

The results of monitoring before and during the scheme demonstrated that up to a 24% reduction in MCPA herbicide concentrations, and a 40% reduction in MCPA loads, were achieved where weed wiping was substituted across less than 3% of the catchment area. Decreasing trends in turbidity were also detected in the River Derg and can be attributed to measures such as livestock exclusion fencing helping to prevent erosion. The monitoring also established ground-breaking new insights into MCPA herbicide dynamics in river systems, revealing that over 70% of annual losses occur during short-lived storm events and that MCPA persists in the system year-round.

## Source to Tap - Peatlands for Water



A peatland restoration pilot was undertaken in Tullychurry forest, near Belleek in Country Fermanagh, on approximately 30ha of mature, afforested blanket bog owned by DAERA Forest Service and previously planted with Lodge Pole Pine. The site, which is sandwiched between two lobes of an area known as Pettigoe Plateau, is designated as a RAMSAR, Area of Special Scientific Interest (ASSI), Special Protection Area (SPA), and Special Area of Conservation (SAC). Following harvesting of the trees, we trialled an innovative cell bunding technique on part of the site. As a result of this pilot, the cell bunding technique has been shown to work as a viable peat restoration technique for formerly afforested peatlands on flat terrain with deep peat. The learning from this pilot was also used in restoration work around the shores at Lough Bradan next to the reservoir. This restoration work provides biodiversity, water quality and carbon storage benefits.



## Source to Tap - Forests for Water



Finally, a forestry pilot was undertaken on both Forest Service NI and Coillte land. Measures were installed at a total of 12 pilot sites, over a period of two years to understand how effectively they reduced sediment in drains and streams following harvesting at forestry sites. The measures aimed to either prevent sediment from entering rivers, or to reduce the sediment suspended in the water by slowing the flow and allowing the sediment to settle out. All methods trialled were in addition to existing forestry best practice and were implemented in the Erne and Derg cross border drinking water catchments. The measures included the planting of a cover crop, the creation of a settlement area and the trialling of check dams using materials such as geotextile, peat, large longitudinal logs, sawn timber, and brash bundles. All measures were monitored to determine their effectiveness in attenuating sediment over a period of time using Time Integrated Sediment Samplers (TISS). This pilot allowed the project to open a dialogue on the management of catchments for all ecosystem services. Forestry ecosystems are an important feature in Irish landscapes and provide numerous benefits to wider society. Through this pilot, we have provided evidence of the benefits of enhanced measures to protect water quality from the negative effects of forestry activities.



# 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.

# 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.

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.

The performance and condition of the water mains were investigated and assessed through a series of Detailed Zonal Studies against standard criteria developed in conjunction with various internal stakeholders and DWI. This zonal study approach was used during the PC10 and PC13 planning periods.

For the PC15 planning period and, in preparation for the PC21 business plan (covering 2021 – 2027), 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

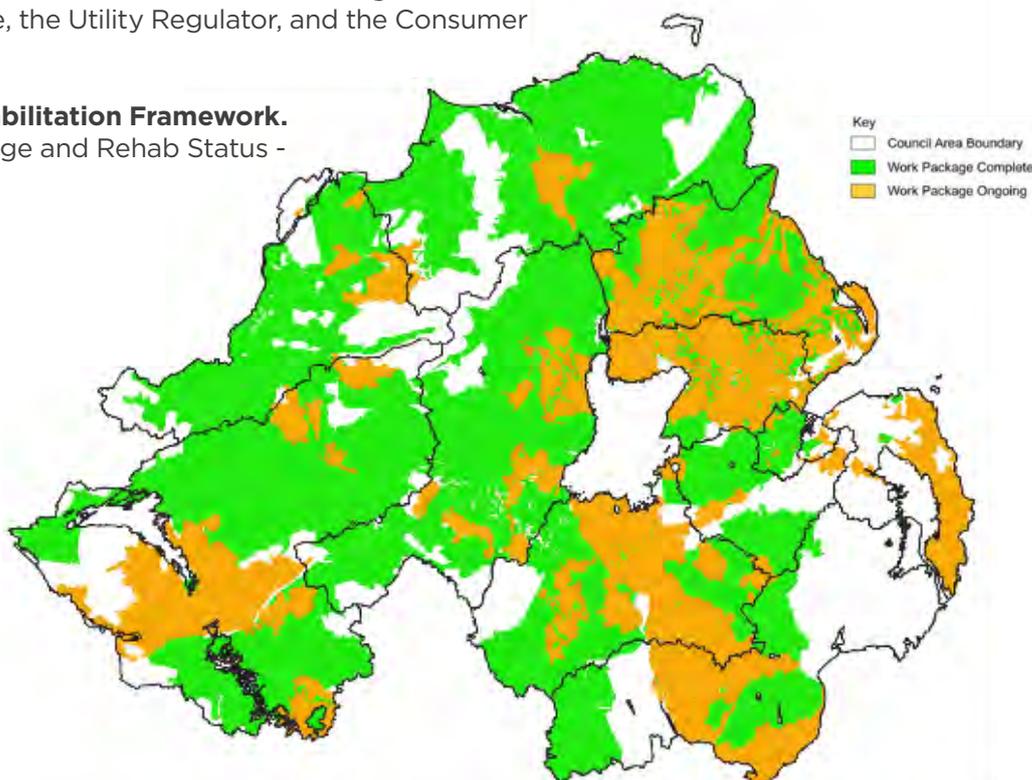
Council Northern Ireland, NI Water developed the Water mains Infrastructure Investment Model (WIIM). Building on the basis of the previous Zonal Studies approach, which utilised the analysis of structural and water quality issues, the revised approach draws on corporate data, focusing on customer contacts 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.

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 PC27 with interventions to be considered such as planned area flushing and monitoring and mains conditioning.

## Water Rehabilitation Framework.

Work Package and Rehab Status - April 2022



The map shows the extent of the current Water Mains Rehabilitation Framework covering most of Northern Ireland. To assist clarity, whilst the council boundaries are shown, the individual councils are not named. Regions in white on the map are largely watercourses or upland areas that do not receive public water supply.

# Sufficiency of Supply

Approximately 883,423 domestic, agricultural, commercial, and business properties in Northern Ireland are connected to the public water supply – this equates to around 99.9% of the total population. This entailed supplying an average of about 610 million litres of high quality drinking water to customers every day during 2021. For this, NI Water utilised 38 sources that include 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 WR&SR Plan sets out how NI Water intends to maintain the balance between supply and demand for water for all its customers over the long-term, and the operational and management options and activities available to respond to short-term critical events such as drought and freeze-thaw. A key strategic aim of this plan is to improve the resilience of Northern Ireland's water supply system, and the plan is to be updated on a rolling six yearly programme.

The next iteration of the WR&SR Plan is currently underway to ensure outputs are developed in time to inform PC27. This followed a review of the WR&SR Plan Technical Guidance to ensure that NI Water remains in keeping with developments

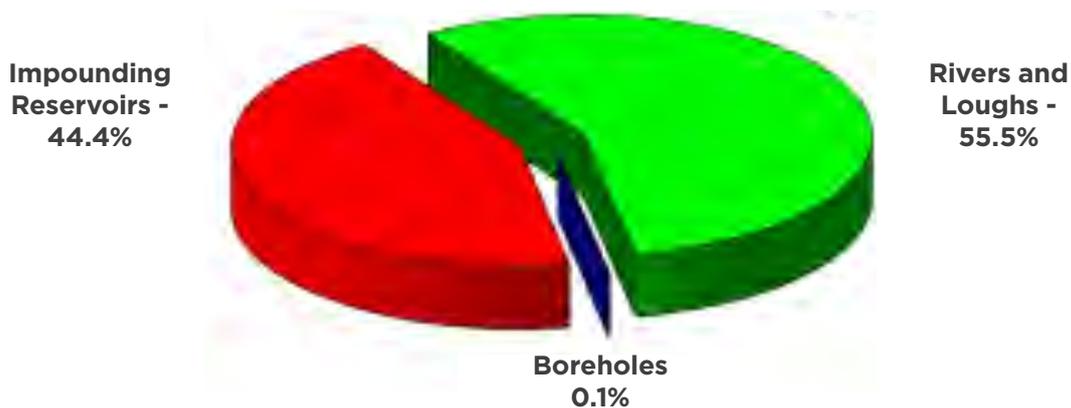
in best practice in water resource planning across the UK, and with any revised objectives and government policy aspects which apply to long term strategic planning of water resources. The key main changes in approach in this plan compared to previous include:-

- Change from 25yr to 50yr Planning Horizon
- Independent Plan Assurance
- Levels of service for dry year to drought events increased from 1:40 to 1:200
- The adoption of the latest UKWIR environmental assessment guidance for Water Resource & Drought Plans

It is anticipated the draft plan will be complete by January 2023 with the final plan being published by July 2023 following consultation.

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

## Raw Water Sources



# 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, service reservoirs and customer taps
- A compliance assessment of this information against the regulatory standards
- Carrying out an inspection programme which examines the sampling, analytical, reporting, water treatment, distribution policies and relevant procedures.

In 2021, the on-site technical audit inspection programme had to be suspended due to the COVID-19 pandemic. One audit was completed virtually:

- An audit of the Laboratory Information Management System (LIMS)

DWI made a number of recommendations and suggestions, and NI Water has followed up on these issues. DWI will report on this inspection 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 Klondyke Building, Cromac Avenue, Gasworks Business Park, Lower Ormeau Road, Belfast BT7 2JA.

## 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 that were Significant or above which occurred during 2021 is detailed in Appendix 4.

## Regulatory Enforcement

During 2021, two Regulation 31(4) Notices were ongoing:

- Regulation 31(4) Notice 2020/002 requires 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 0.10µg/l by 22 December 2023. This was issued on 17 December 2020 following the revocation of Regulation 31(4) Notice 03/19 on the same date.

- Regulation 31(4) Notice 2020/003 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 22 December 2023. This was issued on 17 December 2020.

One Regulation 31(4) Notice was amended to provide an additional 12 months to complete the required treatment upgrade:

- Regulation 31(4) Notice 2020/001 requires NI water to install and have operational, a treatment system at Derg 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 0.10µg/l by 31 March 2023. This was issued on 9 February 2022.

One new Regulation 31(4) Notice was issued:

- Regulation 31(4) Notice 2021/001 issued on 8 July 2021 requires 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.

## Prosecution:

- On 19 July 2021, NI Water pleaded guilty to a charge of supplying water that was unfit for human consumption in the Meigh area of Newry in July/August 2018. The Public Prosecution Service instigated the action following an investigation and submission of a case file by the DWI for the alleged offence under Article 110 of The Water and Sewerage Services (NI) Order 2006. The Magistrate sentenced the Company to a Conditional Discharge for 12 months.

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 the Drinking Water Inspectorate 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 more fully automate the audit trail and chain of custody.

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 2021, the numbers of NI Water sites in service were:

Location Type	Number in Service
Water Treatment Works	24
Service Reservoirs	289
Water Supply Zones	55
Authorised Supply Points (see glossary)	24

## Overall Water Quality Testing

During 2021, 98,139 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, 98,028 tests complied with the regulatory standards giving an overall percentage compliance of 99.88%.

Location Type	No of Samples	Regulatory Parameters Analysed	Regulatory Parameters used for Compliance Assessment
Water Treatment Works	6,252	44,000	18,992
Service Reservoir	15,028	90,168	30,056
Zone ( including Authorised Supply Point)	5,520	64,751	49,091
<b>Overall</b>	<b>26,800</b>	<b>198,919</b>	<b>98,139</b>

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

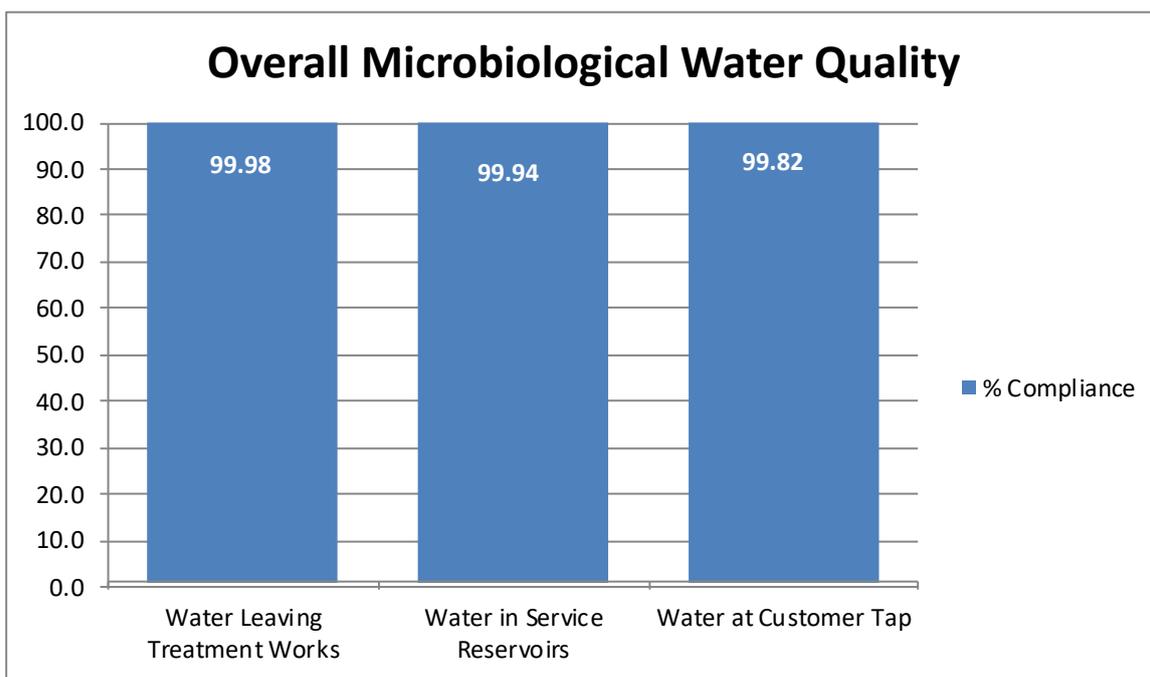
Water leaving water treatment works is disinfected with chlorine to safeguard public health by destroying microorganisms. This is the most important part of the water treatment process. NI Water has developed a disinfection policy for water treatment and individual disinfection statements for each water 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 2021 is given below.



