I am pleased to present Northern Ireland Water’s (NI Water) Annual Drinking Water Quality report covering the calendar year 2011. This is our eighth annual review on the quality of drinking water in Northern Ireland since new regulations came into force in January 2004. The Report shows that we are continuing to deliver the best drinking water quality ever to our customers.

NI Water aims to provide high quality drinking water, in a cost effective manner, to meet the requirements of both existing and future customers. By doing this we contribute to the health and wellbeing of the community and the needs of commerce in a sustainable way.

Drinking water is carefully monitored and tested for quality. This report summarises NI Water’s results from 1 January 2011 to 31 December 2011 to meet the requirements of the Regulations under which we operate. During this reporting period, 99.80% of all tests carried out on samples taken from customers’ taps and authorised supply points, complied with the regulatory standards assessed using the Mean Zonal Compliance (MZC) method of assessment. MZC is the method required by the drinking water regulator in Northern Ireland. This assessment demonstrates that NI Water is maintaining consistently good drinking water quality.

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

Our ongoing investments in water treatment, storage and mains have maintained regulatory compliance and improved our quality of service. Whilst we continue to make progress, we need to continue to invest for the future to meet the lower regulatory compliance level for lead in 2014 and to meet the challenge of non-compliances brought about by DWI required changes to analytical methods.

Our capital investment programme for the reporting period is detailed by council area in Appendix 4.

We welcome these challenges and will continue to work closely with our economic and environmental regulators, the Consumer Council and other stakeholders throughout this process.

I trust you will find this report informative and relevant to your needs. As we gain the benefits of the ongoing capital investment delivered by NI Water, you can be assured of our commitment to maintaining and where possible improving the quality of the drinking water delivered to our customers. NI Water exceeds the targets placed upon it to comply with regulatory water quality standards, and will continue to improve our service to customers in the future.

