

Your Water Quality... **everything you need to know**



We use water every day; to live, for leisure and for industry.

Northern Ireland Water has a duty to ensure there is a safe and clean supply of high quality water for all our customers to use and drink. We work around the clock to provide you with these vital services.

How and why we monitor the quality of your water

In Northern Ireland, drinking water standards are set down by law in 'The Water Supply (Water Quality) Regulations Northern Ireland 2007', which are in line with all European Community (EC) requirements. It is the Drinking Water Inspectorate's (DWI) job to make sure that we meet the required standards, and produce an adequate and high quality supply of water to our customers.

These regulations detail the acceptable levels of certain characteristics, elements and substances allowed in drinking water. Usually this is a maximum allowed level but occasionally a minimum is also set. This level is known as the Prescribed Concentration or Value (PCV).

As a result we regularly test our water quality at numerous locations along the water treatment process, including:

- Treatment works
- Service reservoirs
- Customers' taps

Across Northern Ireland over 150,000 samples are analysed each year for regulatory

purposes. Many more samples are taken by Northern Ireland Water staff for operational reasons (e.g. burst pipes, new mains, complaints, etc). Over 99% of the samples we take meet UK and European Community standards. For the small minority of samples that do not meet these standards, usually only fail by a margin below what is required, action is immediately taken to resolve the problem.

What if a test fails?

We take all failures of these standards very seriously. These are dealt with by a team of specialists. They are recorded, investigated and action is taken to resolve the problem. All PCV failures are also reported to the Drinking Water Inspectorate (DWI), respective health boards and environmental health departments.

If, after testing, the results indicate that it is the internal plumbing system causing the failure, it would be you, the householder, who would have to resolve the problem.



Water – the Healthy Option

We provide a quality supply of fresh drinking water straight to your home. This means you have a reliable supply of fresh drinking water on tap to help keep you hydrated throughout the day.

Drinking water to stay hydrated is essential to the growth and maintenance of your body and is crucial to your general health and well-being. An average adult should drink a recommended daily amount of 6-8 glasses* (1.8-2 litres) of water every day to stay hydrated.

• source: World Health Organisation

Detailed Information

We continually strive to deliver a high level of service to all our customers through the provision of information and advice.

Contact Us:

For details on water quality testing in your area, contact Waterline on 08457 440088.

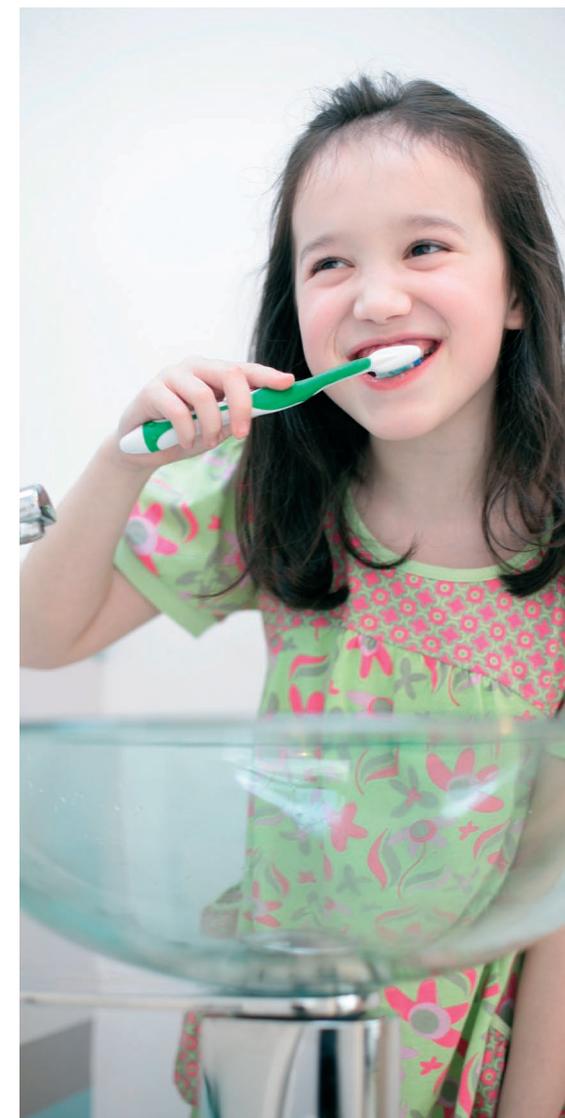
General water-saving tips

When watering the garden or washing the car, use a bucket, a watering can or a hosepipe with a trigger control.

When using the dishwasher or washing machine, always select the correct economy settings. Do not run them with less than a full load.

Take a shower - preferably with a low-volume showerhead - instead of a bath or power shower.

Don't leave taps running longer than necessary, for example when brushing your teeth.



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