# Water Quality Summary

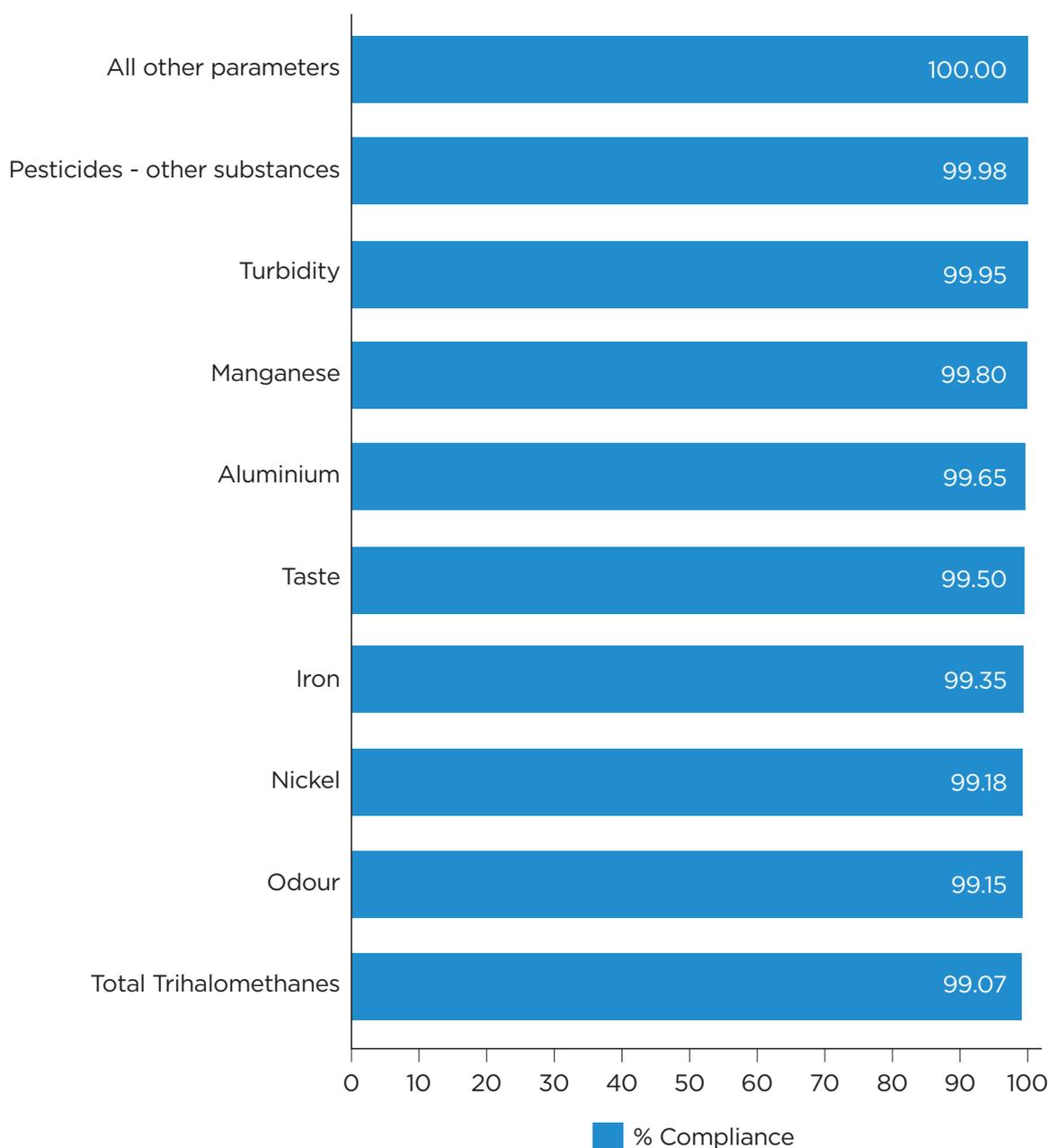
## Physical and Chemical Quality at Customer tap

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 2021, 37,017 physical and chemical tests were assessed against their consent for water samples taken at customer taps or authorised supply points. Of these, 36,951 tests complied with the regulatory standards giving a compliance of 99.82% 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 distribution system.

### Percentage Compliance by Chemical Parameter



# Water Quality Summary

## Overall Water Quality

Overall Water Quality			
	Number of Analytical Tests	Number of Tests Exceeding PCV	% Compliance with Regulatory Standards
<b>Water Leaving Treatment Works</b>			
Bacteriological Analysis	12,504	2	99.98
Indicator parameters	6,488	5	99.92
<b>Total</b>	<b>18,992</b>	<b>7</b>	<b>99.96</b>

Water in Service Reservoirs			
Bacteriological Analysis	27,944	17	99.94
<b>Total</b>	<b>27,944</b>	<b>17</b>	<b>99.94</b>

Water at Customers' Taps or Authorised Supply Points			
Bacteriological Anal. inc Coliforms	11,708	21	99.82
Zone Chemical Analysis	21,284	63	99.70
Supply Point Chemical Analysis	10,383	2	99.98
Indicator parameters	5,350	1	99.98
<b>Total</b>	<b>48,725</b>	<b>87</b>	<b>99.82</b>

<b>Total Mandatory Parameters</b>	<b>83,823</b>	<b>105</b>	<b>99.88</b>
<b>Total Indicator Parameters</b>	<b>11,838</b>	<b>6</b>	<b>99.95</b>

<b>Overall Water Quality Total</b>	<b>95,661</b>	<b>111</b>	<b>99.88</b>
------------------------------------	---------------	------------	--------------

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

During 2021, the following main chemical parameters exceeded their prescribed concentration or value at some point.

## 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 upgraded where required to lower the aluminium levels to below regulatory levels.

## 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 zonal study. These detailed zonal studies include 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 10µg/l.

The Drinking Water Regulations require that NI Water must minimise the risk of exceedances of the regulatory limit for lead drinking water (10µg/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.

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

# Water Quality Issues

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.

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](http://www.niwater.com/about-your-water)

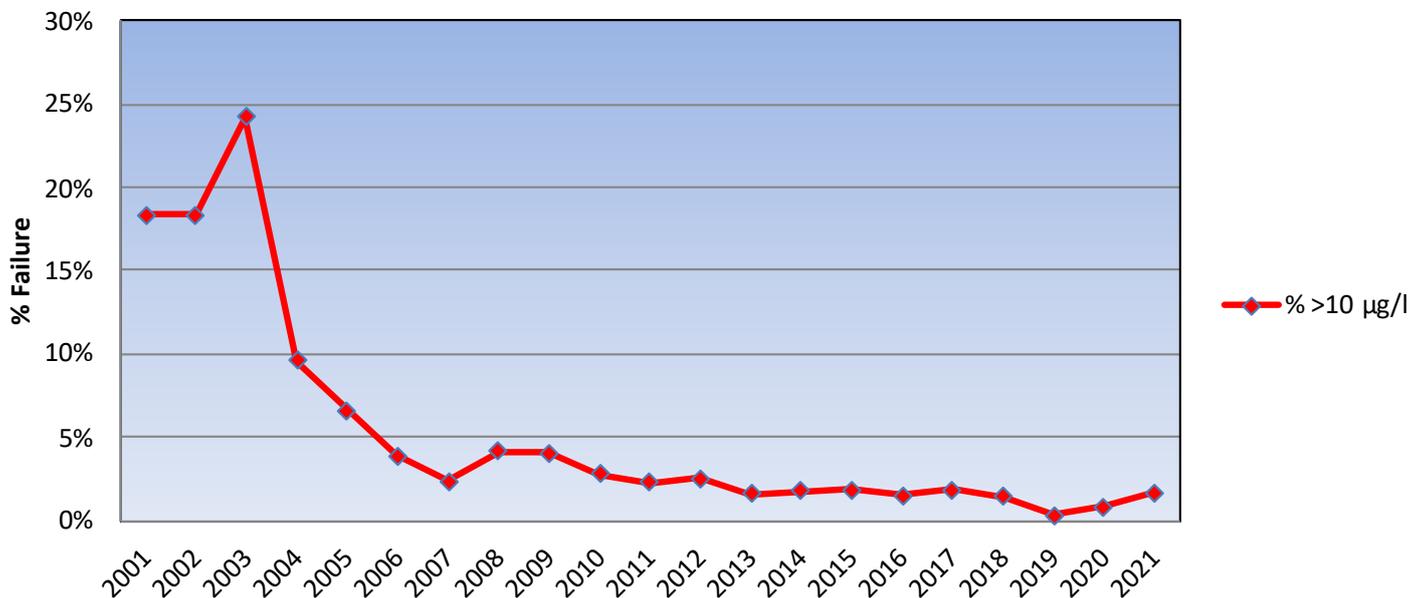
Amongst other details, this leaflet explains who is responsible for replacing each part of the lead in the domestic system.



# Water Quality Issues

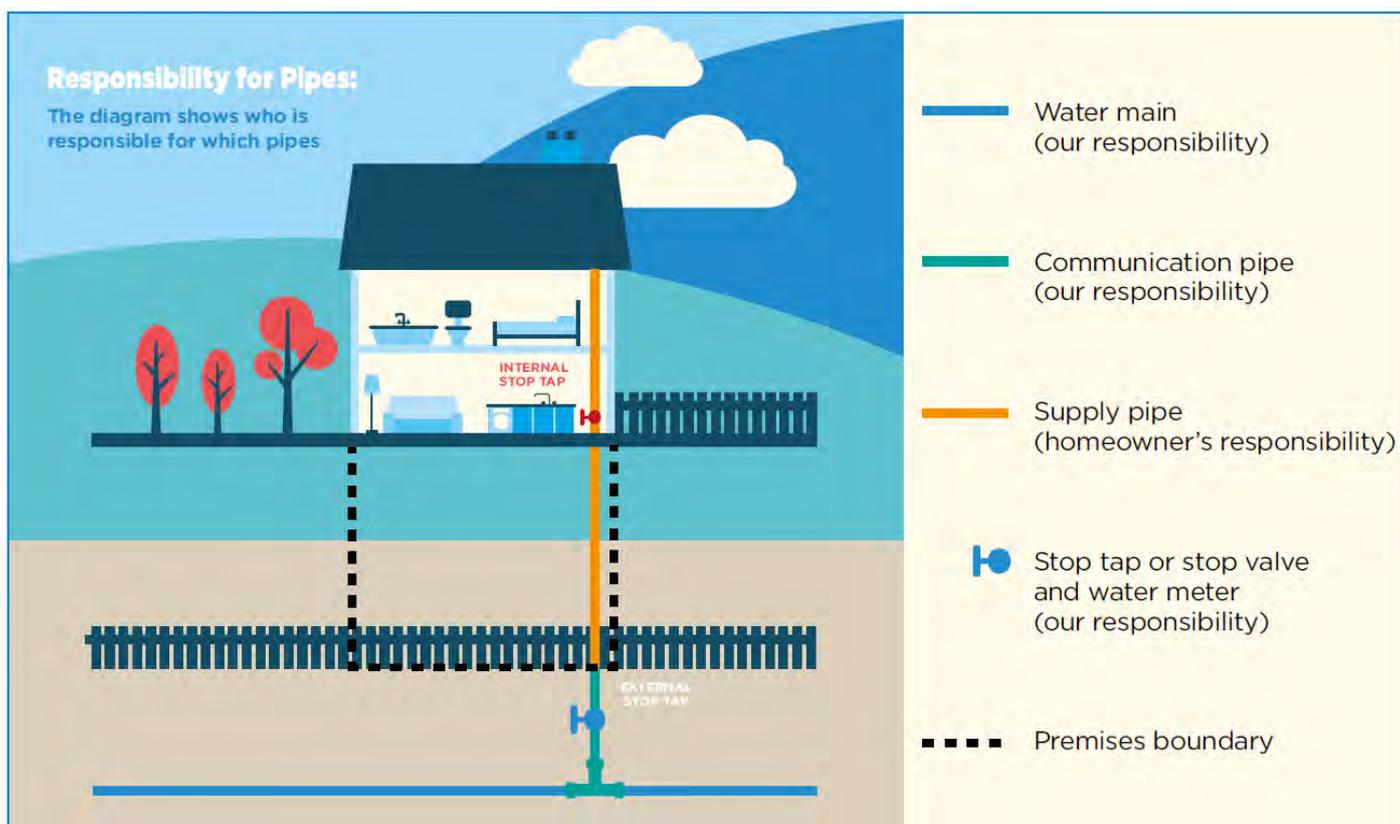
The effectiveness of the dosing can be seen in the graph below, showing the optimisation of the dosing from the water treatment works to meet the new regulations.

### % Lead Exceedances against the current 10µg/l Standard



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

Please note that during 2021 the number of samples analysed for lead was greatly reduced with the reductions of sampling at customer tap due to Covid.



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

## Nickel

Nickel exceedances are typically caused by customers' taps or fittings and are not normally due to issues with the public water supply.

## Pesticides

Pesticides include insecticides, herbicides, fungicides, and algacides. 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 2021. NI Water liaises with other regulatory bodies in Northern Ireland such as the Northern Ireland Environment Agency (NIEA) regarding the control of pesticide usage.

The pesticide exceedances were for one of the more commonly used pesticides – MCPA.

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.

## 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.

Improved compliance over all of Northern Ireland is expected as improvements to water treatment works and the distribution system continue.

## Turbidity

Particulate matter, usually the re-suspension of sediments present in the distribution system, affects the turbidity of drinking water. Systematic flushing of the local pipe work usually restores water quality.

## 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](http://www.niwater.com/about-your-water)

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

## Water Regulation Background

NI Water was granted an operating license to provide water and sewerage services in Northern Ireland on 1st April 2007, replacing the former Water Service which was an executive agency within the former Department for Regional Development (DRD). This change in the delivery of water and sewerage services in Northern Ireland was as a result of new legislation – The Water and Sewerage Services (Northern Ireland) Order 2006 (the 2006 Order).

The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009 (the 2009 Regulations) were made by the then DRD under Articles 114 and 300(2) of the 2006 Order and came into operation on 3rd August 2009.

NI Water has an obligation to ensure the 2009 Regulations are being complied with and to publish a report on customer compliance activities no later than 30th June every year.

The 2009 Regulations are primarily designed to prevent the **waste, misuse, undue consumption, erroneous measurement** of water and most importantly to **prevent contamination** of wholesome water. Owners and occupiers of premises, and anyone who installs plumbing systems or water fittings, have a legal duty to ensure that their systems satisfy the requirements of the regulations. Advance notice must be given, in most cases, of proposed installations, so architects, building developers and plumbers have to follow the Regulations on behalf of future owners or occupiers.

### For the purposes of this return:

NI Water is obliged to inspect its customers' premises for compliance with the requirements of the Regulations and the Department for Infrastructure (DfI) Water and Drainage Policy Division (WDPD) is deemed the Regulator of this activity. Non-compliance may result in the NI Water legal team taking formal enforcement action against customers. NI Water and WDPD meet quarterly to discuss issues arising under the Regulations, compliance activities and contraventions.

Government codes known as the Standard Industrial Classification (SIC) of economic activity codes are used by NI Water to generate fluid categories, these are then used to define risk categories associated with different types of domestic and non-domestic properties.

NI Water's implementation of the 2009 regulations is detailed at Appendix 5 herein. Detailed below are the numbers of inspections completed, contraventions observed and contraventions awaiting customer resolutions. The 2020/2021 inspection programme was affected by COVID-19 lockdown/restrictions.