Trevor Haslett
Chief Executive Officer
## Contents Page

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction and Foreword</td>
<td>2</td>
</tr>
<tr>
<td>Contents Page</td>
<td>2</td>
</tr>
<tr>
<td>Drinking Water Quality</td>
<td>3</td>
</tr>
<tr>
<td>- Water Quality Standards</td>
<td>3</td>
</tr>
<tr>
<td>- Drinking Water Safety Plans</td>
<td>4</td>
</tr>
<tr>
<td>- Drinking Water and Health</td>
<td>4</td>
</tr>
<tr>
<td>- Environmental Management System (EMS) ISO 14001</td>
<td>4</td>
</tr>
<tr>
<td>- Mains Rehabilitation</td>
<td>4</td>
</tr>
<tr>
<td>- Authorised Departures (ADs)</td>
<td>5</td>
</tr>
<tr>
<td>- Mean Zonal Compliance (MZC)</td>
<td>5</td>
</tr>
<tr>
<td>- Drinking Water Quality Summary – Year on Year</td>
<td>5</td>
</tr>
<tr>
<td>Monitoring Drinking Water Quality</td>
<td>6</td>
</tr>
<tr>
<td>Sufficiency of Supply</td>
<td>7</td>
</tr>
<tr>
<td>Drinking Water Inspectorate - Technical Audit</td>
<td>8</td>
</tr>
<tr>
<td>- Water Quality Events (Incidents and Non-Incidents)</td>
<td>8</td>
</tr>
<tr>
<td>- Regulatory Enforcement</td>
<td>9</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>10</td>
</tr>
<tr>
<td>- Use of Technology</td>
<td>10</td>
</tr>
<tr>
<td>Water Quality Summary</td>
<td>11</td>
</tr>
<tr>
<td>Water Quality Issues</td>
<td>15</td>
</tr>
<tr>
<td>- Further information</td>
<td>16</td>
</tr>
<tr>
<td>Investing for the Future</td>
<td>17</td>
</tr>
<tr>
<td>- Asset Management</td>
<td>17</td>
</tr>
<tr>
<td>- Research, Development and Innovation</td>
<td>17</td>
</tr>
<tr>
<td>Water Supply (Water Fittings) Regulations (NI) 2009</td>
<td>18</td>
</tr>
<tr>
<td>- Water Regulation Background</td>
<td>18</td>
</tr>
<tr>
<td>Public Information</td>
<td>19</td>
</tr>
<tr>
<td>- Drinking Water Register</td>
<td>19</td>
</tr>
<tr>
<td>- Customer Services</td>
<td>19</td>
</tr>
<tr>
<td>Appendix 1</td>
<td>20</td>
</tr>
<tr>
<td>- Drinking Water Quality Standards</td>
<td>20</td>
</tr>
<tr>
<td>- Explanatory Notes</td>
<td>29</td>
</tr>
<tr>
<td>Appendix 2</td>
<td>30</td>
</tr>
<tr>
<td>- Programmes of Work to meet Authorised Departure Requirements</td>
<td>30</td>
</tr>
<tr>
<td>- 2011 Authorised Departures under Regulation</td>
<td>30</td>
</tr>
<tr>
<td>Appendix 3</td>
<td>31</td>
</tr>
<tr>
<td>- Water Quality Report for Water Supply Zones</td>
<td>31</td>
</tr>
<tr>
<td>- Water Quality Report for Authorised Supply Points</td>
<td>33</td>
</tr>
<tr>
<td>- Water Quality Report for Water Treatment Works</td>
<td>33</td>
</tr>
<tr>
<td>- Water Quality Report for Service Reservoirs</td>
<td>35</td>
</tr>
<tr>
<td>- 2011 Mean Zonal Compliance</td>
<td>36</td>
</tr>
<tr>
<td>Appendix 4</td>
<td>38</td>
</tr>
<tr>
<td>- Water Quality by Northern Ireland Local Council Area</td>
<td>38</td>
</tr>
<tr>
<td>Appendix 5</td>
<td>65</td>
</tr>
<tr>
<td>- Water Quality Incidents / Non-incidents</td>
<td>65</td>
</tr>
<tr>
<td>- Incidents 2011</td>
<td>65</td>
</tr>
<tr>
<td>- Non-Incidents 2011</td>
<td>72</td>
</tr>
<tr>
<td>Appendix 6</td>
<td>73</td>
</tr>
<tr>
<td>- Water Supply (Water Fittings) Regulations (NI) 2009</td>
<td>73</td>
</tr>
<tr>
<td>- Enforcement Policy</td>
<td>74</td>
</tr>
<tr>
<td>- Enforcement Data</td>
<td>74</td>
</tr>
<tr>
<td>- Notifications</td>
<td>74</td>
</tr>
<tr>
<td>- Approved Contractors Scheme</td>
<td>75</td>
</tr>
<tr>
<td>- Inspections (Other than those arising from Notification)</td>
<td>75</td>
</tr>
<tr>
<td>- Enforcement Actions</td>
<td>76</td>
</tr>
<tr>
<td>- General Information</td>
<td>76</td>
</tr>
<tr>
<td>- Reporting Year Recap</td>
<td>77</td>
</tr>
<tr>
<td>Appendix 7</td>
<td>78</td>
</tr>
<tr>
<td>- Glossary of Technical Terms</td>
<td>78</td>
</tr>
</tbody>
</table>
Drinking Water Quality

Water Quality Standards
During 2011 Drinking Water Quality in Northern Ireland was assessed against standards set in the Water Supply (Water Quality) Regulations (Northern Ireland) 2007 as appended by the 2010 updated regulations. 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; and
• the provision and publication of information.

NI Water assesses standards for water quality 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 Directive and the Regulations permit standards to be relaxed in certain specified circumstances provided there is no risk to public health under a process of "Authorised Departures". These allow a time limited Authorised Departure from the regulatory limit for certain parameters, provided there is a planned programme of work at the Water Treatment Works to improve the water quality and there are no adverse health implications. All NI Water’s Authorised Departures have now expired with the agreement of the Drinking Water Inspectorate that the planned programmes of work have now been completed or are nearing completion.

The Regulations set demanding standards for the quality of drinking water but contraventions of these standards do not necessarily imply 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 which covers raw waters, water at various treatment stages, drinking water in distribution and at customer tap. NI Water liaises with its customers on a wide variety of issues and where there is an exceedance of a regulatory parameter, investigations and remedial work is carried out to ensure that drinking water is regulatory compliant.

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.

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 consumer.

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, 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 based upon a risk based approach each year.

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

**Drinking Water and Health**

The safety of drinking water is a paramount public health concern. 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 Liaison Group (DWLG) is a multi-agency group which 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, Social Services and Public Safety, the Public Health Agency, the Drinking Water Inspectorate, the Northern Ireland Public Health Laboratory, the Chief Environmental Health Officers’ Group 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 will be regularly reviewed and updated.