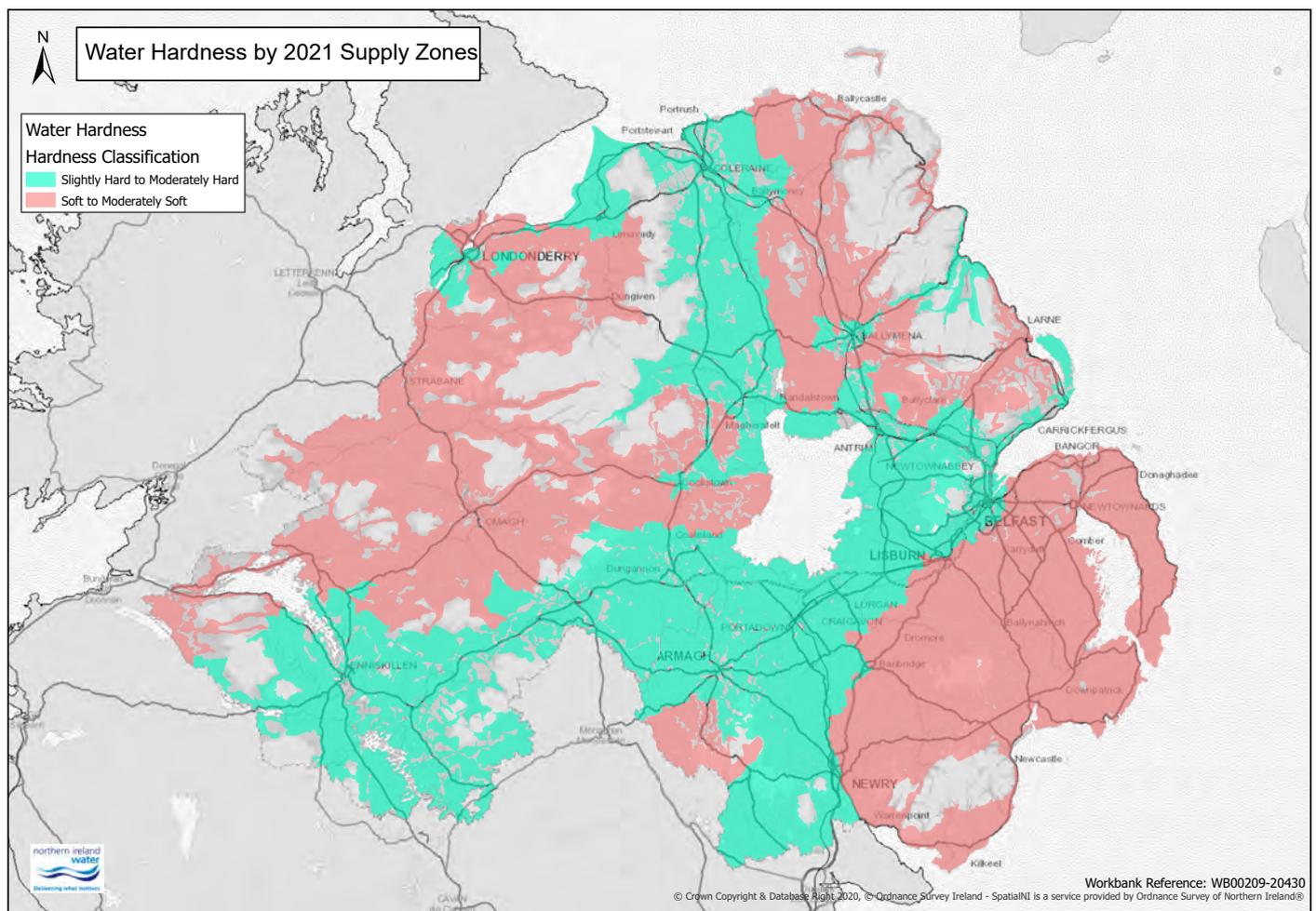
Description	Number
*Number of Domestic and Non Domestic Inspections	
• Proactive Inspections	436
• Reactive Inspection	133
*Number of Premises/Bodies visited	569
*Number of Contraventions Active recorded (All FC1-5s)	1401
*Number of Contraventions Closed (FC4-5s)	286
*Number of Outstanding Contraventions	160
*Number of Inspections with outstanding contraventions > 3 months passed to NI Water Legal Department	0

\*2021 Calendar year

## Drinking Water Register

A Drinking Water Register is available from NI Water's website at [www.niwater.com/water-quality-results/](http://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



# Public Information

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.

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:

**Customer Relations Centre**  
**4th Floor**  
**Capital House**  
**3 Upper Queen St**  
**Belfast BT1 6PU**

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](mailto:waterline@niwater.com)

Further information for customers may be obtained at the following website: [www.niwater.com](http://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/](https://www.facebook.com/niwater/)



### YouTube

NI Water has its own YouTube channel [www.youtube.com/northernirelandwater](https://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.



NI Water’s twitter account is routinely used to respond directly to customers queries at [twitter.com/niwnews](https://twitter.com/niwnews)

We are extending our social media service and introducing WebChat at [www.niwater.com/contact-us/](http://www.niwater.com/contact-us/), providing more ways to keep our customers informed and offering them more choices for interacting with us.

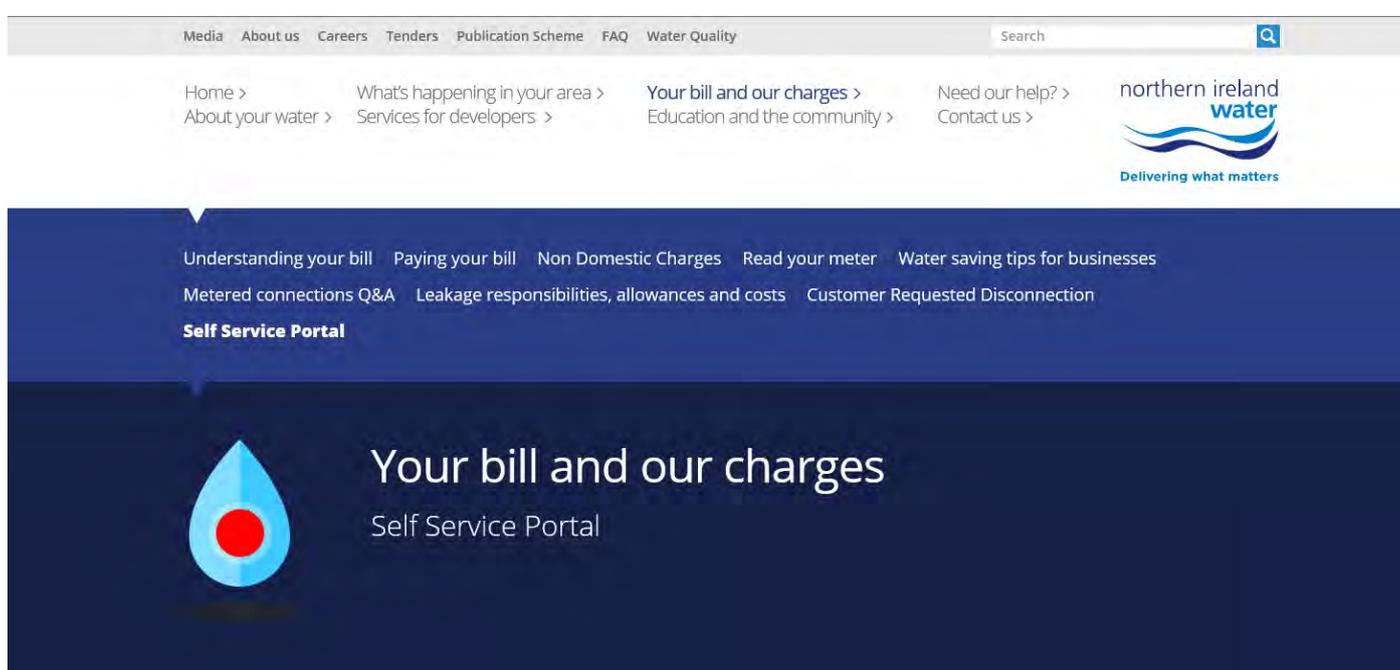
## Customer Services

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](http://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.

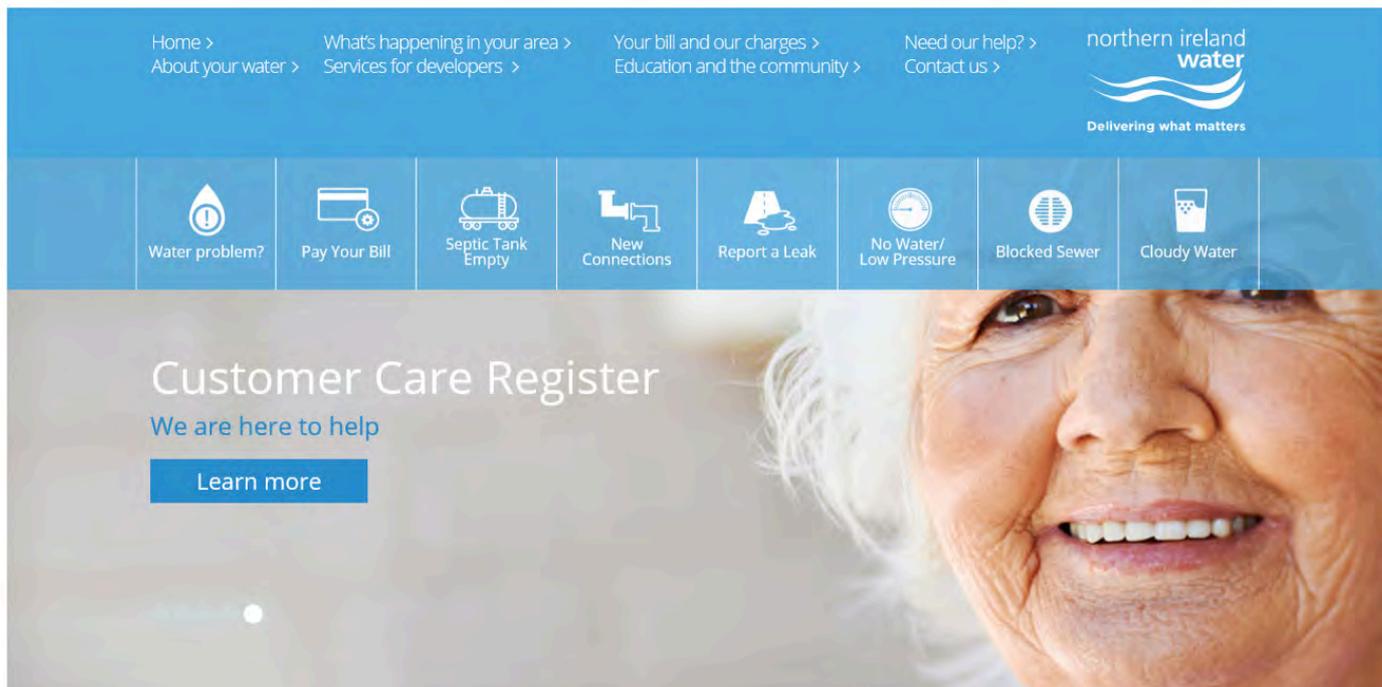


Once registered, customers are able to:

- view their account balance
- view the payment plan of individual schedules
- view bill and payment history
- view desludging request history
- process a new desludging request
- pay a bill
- manage account details
- participate in a live Webchat with a Customer Service advisor

This web portal is found at [selfservice.niwater.com](http://selfservice.niwater.com)

## 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 [www.niwater.com/customer-care-register/](http://www.niwater.com/customer-care-register/) 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 the sudden flooding following heavy rainfall in recent years), 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 Website

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.

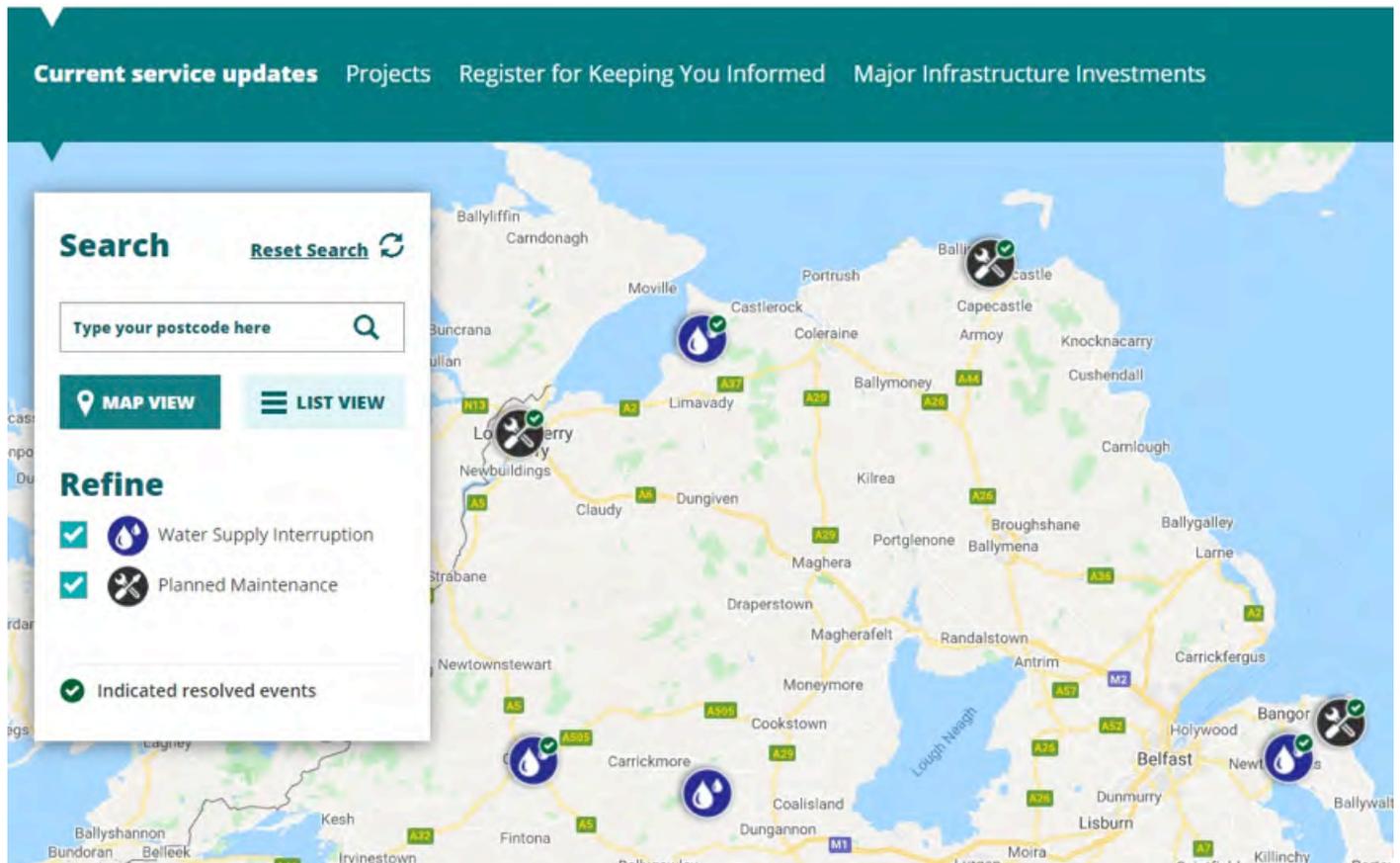
The screenshot shows the NI Water website interface. At the top, there are navigation links: Home >, About your water >, What's happening in your area >, Services for developers >, Your bill and our charges >, Education and the community >, Need our help? >, Contact us >, and the northern ireland water logo with the tagline "Delivering what matters". Below this is a row of service icons: Water problem?, Pay Your Bill, Septic Tank, New Connections, Report a Leak, No Water/ Low Pressure, Blocked Sewer, and Cloudy Water. The main content area features a large blue banner with the text "Belfast City Centre Water Supply Disruption" and "Waterline 03457 440088". A "Learn more" button is located below the text. To the right of the text is a large white warning triangle with a red exclamation mark inside.

# Major Incident Information

Information available includes:

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

The site support and throughput allows in excess of 200,000 visits per hour by customers.



# 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
<i>Escherichia coli</i> ( <i>E. coli</i> )	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 <sub>3</sub> /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 <sub>3</sub> /l	Customers' taps
Nitrite	0.5	mg NO <sub>2</sub> /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.

# Appendix 1

## 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

## 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	2021 Samples	No > PCV	% > PCV
Enterococci	No./100ml	432	1	0.23%
E. coli	No./100ml	5520	1	0.02%
Aluminium	µg Al/l	2004	7	0.35%
Antimony	µg Sb/l	432	0	0.00%
Arsenic	µg As/l	432	0	0.00%
Benzo(a)pyrene	ng/l	432	0	0.00%
Boron	µg B/l	432	0	0.00%
Bromate	µg/l	432	0	0.00%
Cadmium	µg Cd/l	432	0	0.00%
Chromium	µg Cr/l	432	0	0.00%
Colour	mg/l Pt/Co	2003	0	0.00%
Copper	mg Cu/l	260	0	0.00%
Fluoride	mg F/l	431	0	0.00%
Iron	µg Fe/l	2004	13	0.65%
Lead	µg Pb/l	261	5	1.92%
Manganese	µg Mn/l	2004	4	0.20%
Mercury	µg Hg/l	432	0	0.00%
Nickel	µg Ni/l	259	2	0.82%
Nitrate	mg NO <sub>3</sub> /l	431	0	0.00%
Nitrite	mg NO <sub>2</sub> /l	431	0	0.00%
Odour	dilution No	2004	17	0.85%
Selenium	µg Se/l	432	0	0.00%
Sodium	mg Na/l	432	0	0.00%
Taste	dilution No	2004	10	0.50%
PAH - Sum of four substances	µg/l	432	0	0.00%
Total Trihalomethanes	µg/l	432	4	0.93%
Turbidity	FTU	2004	1	0.05%

Indicator parameters	Units	2021 Samples	No > PCV	% > PCV
Coliform bacteria	No./100ml	5520	18	0.33%
Total - Residual disinfectant	mg Cl/l	5520	-	-
Free - Residual disinfectant	mg Cl/l	5520	-	-
Colony Counts 37 (48hrs)	No./1 ml	2004	-	-
Colony Counts 22	No./1 ml	2004	-	-
Total Organic Carbon	mg C/l	432	-	-
Nitrate/Nitrite Formula	mg/l	431	0	0.00%
Ammonium	mg NH <sub>4</sub> /l	432	0	0.00%
Chloride	mg Cl/l	431	0	0.00%
Hydrogen Ion	pH value	2004	1	0.05%
Conductivity	uS/cm 20	2004	0	0.00%
Sulphate	mg SO <sub>4</sub> /l	431	0	0.00%

# Appendix 2

## Water Quality Report for Authorised Supply Points

Schedule 1 parameters	Units	2021 Samples	No > PCV	% > PCV
1,2 Dichloroethane	µg/l	236	0	0.00%
Benzene	µg/l	236	0	0.00%
Cyanide	µg CN/l	236	0	0.00%
Tetrachloroethene/ Trichloroethene - Sum	µg/l	236	0	0.00%
Tetrachloromethane	µg/l	236	0	0.00%
Pesticides - Total Substances	µg/l	236	0	0.00%
All other analysed Pesticides	µg/l	8967	2	0.02%

Indicator parameters	Units	2021 Samples	No > PCV	% > PCV
Clostridium perfringens (sulph red)	No./100ml	236	1	0.42%
Total Indicative Dose		24	0	0.00%
Tritium	Bq/l	24	0	0.00%

## Water Quality Report for Water Treatment Works

Schedule 1 parameters	Units	2021 Samples	No > PCV	% > PCV
Coliform bacteria	No./100ml	6252	2	0.03%
E. coli	No./100ml	6252	0	0.00%
Nitrite	mg NO <sub>2</sub> /l	236	0	0.00%

Indicator parameters	Units	2021 Samples	No > PVC	% > PVC
Turbidity	FTU	6252	5	0.08%
Total - Residual disinfectant	mg Cl/l	6252	-	-
Free - Residual disinfectant	mg Cl/l	6252	-	-
Colony Counts 37 (48hrs)	No./1 ml	6252	-	-
Colony Counts 22	No./1 ml	6252	-	-

## Water Quality Report for Service Reservoirs

Schedule 1 parameters	Units	2021 Samples	No > PCV	% > PCV
Coliform bacteria	No./100ml	13972	16	0.11%
E. coli	No./100ml	13972	1	0.01%

Indicator 1 parameters	Units	2021 Samples	No > PVC	% > PVC
Colony Counts 37 (48hrs)	No./1 ml	13972	-	-
Colony Counts 22	No./1 ml	13972	-	-
Total - Residual disinfectant	mg Cl/l	13972	-	-
Free - Residual disinfectant	mg Cl/l	13972	-	-

## 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. 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.

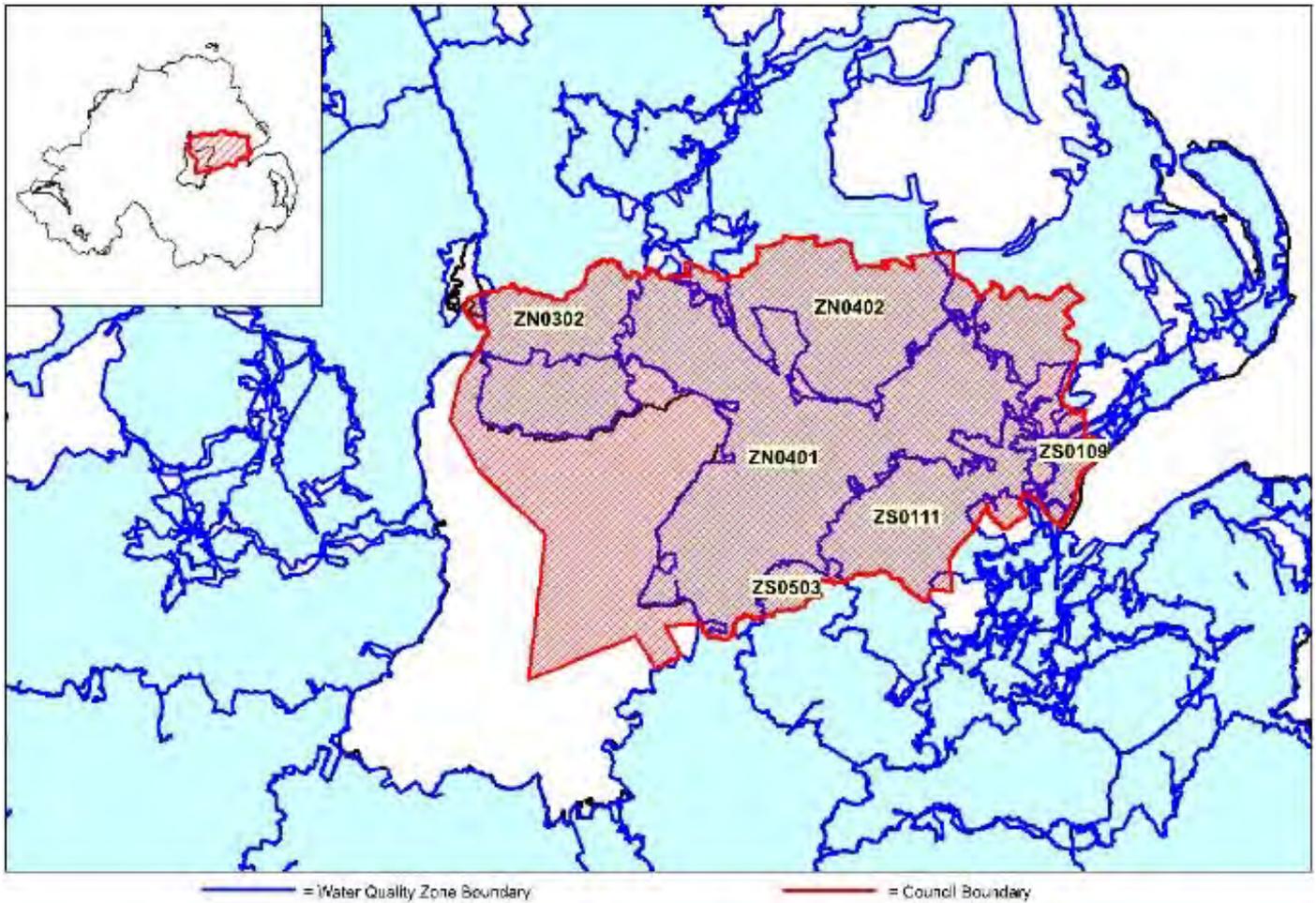
Small variations in water quality compliance performance occur across Northern Ireland. This reflects the need to continue to invest in and to maintain water treatment works, and to improve the water mains network.

A change to the Drinking Water Quality Regulations in 2017 resulted in a reduction of testing frequencies for some parameters at Authorised Supply Points for 2018 onwards. This has slightly lowered the percentage Compliance at Customer Tap at council level but has not affected the overall compliance.

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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Antrim and Newtownabbey Compliance	99.7%	99.7%	99.9%	99.9%	99.8%	100.0%	99.9%

### 2021 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0302	Dungonnell Glarryford	ZS0109	Dorisland Whiteabbey
ZN0401	Dunore Point Antrim	ZS0111	Dunore Point Hydepark
ZN0402	Killylane Ballynure	ZS0503	Forked Bridge Stoneyford
ZS0106	Dunore Belfast North		

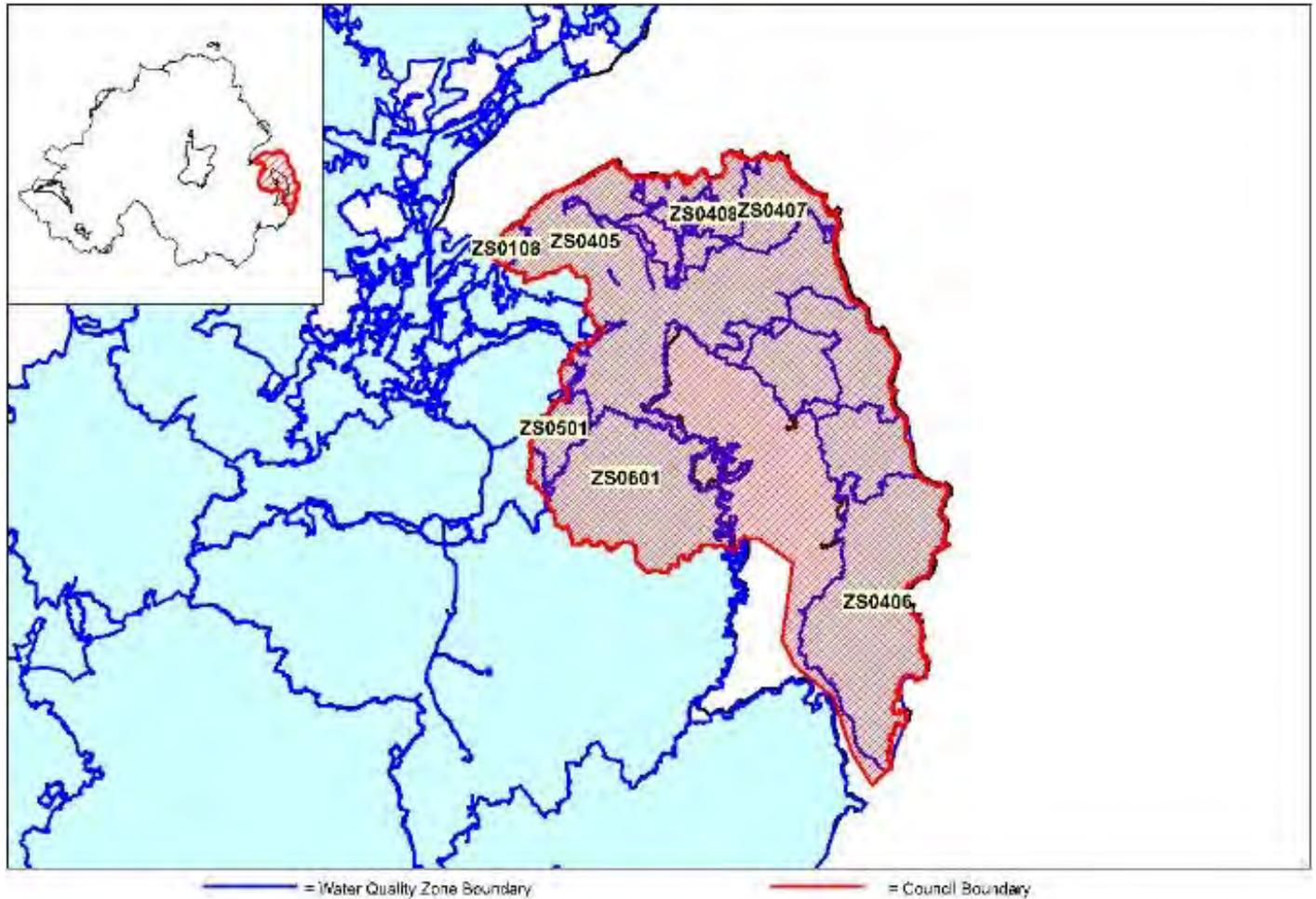
# Appendix 3

## 2021 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project  
Abstraction Monitoring  
Antrim South WIIM 2.1 Work Package  
Backsiphonage at WTW  
Clean Water Network Modelling 2021 to 2024  
DS14120 - Watermain - Belmont Road Antrim  
DS33565 - Hightown Road, Glengormley Watermain Upgrade  
Eastern Superworkpackage 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  
Trunkmain 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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Ards and North Down Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%

### 2021 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	ZS0501	Drumaroad Lisburn
ZS0406	Drumaroad Portaferry	ZS0601	Drumaroad Ballynahinch
ZS0407	Drumaroad Bangor West		

# Appendix 3

## 2021 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Backsiphonage at WTW

Bangor Road, Holywood, Watermain Extension

Clean Water Network Modelling 2021 to 2024

Eastern Superworkpackage 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

Trunkmain Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

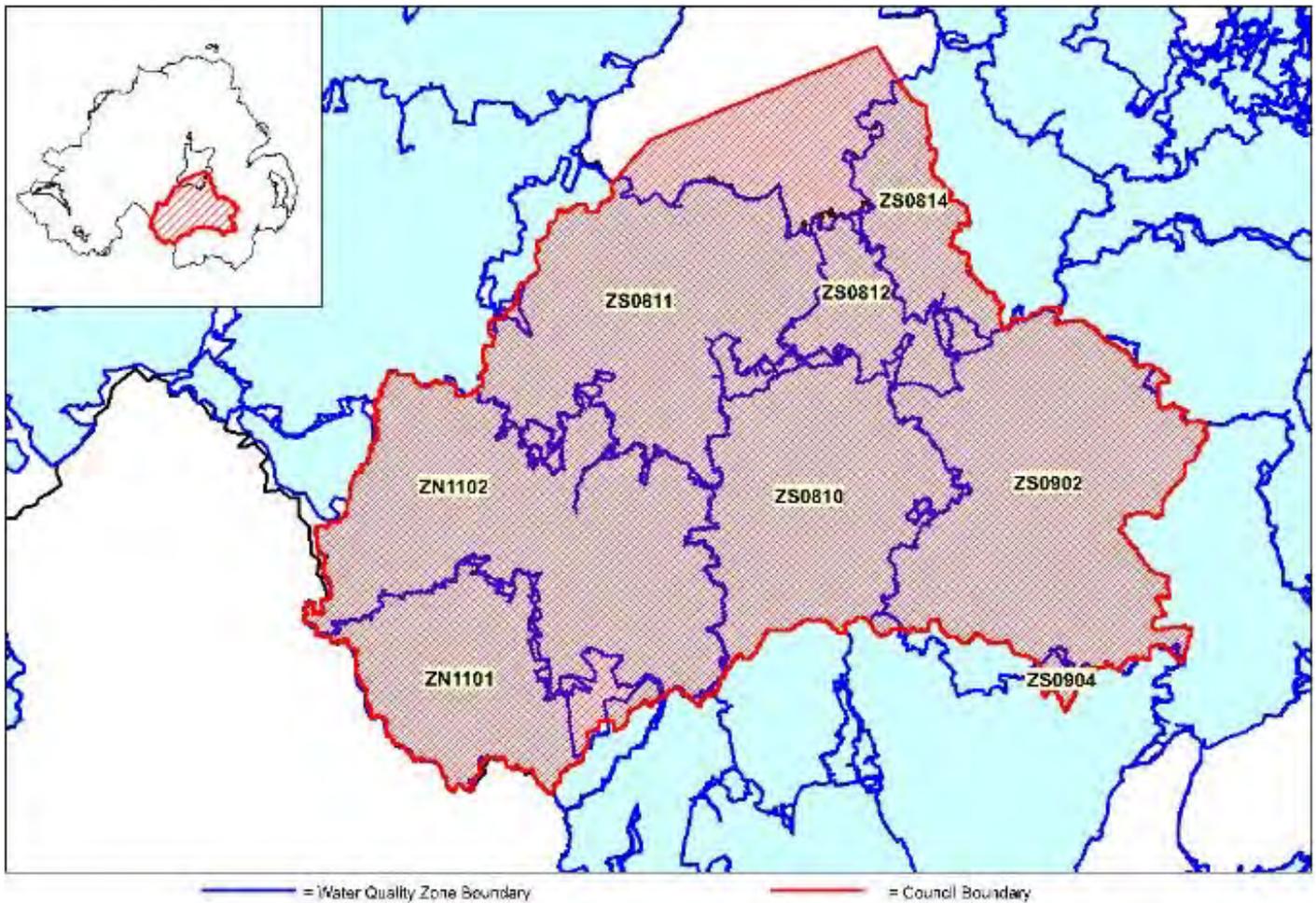
Watermain New - Lead Pipe Replacement Programme

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

Whitespots Trunkmain

# Appendix 3

## Armagh City, Banbridge and Craigavon Borough Council



### Percentage Compliance at Customer Tap (including Supply Points)

	Target	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Armagh, Banbridge & Craigavon Compliance	99.7%	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%

### 2021 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	ZS0904	Fofanny Mourne

# Appendix 3

## 2021 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project  
Abstraction Monitoring  
Backsyphonage 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  
Trunkmain 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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Belfast Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%

### 2021 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	Drumroad Ards West
ZS0105	Belfast Breda South	ZS0501	Drumroad Lisburn
ZS0106	Dunore Belfast North	ZS0502	Forked Bridge Dunmurry
ZS0107	Belfast Oldpark	ZS0503	Forked Bridge Stoneyford

# Appendix 3

## 2021 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

Backsiphonage at WTW

Clean Water Network Modelling 2021 to 2024

Eastern Superworkpackage Phase 2

Facilities Management Review

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

Trunkmain 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

## Causeway Coast and Glens Borough Council



### Percentage Compliance at Customer Tap (including Supply Points)

	Target	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Causeway Coast and Glens Compliance	99.7%	99.8%	99.9%	99.8%	99.8%	99.9%	99.7%

### 2021 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0102	Ballinrees West	ZN0501	Moyola Magherafelt
ZN0103	Ballinrees East	ZN0601	Ballinrees Limavady
ZN0202	Altnahinch Bushmills	ZN0603	Carmony Eglinton
ZN0204	Rathlin Island	ZN0604	Caugh Hill Dungiven
ZN0302	Dungonnell Glarryford	ZN0607	Corrody Derry

# Appendix 3

## 2021 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

Backsyphonage 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

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

Trunkmain Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

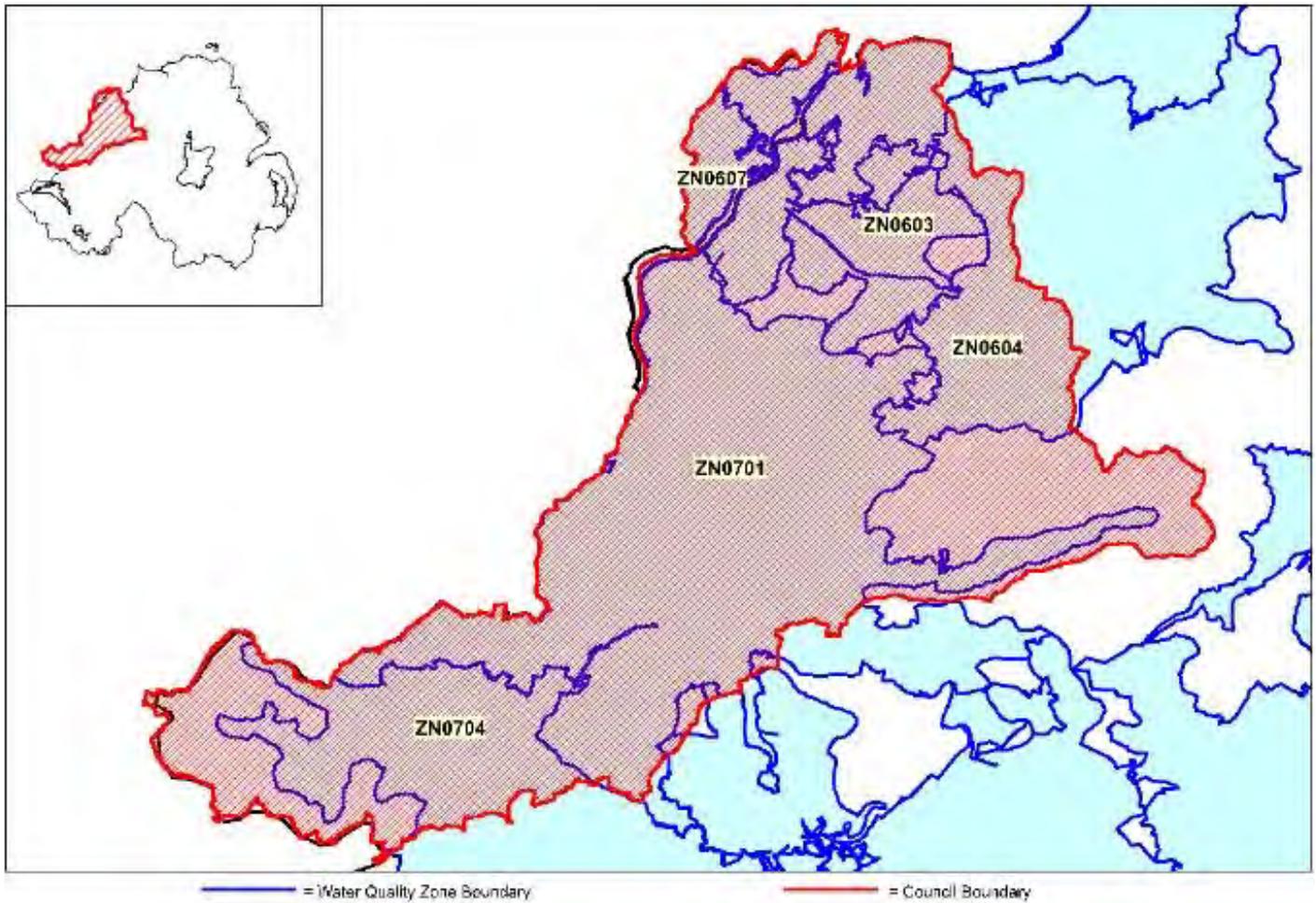
Watermain New - Lead Pipe Replacement Programme

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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Derry City & Strabane Compliance	99.7%	99.6%	99.9%	99.8%	99.8%	99.9%	99.7%

### 2021 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

## 2021 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

A6 Dungiven Drumahoe

Abstraction Monitoring

Backsiphonage 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

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

Trunkmain Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

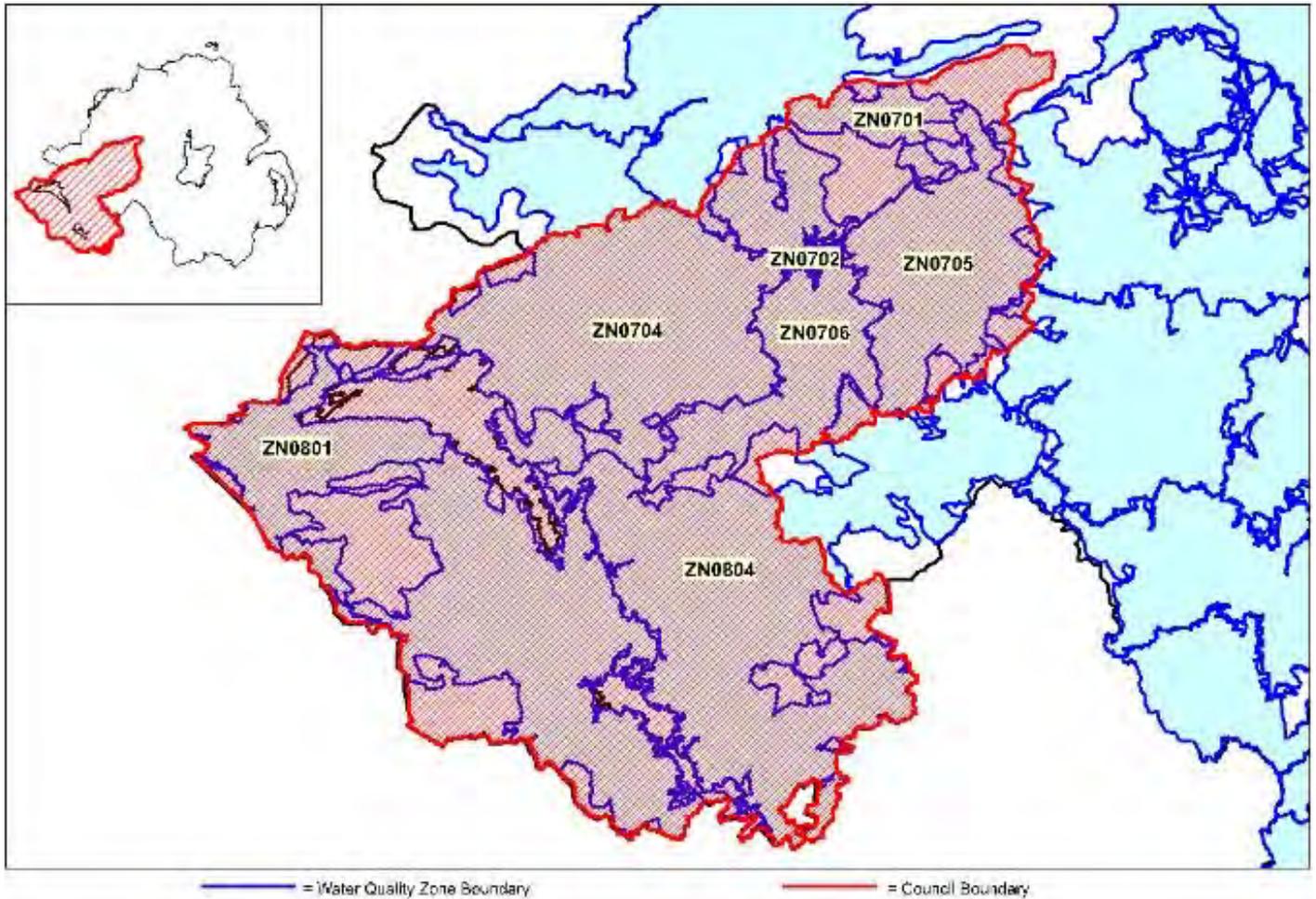
Water Resource & Supply Resilience Plan

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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Fermanagh & Omagh Compliance	99.7%	99.8%	99.9%	99.8%	99.9%	99.9%	99.8%

### 2021 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

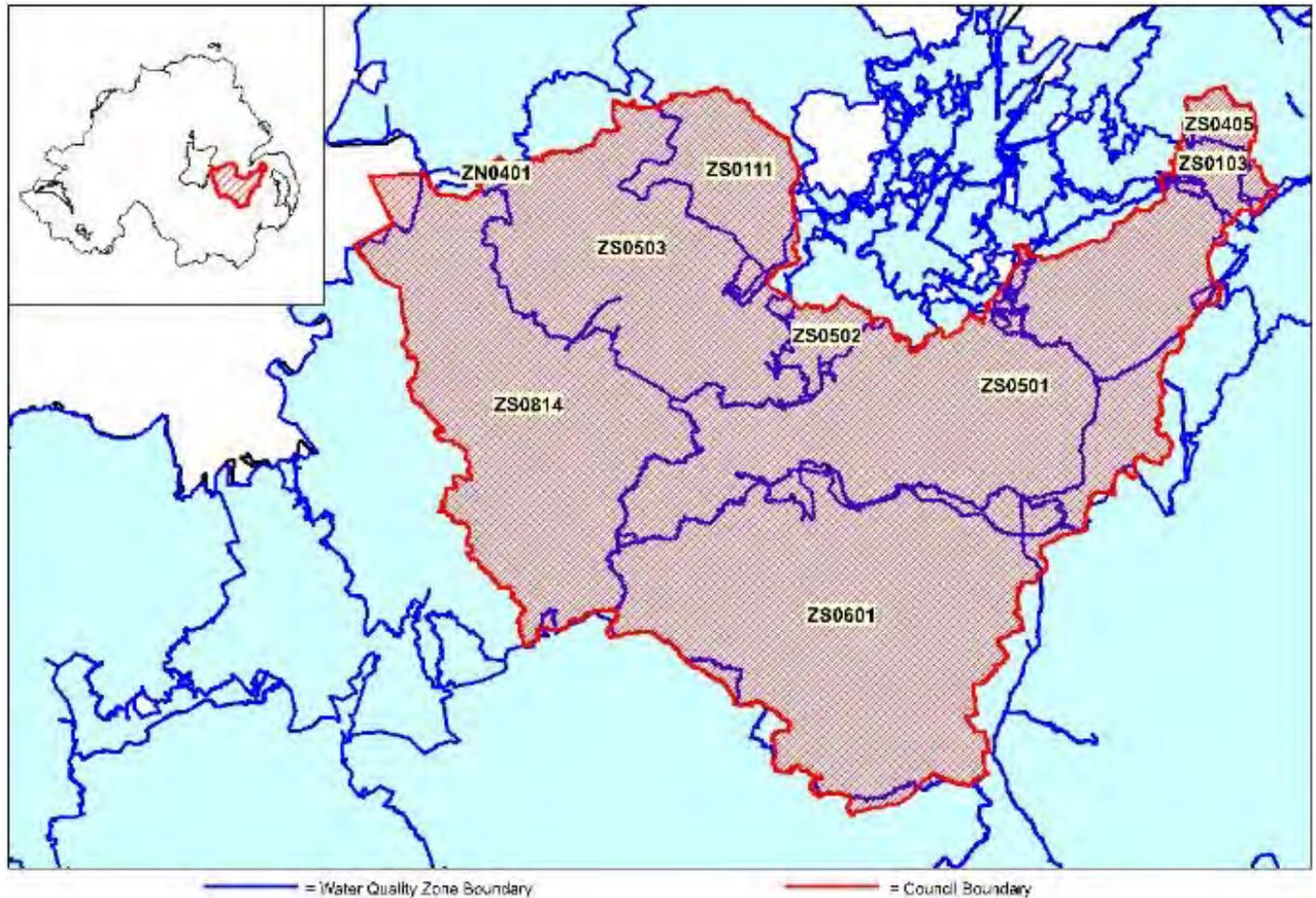
# Appendix 3

## 2021 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project  
Abstraction Monitoring  
Alleyhill to Doochrock Watermain  
Backsyphonage 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  
Trunkmain 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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Lisburn & Castlereagh Compliance	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%

### 2021 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0401	Dunore Point Antrim	ZS0502	Forked Bridge Dunmurry
ZS0103	Belfast Ballyhanwood	ZS0503	Forked Bridge Stoneyford
ZS0108	Belfast Purdysburn	ZS0601	Drumaroad Ballynahinch
ZS0111	Dunore Point Hydepark	ZS0814	Castor Bay Moira
ZS0405	Drumaroad Ards West	ZS0902	Fofanny Dromore
ZS0501	Drumaroad Lisburn		

# Appendix 3

## 2021 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project

Abstraction Monitoring

AFM Feasibility trials and filter trial unit modifications

Backsiphonage at WTW

Clean Water Network Modelling 2021 to 2024

Drummaroad Treatability Improvements

Eastern Superworkpackage 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

Trunkmain Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

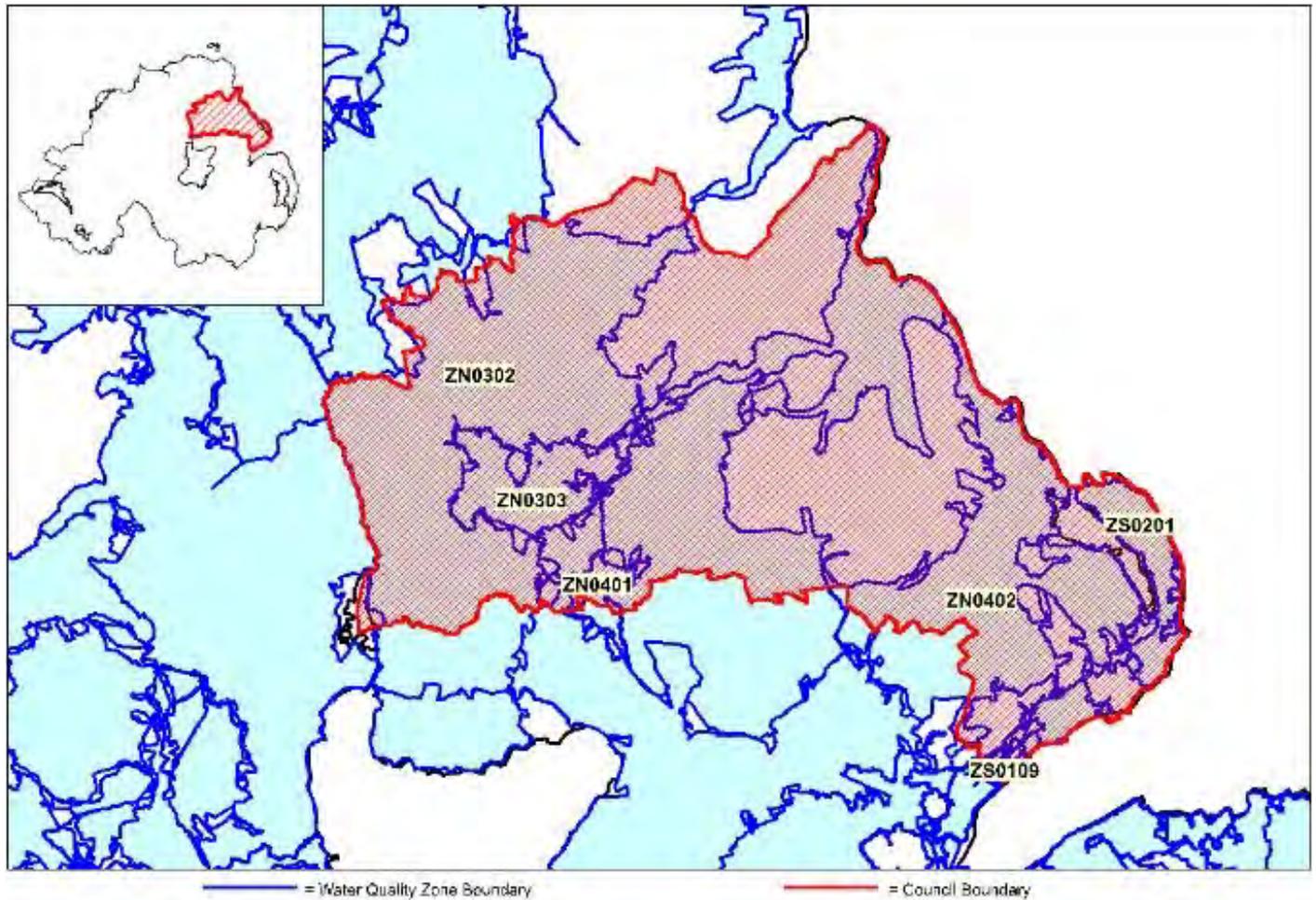
Water Resource & Supply Resilience Plan

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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Mid & East Antrim Compliance	99.7%	99.8%	99.9%	99.9%	99.8%	100.0%	99.9%

### 2021 water supply zones wholly or partially within the council area:

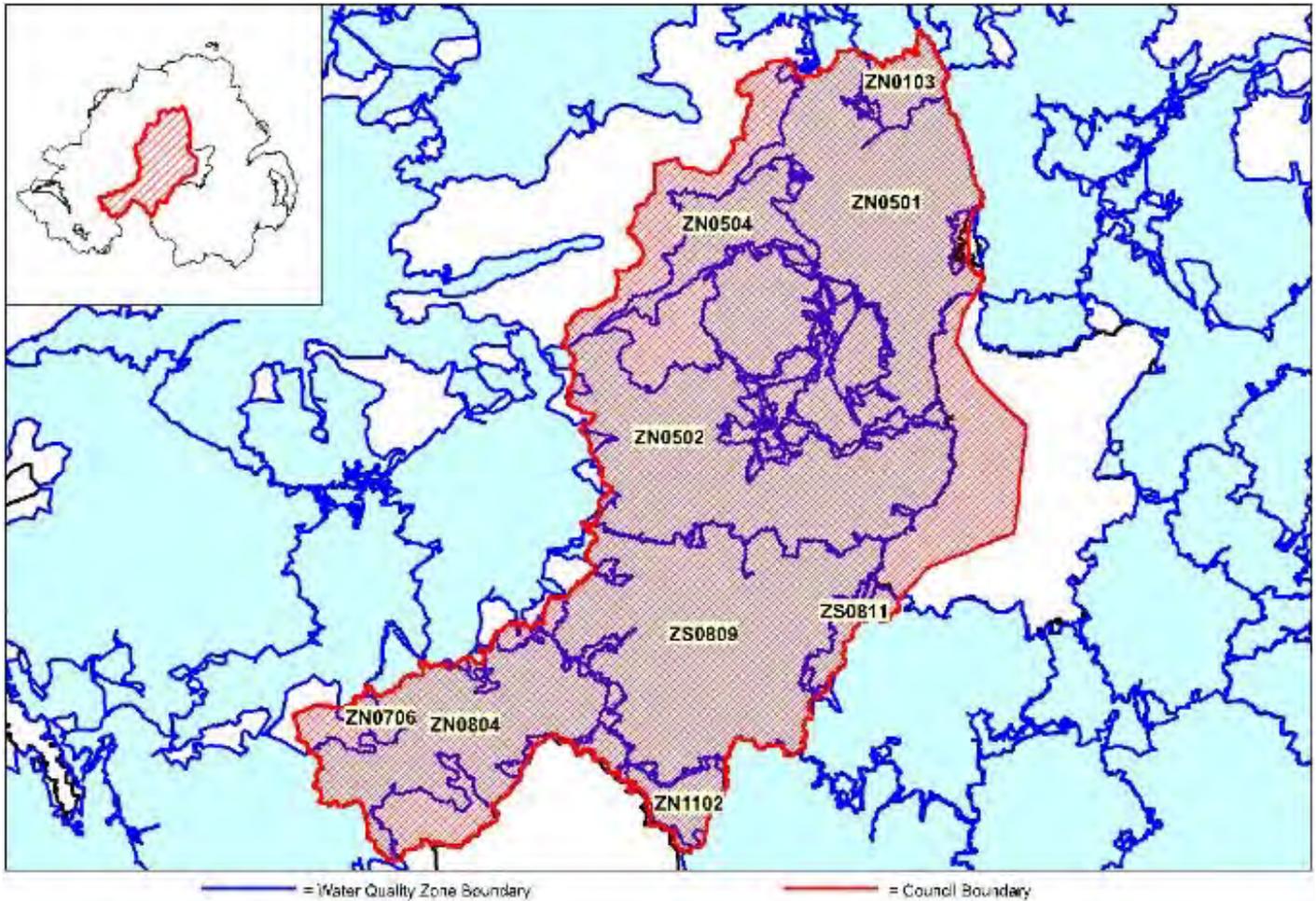
Zone Code	Zone Name	Zone Code	Zone Name
ZN0302	Dungonnell Glarryford	ZN0402	Killylane Ballynure
ZN0303	Dunore Point Ballymena	ZS0109	Dorisland Whiteabbey
ZN0401	Dunore Point Antrim	ZS0201	Dorisland Carrick

## 2021 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  
Backsyphonage 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  
Trunkmain 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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Mid-Ulster Compliance	99.7%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%

### 2021 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN0103	Ballinrees East	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
ZN0705	Lough Macrory Beragh	ZS0811	Castor Bay Portadown

# Appendix 3

## 2021 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

Backsyphonage at WTW

Castor Bay to Dungannon Strategic Trunk Mains

Central WRZ Resilience and Supply

Clean Water Network Modelling 2021 to 2024

Facilities Management Review

Falgotrevey 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

Trunkmain Rehab PC21 Year 1

Water Efficiency and Innovation Support Services

Water Resource & Supply Resilience Plan

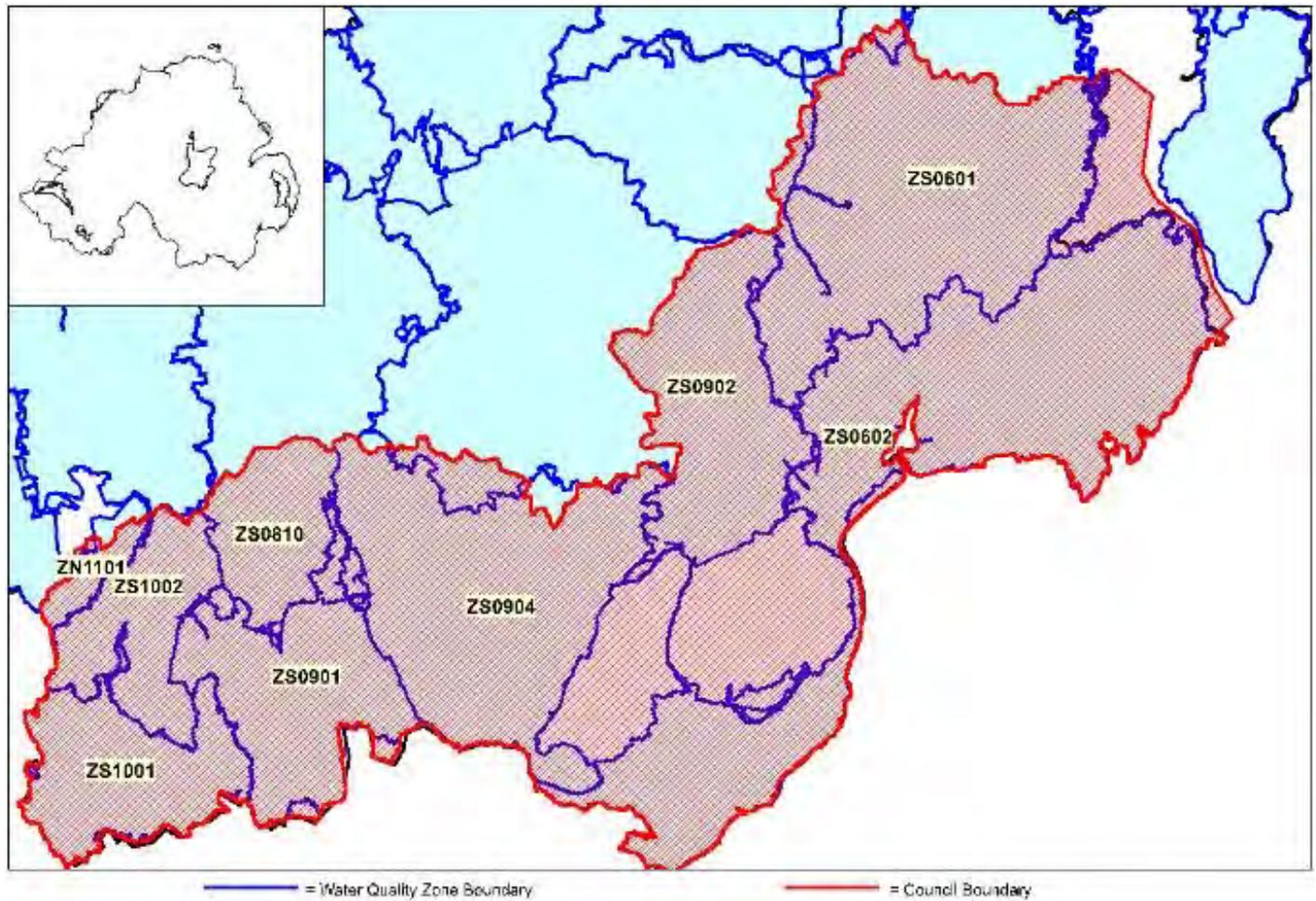
Watermain New - Lead Pipe Replacement Programme

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	2016	2017	2018	2019	2020	2021
Northern Ireland Compliance	99.7%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Newry, Mourne & Down Compliance	99.7%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%

### 2021 water supply zones wholly or partially within the council area:

Zone Code	Zone Name	Zone Code	Zone Name
ZN1101	Clay Lake Keady	ZS0901	Castor Bay Newry West
ZS0501	Drumaroad Lisburn	ZS0902	Fofanny Dromore
ZS0601	Drumaroad Ballynahinch	ZS0904	Fofanny Mourne
ZS0602	Drumaroad Downpatrick	ZS1001	Carran Hill Crossmaglen
ZS0810	Castor Bay Tandragee	ZS1002	Carran Hill Camly

# Appendix 3

## 2021 water quality Capital Works Programmes affecting the council area:

2021 Drought Mitigation Project  
Abstraction Monitoring  
Backsiphonage 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  
Trunkmain 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

## Water Quality Events

### Major Drinking Water Quality Event in 2021

Date of Major Event	Area and Estimate of Population/ Properties Potentially Affected	Nature and Cause of Serious Event	Associated Council Area(s)
03/02/21 – 17/02/21	Carmoney WTW (56,781 population)	A high level of consumer contacts regarding the taste and odour or their mains water supply and contraventions of the taste and odour parameters in the final water from Carmoney WTW. DWI issued questionnaires to consumers in relation to this event. The investigation is ongoing.	Derry City and Strabane District

### Serious Drinking Water Quality Events in 2021

Date of Serious Event	Area and Estimate of Population/ Properties Potentially Affected	Nature and Cause of Serious Event	Associated Council Area(s)
31/01/21 – 16/02/21	Drumbreda and St Brigids Hill area, Armagh (152 properties)	Following operational work on the main, there were consumer contacts regarding the taste and odour or their mains water supply. Contraventions of the taste and odour parameters occurred. DWI issued questionnaires to consumers in relation to this event. The investigation is ongoing.	Armagh City Banbridge and Craigavon District
15/07/21 – 28/07/21	Northern Ireland (1.9 million)	High water demand in the network due to a period of particularly warm and dry conditions and exacerbated by the COVID-19 pandemic. A NI Water Category 1 Incident was declared. Alternative water supplies including asset to asset tankering were required.	All

# Appendix 4

## Significant Drinking Water Quality Events in 2021

Date of Significant Event	Area and Estimate of Population/ Properties Potentially Affected	Nature and Cause of Significant Event	Associated Council Area(s)
11/01/21 – 19/01/21	Dorisland WTW (137,083 population)	Elevated levels of aluminium occurred in the works final water due to a level probe fault following a plant shutdown which led to treatment difficulties.	Antrim & Newtownabbey Borough; Belfast City; and Mid & East Antrim Borough
02/03/21 – 03/03/21	Drumaroad WTW (446,519 population)	A contravention of the aluminium parameter occurred in the works final water. The cause for the aluminium exceedance and reported analysis result is undetermined from investigations carried out and would indicate that the result is unrepresentative of the quality of water going into supply. A Regulation 31(4) Notice was issued by DWI on 8 July 2021 in respect of aluminium contraventions at Drumaroad WTW.	Belfast City; Lisburn & Castlereagh City; Newry, Mourne & Down District; and North Down & Ards Borough
23/03/21 – Present	Lower Quilly Road, Dromore (5 properties)	Samples taken in response to consumer complaints contravened the iron standard (including results above the Health Notification Value) due to the condition of the iron mains. Mains replacement scheduled for January 2023. NI Water put in place a mains flushing programme to reduce the risk for discoloured water as an interim measure until the mains replacement is completed.	Newry, Mourne & Down District
27/03/21 – 28/03/21	Castor Bay WTW (367,276 population)	Contraventions of the aluminium and turbidity parameters occurred following a plant shutdown which caused a fault in the Programmable Logic Controller (PLC) which led to treatment difficulties.	Armagh City Banbridge and Craigavon District; Belfast City; Lisburn & Castlereagh City; Mid-Ulster District; and Newry, Mourne & Down District
28/04/21 – 28/04/21	Drumaroad WTW (446,519 population)	The works was manually shutdown for approximately two hours following a failure of the disinfection system. A faulty component was replaced, and the works successfully restarted. Disinfection was maintained in the distribution system and there were no water quality issues associated with this event.	Belfast City; Lisburn & Castlereagh City; Newry, Mourne & Down District; and North Down & Ards Borough

# Appendix 4

Date of Significant Event	Area and Estimate of Population/ Properties Potentially Affected	Nature and Cause of Significant Event	Associated Council Area(s)
29/04/21 – 05/05/21	Glenhordial WTW (12,030 population)	A contravention of the individual pesticide standard for MCPA (2-methyl-4-chlorophenoxyacetic acid) occurred in the works final water. The exceedance was most likely due to the use of MCPA within the catchment area, which was not removed by the treatment process due to the pesticide removal treatment for pesticide removal not being in operation at the time of the event. The risk period for MCPA use in the catchment has been reviewed with pesticide removal treatment now commencing earlier each year.	Fermanagh & Omagh District
03/05/21 – 05/05/21	Derg WTW (41,638 population)	<p>A contravention of the individual pesticide standard for MCPP (Mecoprop - methylchlorophenoxypropionic acid) in the works final water. The exceedance was most likely due to the use of MCPP within the catchment area and insufficient treatment for pesticide removal.</p> <p>A Regulation 31(4) Notice has been issued by DWI in respect of pesticide contraventions. NI Water is currently carrying out a major upgrade to this water treatment works.</p>	Derry City & Strabane District and Fermanagh & Omagh District
10/05/21 – 12/05/21	Forked Bridge WTW (91,353 population)	There was a loss of chlorine residual and contravention of the manganese standard following a loading valve fault which caused overdosing of a de-chlorinating agent at Castor Bay WTW which supplies the final water to Forked Bridge WTW. There was no impact on the microbiological water quality with all samples taken bacteriologically satisfactory.	Armagh City Banbridge and Craigavon District; Belfast City; Lisburn & Castlereagh City; Mid-Ulster District; and Newry, Mourne & Down District
11/05/21 – 06/10/21	Derg WTW (41,638 population)	<p>Contraventions of the individual pesticide standard for MCPA occurred in the works final water due to insufficient treatment. The risk for MCPA exceedances is due to the use of MCPA within the catchment area.</p> <p>A Regulation 31(4) Notice has been issued by DWI in respect of pesticide contraventions. NI Water is currently carrying out a major upgrade to this water treatment works.</p>	Derry City & Strabane District and Fermanagh & Omagh District.

# Appendix 4

Date of Significant Event	Area and Estimate of Population/ Properties Potentially Affected	Nature and Cause of Significant Event	Associated Council Area(s)
26/05/21 – 15/06/21	Clay lake WTW (9,881 population)	Contraventions of the individual pesticide standard for MCPA occurred in the works final water. Clay Lake WTW has pesticide removal treatment in place which is normally effective at reducing MCPA levels to below the regulatory limit. The filter media for pesticide reduction has been replaced. The risk for MCPA exceedances is due to the use of MCPA within the catchment area.	Armagh City Banbridge and Craigavon District
08/06/21 – 19/09/21	Ballinrees WTW (119,579 population)	Contraventions of the taste and odour parameters occurred in the works final water and related distribution due to insufficient treatment. Consumer complaints regarding Taste & Odour in the Ballinrees WTW supply area were received by NI Water. A Regulation 31(4) Notice has been issued by DWI in relation to taste and odour contraventions at Ballinrees WTW. NI Water is currently carrying out a major upgrade to this water treatment works.	Causeway Coast & Glens Borough & Derry City & Strabane District
06/07/21 – 15/07/21	Carmoney WTW (56,781 population)	Contraventions of the taste and odour parameters occurred in the works final water and related distribution due to insufficient treatment. Consumer complaints regarding Taste & Odour in the Ballinrees WTW supply area were received by NI Water. A Regulation 31(4) Notice has been issued by DWI in relation to taste and odour contraventions at Ballinrees WTW. NI Water is currently carrying out a major upgrade to this water treatment works.	Derry City & Strabane District
24/07/21 – 02/08/21	Clay lake WTW (9,881 population)	Contraventions of the aluminium, iron, manganese, and turbidity parameters occurred in the works final water. The aluminium and manganese results were above the relevant Health Notification Values. These contraventions occurred when the works was operating at an increased capacity and following tankering into the Clear Water Tank during the Serious high network demand event.	Armagh City Banbridge and Craigavon District

## Appendix 4

Date of Significant Event	Area and Estimate of Population/ Properties Potentially Affected	Nature and Cause of Significant Event	Associated Council Area(s)
18/08/21 – 26/08/21	Beagh Road, Douglas Bridge (4 properties)	Recurring coliform bacteria contraventions led to “Boil Water before Use until Further Notice” advice being issued to four properties. The contraventions occurred following a burst main and operational activity to install a valve to help locate the burst. It is possible that contamination of the main was due to the burst or occurred during the operational work, however Water Fittings Regulation Inspections carried out identified a number of internal water fittings contraventions that required action by the property owners. Water Fittings contravention letters were issued to customers.	Derry City & Strabane District
24/08/21- 01/09/21	Brett Avenue, Lurgan (3 properties)	Recurring coliform bacteria contraventions led to “Boil Water before Use until Further Notice” advice being issued to two properties. The initial sample was taken in response to a consumer complaint of odour. Water Fittings inspections identified internal issues at the two properties which may have caused the recurring contraventions. Water Fittings advice was provided to the customers.	Armagh City Banbridge and Craigavon District
31/08/21 – 19/10/21	Dungonnell WTW (28,345 population)	Contraventions of the Total Trihalomethanes (THMs) parameter occurred in the works final water and the related distribution system. The treatment process was not optimised for organics removal at the time of this event. Improvement work in relation to THMs at Dungonnell WTW is included in the PC21 work plan.	Mid & East Antrim Borough

## Appendix 4

Date of Significant Event	Area and Estimate of Population/ Properties Potentially Affected	Nature and Cause of Significant Event	Associated Council Area(s)
10/09/21 – 18/09/21	Ballynakilly Road, Cookstown (6 properties)	Recurring coliform bacteria contraventions led to “Boil Water before Use until Further Notice” advice being issued to six properties. The contraventions occurred after operational activity to repair a valve. It is possible that the main was contaminated during the operational work. DWI notes in response to the contraventions that chlorine was boosted and the main was flushed. A number of contraventions of the Water Fittings Regulations were identified at all six of the properties. Water Fittings Contravention reports issued to customers which required action by the customers. All contraventions were closed out as required.	Mid-Ulster District
20/09/21 – 21/09/21	Altnahinch WTW (33,400 population)	A contravention of the Total Trihalomethanes (THMs) parameter occurred in the works final water. The treatment process was not optimised for organics removal at the time of this event due to issues with pH control. Improvement work in relation to THMs at Altnahinch WTW is included in the PC21 work plan.	Causeway Coast & Glens Borough
28/10/21 – 12/11/21	Drumaroad WTW (446,519 population)	Contraventions of the aluminium parameter occurred in the works final water due to difficulties with the treatment process. A Regulation 31(4) Notice was issued by DWI on 8 July 2021 in respect of aluminium contraventions at Drumaroad WTW.	Belfast City; Lisburn & Castlereagh City; Newry, Mourne & Down District; and North Down & Ards Borough

After investigations during the reporting period, there were also three events categorised by DWI as “Minor”, and seven events categorised as “Not Significant”.

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

NI Water's new customer leaflet "The Water Supply (Water Fittings) Regulations" details the reason for the 2009 Regulations and highlights customer's obligations. NI Water has also produced an additional leaflet entitled "Planning some plumbing work - Know the Law". This leaflet details notifiable items and promotes the use of approved plumbers through WaterSafe - ([www.watersafe.org.uk](http://www.watersafe.org.uk)). An online resource has been published on the NI Water website ([www.niwater.com](http://www.niwater.com)), where customers can download the regulations, guidance notes, information leaflets and notification forms.

Both the leaflets and digital resources provide customers with a valuable insight to, and understanding of, what the Regulations mean, the benefits in protecting drinking water supplies and the potential consequences of non-compliance. Customers are advised that they must notify NI Water in writing of plans to commence certain plumbing installations or alterations at least ten days before commencing work.

NI Water promotes and advocates the benefits of customers using Approved Plumbers (APs) who are members of WaterSafe and the Plumbing Industry Licensing Scheme (PILS). The PILS scheme is administered by the trade association known as the Scottish and Northern Ireland Plumbing Employers Federations (SNIPEF).

NI Water employs an operational Field Manager, supported by a team of six customer facing water regulation inspectors along with an Administrative Scheduler across Northern Ireland, under the direct management of a Senior Manager who oversees all activities.

NI Water has allocated every customer's premises with a fluid category rating which was derived from SIC codes on a risk basis. A proactive inspection programme is carried out each year

with inspection intervals based on national best practice as agreed between the UK water suppliers and the industries representative organisation, WaterRegsUK previously (The Water Regulations Advisory Scheme (WRAS) which has separated its subscriptions and approvals activities into two separate businesses, Water Regs UK and the Water Regulations Approval Scheme (WRAS).

The Water Fittings Regulation team has systems and processes in place to schedule and report on inspections, follow up inspections, findings, contraventions, and improvement notices. The Regulation team regularly liaises with external customers, in addition to internal scientific services and network water teams regarding regulatory compliance and non-compliance. The team also liaises with other GB water company regulation teams and water industry expert groups to ensure consistent application of the 2009 Regulations.

NI Water will only consider applying to the Regulator (WDPD) within DfI, for a relaxation of requirements in exceptional circumstances and not as a result of failure or lack of due diligence by customers to comply with their legal obligations under the Regulations.

# Appendix 5

## NI Water Customer Base

Base Data, using NIAUR 2021 Annual Information Return (AIR) figures:

Description	Number
*Total number of connected premises	900,674
*Total number of new connections from 01/01/21 - 31/12/21	
Up to and including 32mm dia.	6,610
Over 32mm dia.	36

\* 2021 Calendar Year

## Compliance Data

### Staff and Training

Number of staff involved in enforcement.

Description	Number
Spending more than 95% of time	6
Spending between 70% and 80% of time	1
Spending between 0% and 20% of time	0

All Water Fittings Regulation team members will have attended one or more of the courses detailed below and attained qualifications as certified by the training organisations or award body. As a minimum, all Regulation Compliance staff are expected to have passed the City and Guilds (C&G) qualification in Water Fittings Regulations for Compliance staff. Any change of staff will be conditional on new team members undertaking and passing the Water Regulation C&G qualification.

- C&G Water Supply (Water Fittings) Regulations for Compliance Staff
- Introduction into RPZ installations (Reduced Pressure Zone Devices)
- Bond Salon Criminal investigation procedures course

## Promotion of the Regulations

As a fully subscribing member of WaterRegsUK, NI Water has representation on the WaterRegsUK Board, Technical Committee and Technical Support Group national forums, which each meet five times per year. Participation on this national stage ensures that NI Water like other water suppliers is applying the Regulations consistently across its customer base. In addition, it provides a very useful networking forum where NI Water and other water suppliers can field difficult and complex questions and receive comprehensive and timely feedback.

NI Water requests advice from WaterRegsUK on the interpretation of the Regulations where unusual installations are discovered or a dispute arises with an installer/manufacturee regarding interpretation.

A Water Regulation page is available on the company web site ([www.niwater.com/water-fittings-regulations/](http://www.niwater.com/water-fittings-regulations/)) for domestic and non-domestic customers to refer to. The site contains regulation specific background information, leaflets in PDF format and customer notification forms. An official water regulation e-mail address has also been provided to facilitate customer enquiries - [waterregulations@niwater.com](mailto:waterregulations@niwater.com)

# Appendix 5

## Notifications

Description	Number
*Total No. of new water connection application forms received between 01/01/21 - 31/12/21	2612
<32mm	97
>32mm	
*Total number of notifications relating to aspects of water fittings not relating to new connections 01/01/21 - 31/12/21	347

\*2021 Calendar year

In most cases, customers must notify NI Water in advance of installing or making changes to the water plumbing systems within their premises. Owners, occupiers, and plumbing installers must obtain approval from NI Water by giving advance notice in writing of their intentions. Advance notification forms can be obtained from the NI Water website, completed, and returned to the address detailed on the form. The list of work that cannot commence without advance notification can be obtained by referring to the 2009 Regulations and is detailed under Regulation 5. NI Water will not unreasonably withhold consent for any work, but it may be granted subject to conditions, which must be followed. If customers do not hear from NI Water within 10 working days of writing to us, consent is deemed to have been given and work may proceed.

NI Water recommends that customers use an approved plumbing contractor when installing, altering, or repairing plumbing systems, water fittings and water-using appliances.

NI Water will be distributing water (fittings) regulations leaflets to all measured billing customers in the upcoming year.

# Appendix 5

## Approved Contractors Scheme

Owners and occupiers of premises and anyone who installs plumbing systems have a legal duty to ensure their systems satisfy the requirements of the 2009 Regulations.

NI Water recommends customers use approved plumbing contractors who are members of an approved contractors' scheme. These include firms and individuals who are members of the WaterSafe scheme funded by the water industry including NI Water. WaterSafe is a dedicated search facility bringing together thousands of qualified contractors employed by plumbing businesses from the existing Approved Contractors scheme across the UK. WaterSafe can be contacted by telephoning 0333 2079030 or by referring to [www.watersafe.org.uk](http://www.watersafe.org.uk). The Scottish and Northern Ireland Plumbing Employers Federation (SNIPEF) Plumbing Industry Licensing Scheme is also a long-standing approved contractor scheme which NI Water also recommends. To find a SNIPEF Licensed Plumber in your area simply enter your postcode or town on their web site [www.snipef.org](http://www.snipef.org) or contact SNIPEF on 0131 5560600

An approved plumbing contractor will certify that his or her work meets the requirements of the Regulations and any subsequent breaches associated with their work is the legal responsibility of the plumber and not the individual owner or occupier.

### Approved Contractors

Description (Number)	2017	2018	2019	2020	2021
No of Approved Plumber members in Northern Ireland.	55	52	69	61	56
No. of Northern Ireland members who are members of WaterSafe and the Plumbing Industry Licensing Scheme	39	41	40	38	34
No of members in Northern Ireland who are Approved Plumbers but not registered with WaterSafe	10	11	12	13	12
No of SNIPEF Northern Ireland members not WaterSafe or Plumbing Industry Licensing Scheme	N/A	N/A	7	10	10

### Inspections (Other than those arising from Notification)

Description	Number 2018	Number 2019	Number 2020	Number 2021
*Total number of Domestic and Non Domestic Inspections	1115	1279	501	569
*Total number of active contraventions recorded in year	1068	1144	360	446
*Total number of closed contraventions in year	989	896	231	286
*Total Number of outstanding contraventions in year	89	248	129	160

\*2021 Calendar year

# Appendix 5

Contraventions found on all property types can vary greatly, some typical examples are listed below:

- Failure to comply with Regulation 5 - Notifications
- Water fittings non-compliant with Regulation 4
- Cross connections between public and private water supplies, (Borewells linked to NI Water supplies within private premises)
- RPZ/RHI installations
- Hose Union taps, Agricultural troughs. Back Siphonage/Cross connection protection
- Alternative/Rainwater Harvesting systems not being installed in compliance with British Standards and the Regulations
- Storage cisterns having the wrong type of Air Gap fitted
- Inadequate protection against cold and heat, most commonly no or inadequate insulation
- Overflows running to waste in non-visual areas
- Dead legs on pipework
- The requirement to install servicing valves
- Insulation and labelling of pipework
- Shallow service pipes providing insufficient protection from ground frost penetration

## Disputes

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

## Relaxations

None applied for.

## Compliance Actions

NI Water, through its compliance activities, has a graduated process of engaging customers. Appointment letters are issued to customers, and these are followed by inspection report findings, which may include recommendations or improvement notices. Customers are given an adequate period of time to comply with notices depending on the level of risk to water supplies associated with the contraventions. Failure to comply with these requests will generate further repeat inspections and notifications, and where these requests are not complied with, a non-compliance report is forwarded to the NI Water legal team for appropriate action.

## General Information

Assessed number of high-risk premises connected to the NIW distribution network (i.e. Class 4 and 5 Fluid Category (FC))

- There are Circa 49,000 FC4&5, 32,000 farms and 17,000 other premises across Northern Ireland
- NIW inspected 569 premises in total with all risks
- Of those inspected, FC4&5s totalled 303 during the reporting year
- Number of Reactive Water Regulation inspections - 133
- Attributed to water quality incidents and NIW observations - 26

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. Further Educational visits are planned, to be carried out to bring customers and contractors up to date with water (fittings) regulations.

# Appendix 5

Date	Address
Jan-21	Lime Grove Lurgan
Feb-21	Merston Gardens, Newtownabbey
Mar-21	Dublin Road, Banbridge
Apr-21	Ballybay Meadows Portadown
May-21	Corramore Road, Gortin
Jun-21	Lurgan Road, Magheralin
Jul-21	Camlough Park Newry
Jul-21	Johnstown Lodge, Hamiltonsbawn
Jul-21	Moneydig Presbyterian Church, Moneydig Road, Garvagh
Jun-21	Drumart Road Tandragee
Aug-21	Johnstone Lodge Hamiltonsbawn
Aug-21	Carrickadartans Road, Castlederg
Aug-21	Bill Neill Soccer Centre of Excellence, Comber Road, Dundonald
Aug-21	Beagh Road, Douglas Bridge
Aug-21	Brett Avenue, Lurgan
Sep-21	Ballynakilly Road, Cookstown
Sep-21	Old Mill Court, Sion Mills
Oct-21	Lower Knockbarragh Road Rostrevor
Oct-21	Dungannon Road
Nov-21	Shanmaghry Road Dungannon
Nov-21	Cairnshill Road, Belfast
Nov-21	Ballygowan Road, Crossnacreevy
Dec-21	Mullantine Road Portadown
Dec-21	Shanmaghery Road, Pomeroy
Dec-21	Mullantine Road, Portadown

## Action taken by NI Water

Reports are submitted to NI Water scientific and operational teams and copies are made available to the water quality Regulator. Customers are required to take remedial action to provide whole site protection and are given Water Fittings Regulation compliance advice.

## Data reporting

Information (01/01/21 - 31/12/21) from internal (Excel spreadsheet) records taken from NI Water in house data reporting systems (Rapid/Ellipse).

NI Water from April 2020, started to use an “In House” Excel Spreadsheet data reporting system until such times as the procurement options for the upgrade or replacement of the existing Connect 2 system was in place, which is built on de-supported IT platforms.

NI Water are presently at the final implementation stage, after lengthy procurement process of installing the new system for Data reporting (Connect 2, from Version 1) we are presently testing the new integrated reporting system:

Connect 2 is the software system NI Water will use to drive a proactive risk-based inspection programme, record findings and advise or direct customers as to what corrective action is required to bring their systems into compliance with the 2009 Regulations.

# Appendix 5

## Reporting Year Recap

NI Water's Water Fittings Regulations team has in the last reporting year:

- Continued to promote the benefits of Water Regulations, and safeguards provided by the 2009 regulations across NI.
- Procured backflow demonstration rigs to help educate customers as to how easy it is to cause backflow within premises and beyond to the mains network
- Provided performance measure information on water regulation activities to WaterRegsUK for inclusion in a publicly available national report. The report can be viewed on the WaterRegsUK web site
- Continued to update, as required, the NI Water, Water Fittings Regulation web page and literature necessary for the compliance of the Regulations and customer compliance guidance.
- Contributed specialist advice for inclusion in NI Water public events & publications including the winter preparation campaign.
- Promoted compliance with the Water Fittings Regulations at every opportunity and attended conferences, trade shows and agricultural shows, such as the Balmoral Show.
- Participated in water industry national working groups to further explore opportunities to promote regulatory consistency, customer notifications and performance standards reporting across the industry:
  - General publications
  - Farms/Caravanning/Alternative Water etc.
  - Ports and Harbours working group
  - Operations working group
  - Technical Groups
  - Practitioners Groups
  - Approved Contractors Forums
  - Conference committees
  - RPZ Measurers working group
- The regulation team has participated in a number of meetings with other key stakeholders to promote the Regulations and how these interact with other Northern Ireland statutory bodies such as;
  - Drinking Water Inspectorate (DWI)
  - Department for the Economy (DfE)
  - Environmental Health Officers
  - Trading Standards
  - Drinking Water & Health Liaison Group (DWHLG) multi agency group
  - DfI (Long Term Water Resource Strategy)
- Reported to DfI (Regulator), along with other "stakeholders", on a quarterly/yearly basis.

# Appendix 5

## Looking Forward

- NI Water will continue to participate with other GB water suppliers facilitated by [WaterRegsUK](#) in further refining and implementing the National Compliance Policy (Keeping Water Safe in Premises). NI Water will also chair a number of WaterRegsUK national working groups looking at recognition principles associated with new fittings approval schemes, contamination risks recently identified and associated with WC fill valves.
- NI Water will continue to promote, at every appropriate opportunity, the general awareness of the 2009 Regulations to customers through suitable public and professional interfaces;
  - Continue to develop and formalise meeting between the Fittings Regulations team and DWI
  - Develop closer links and raise awareness of the Fittings Regulations with EHO's and the importance of water fittings product safety.
  - Develop proposals for changes to temporary event guidance in Northern Ireland and consideration by other relevant stakeholders.
  - RHI/RPZ
- Continue to participate in and benefit from the attendance at WaterRegsUK forums;
- Continue to assist [SNIPEF](#) in the governance of the approved plumbing contractors' scheme as well as promotional opportunities to raise plumbing standards in Northern Ireland through WaterSafe.
- Continuous improvement and refinement of the annual Water Regulation return and interim Regulatory reports.
- Continue to provide WaterRegsUK with a performance measurers report detailing activity levels associated with the enforcement of the 2009 Regulations. The first publicly available report published in 2017 continues to be refined by the UK water supplies to ensure consistency of reporting definitions.

# Appendix 6

## Glossary of Technical Terms

<b>Aesthetic</b>	Associated with the senses of taste, smell, and sight
<b>Authorised Supply Point</b>	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
<b>Catchment</b>	The area of land that drains into a watercourse
<b>Coagulation</b>	The process of aggregating colloidal and fine particulate matter into a settleable material
<b>Coliform bacteria</b>	A group of bacteria that may be faecal or environmental in origin
<b>Compliance assessment</b>	A comparison made by the DWI of data (gathered by NI Water) against standards and other regulatory requirements
<b>Contravention</b>	A breach of the regulatory requirement
<b>CPEO</b>	'Consideration of Provisional Enforcement Order' - first stage in DWI enforcement process
<b>Cryptosporidiosis</b>	The illness produced by infection with Cryptosporidium
<b>Cryptosporidium</b>	A protozoan parasite
<b>Determination</b>	A single analytical result for a specific parameter
<b>Distribution systems</b>	NI Water's network of mains, pipes, pumping stations and service reservoirs through which treated water is conveyed to customers
<b>Drinking Water Directive</b>	European Council Directive (98/83/EC) relating to the quality of water intended for human consumption
<b>DWI</b>	Northern Ireland Drinking Water Inspectorate - has an independent responsibility to audit drinking water quality compliance against the standards set in the Regulations
<b>DWSP</b>	'Drinking Water Safety Plan' Based on a comprehensive risk assessment and risk management approach to all the steps in a water supply chain
<b>EO</b>	'Enforcement Order' - third stage in DWI enforcement process
<b>Event</b>	A situation affecting or threatening to affect drinking water quality
<b>Exceedance</b>	Synonym for contravention (see above)
<b>Faecal coliforms</b>	A sub-group of coliforms, almost exclusively faecal in origin
<b>Filtration</b>	The separation of suspended particulate matter from a fluid
<b>GPS</b>	Global Positioning System - a satellite-based location system that gives an accurate record of position
<b>Groundwater</b>	Water from aquifers or other underground sources
<b>Hydrogen ion</b>	A measure of the acidity or basicity related to the concentration of the hydrogen ion (also referred to as pH)
<b>Incident</b>	An event where there has been a demonstrable deterioration in the quality of drinking water
<b>Investment programme</b>	Investment in improvement works to water treatment works and distribution systems
<b>LIMS</b>	Laboratory Information Management System - the computer system used by NI Water to record and audit the results of the hundreds of thousands of parameters analysed each year
<b>Mains rehabilitation</b>	Restoration or replacement of water mains pipework to a proper condition

# Appendix 6

<b>MCPA</b>	MCPA is a selective hormone-type herbicide, which is absorbed by the leaves and to some degree the roots
<b>Mean Zonal Compliance</b>	The former assessment of water quality at a parameter level based on water supply zones
<b>Microbiological</b>	Associated with the study of microbes
<b>m<sup>3</sup>/d</b>	Cubic metres per day
<b>mg/l</b>	Milligrams per litre
<b>µg/l</b>	Micrograms per litre
<b>ml</b>	Millilitre
<b>MI/d</b>	Megalitres per day (one MI/d is equivalent to 1,000 m <sup>3</sup> /d or 220,000 gallon/d)
<b>Oocyst</b>	The resistant form in which <i>Cryptosporidium</i> occurs in the environment, and which is capable of causing infection
<b>Orthophosphoric acid</b>	A chemical dosed in low concentrations at water treatment works to minimise the uptake of lead from old pipework into customer water
<b>PAHs</b>	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
<b>Parameter</b>	A parameter is any substance, organism, or property listed in the regulations
<b>Pathogen</b>	An organism that causes disease
<b>PCV</b>	See 'Prescribed concentration or value'
<b>PEO</b>	'Provisional Enforcement Order' – second stage in DWI enforcement process
<b>Pesticides</b>	Any fungicide, herbicide or insecticide or related product (excluding medicines) used for the control of pests or diseases
<b>PHA</b>	The Public Health Agency works to initiate, stimulate, develop, and support health promotion
<b>Plumbosolvency</b>	The tendency for lead to dissolve in water
<b>Prescribed Concentration or Value</b>	The numerical value assigned to water quality standards (PCV), defining the maximum or minimum legal concentration or value of a parameter
<b>Protozoan parasites</b>	A single celled organism that can only survive by infecting a host
<b>Public register</b>	The information made available by NI Water to the public as required by regulation 34 in the Regulations
<b>Regulations</b>	The Water Supply (Water Quality) Regulations (Northern Ireland) 2017
<b>Remedial action</b>	Action taken to improve a situation
<b>RPZs</b>	Reduced Pressurised Zone Valve – a type of backflow prevention device
<b>SCaMP NI</b>	Sustainable Catchment Management Planning Northern Ireland
<b>Service reservoir (SR)</b>	A water tower, tank, or other reservoir used for the storage of treated water within the distribution system
<b>SIC Code</b>	Standard Industrial Classification Code – used for Water Fittings Regulations
<b>Springs</b>	Groundwater appearing at the surface at the outcrop of the junction of an impermeable stratum
<b>Surface water</b>	Water from rivers, impounding reservoirs, or other surface water sources

# Appendix 6

<b>Technical audit</b>	The means of checking by the DWI that NI Water is complying with its statutory obligations
<b>Toxicology</b>	The study of the health effects of substances
<b>Treated water</b>	Water treated for use for domestic purposes as defined in the Regulations
<b>Trihalomethanes (THMs)</b>	A group of organic substances comprising, for the purposes of the Regulations, four substances: trichloromethane (also known as chloroform), dichlorobromomethane, dibromochloromethane, and tribromomethane
<b>UKAS</b>	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
<b>Utility Regulator</b>	The Northern Ireland Authority for Utility Regulation (NIAUR)
<b>WDPD</b>	DfI Water and Drainage Policy Division. Deemed to be the Regulator for all activities associated with the Water Supply (Water Fittings) Regulations (NI) 2009
<b>WRAS</b>	The Water Regulation Advisory Scheme. A list of Standard Industrial Classification codes with related fluid categories used to define categories of non-domestic properties
<b>Water Regulations</b>	The Water Supply (Water Fittings) Regulations (NI) 2009
<b>Water Safety Plan</b>	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
<b>Water supply zone (Zone)</b>	The basic unit of supply for establishing sampling frequencies, compliance with standards and information to be made publicly available
<b>Website</b>	Location of information on the Internet. NI Water's website is: <a href="http://www.niwater.com">www.niwater.com</a>
<b>Weed-wiping</b>	Weed treatment method wiping the top of weeds using a roller or wicks infused with pesticide
<b>Wholesomeness</b>	A concept of water quality that is defined by reference to standards and other requirements set out in the Regulations