The guidance document can be found at: [www.niwater.com/drinkingwaterguidance.asp](http://www.niwater.com/drinkingwaterguidance.asp)

**Environmental Management System (EMS) ISO 14001**

NI Water has a well-established Environmental Management System certified to ISO 14001 and externally accredited. The system assists NI Water in maintaining environmental stewardship whilst providing water and sewerage services to Northern Ireland.

**Mains Rehabilitation**

NI Water has identified the need to deliver a significant programme of watermains 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. It is also to ensure adequate levels of water quality and customer supply.

To achieve this goal, NI Water has just implemented a new Watermains Rehabilitation Framework, within which it has appointed two contractors. This is to undertake work on a Northern Ireland wide basis as identified by the programme of work from zonal studies.

The drivers for this programme of work are maintenance of the systems, pressure improvement, reduction in interruption to supplies, water quality, reduction in levels of leakage and allowance for growth in demand. NI Water considers a range of techniques for the installation of the rehabilitated mains.

These include relining of the existing asset through online replacement by pipe insertion or pipe bursting, to off line replacement by directional drilling or open cut techniques.

Where possible, cost effective, trenchless technologies will be used to replace or rehabilitate water mains to mitigate the disruption caused by open-cut trench construction. Likely construction methods include pipe-bursting, slip-lining, directional drilling, spray lining and open cut. The most appropriate technology is selected for the various work packages and associated ground and traffic conditions.

**Authorised Departures (ADs)**

Authorised Departures (ADs) from standards in Northern Ireland are authorised and administered by the Department of the Environment’s Drinking Water Inspectorate (DWI) with the agreement of the Health Authorities. During 2011 NI Water had no Authorised Departures in place.
Mean Zonal Compliance (MZC)

Assessment of the quality of water supplied to NI Water’s customers is monitored using a measurement known as ‘Mean Zonal Compliance’.

This is the average water quality supplied to our customers and is based on 39 specified parameters measured at either customers’ taps or authorised supply points. These parameters are specified by the Drinking Water Inspectorate (DWI).

This method provides a simple means of summarising drinking water compliance and comparing year on year performance, and gives a consistent method of comparing water quality across the UK. It is supported by the DWI as an industry comparator allowing direct comparisons of results.

Drinking Water Quality Summary – Year on Year

Compliance assessed against the “Water Supply (Water Quality) Regulations (Northern Ireland) 2010”

<table>
<thead>
<tr>
<th>Reporting Year</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean Zonal Compliance (i) (average water quality at customer tap at parameter level)</td>
<td>99.02%</td>
<td>99.34%</td>
<td>99.30%</td>
<td>99.49%</td>
<td>99.74%</td>
<td>99.81%</td>
<td>99.80%</td>
</tr>
<tr>
<td>Water Treatment Works Water Quality</td>
<td>99.89%</td>
<td>99.90%</td>
<td>99.92%</td>
<td>99.95%</td>
<td>99.92%</td>
<td>99.99%</td>
<td>100.00%</td>
</tr>
<tr>
<td>Overall Quality at all NI Water Sites and Customer Taps</td>
<td>99.49%</td>
<td>99.64%</td>
<td>99.60%</td>
<td>99.69%</td>
<td>99.80%</td>
<td>99.87%</td>
<td>99.84%</td>
</tr>
</tbody>
</table>

Notes

i. Mean Zonal Compliance (MZC) – method of assessment used across the UK and supported by the Drinking Water Inspectorate as an industry comparator.

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 customers’ taps in the water supply zones.

Under the Regulations, samples to be analysed for parameters which do not change in the supply watermain 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 which 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 customers’ 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 by one 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 53 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. Taste, Odour and 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 at all times liaise with the DWI and the Public Health Agency to ensure customer safety.
**Sufficiency of Supply**

Approximately 810,000 domestic, agricultural, commercial and business properties in Northern Ireland are connected to the public water supply – this equates to around 99.6% of the total population. This entailed supplying an average of about 604 million litres of high quality drinking water to customers every day during 2011. For this NI Water utilised approximately 34 sources which include upland Impounding Reservoirs, Boreholes, Rivers and Loughs.

The Water and Sewerage Services (Northern Ireland) Order 2006 requires NI Water to prepare and maintain a water resources management plan to indicate how water resources will be developed and managed to enable the undertaker to meet its obligations. The Order requires NI Water to review the plan on an annual basis and prepare a revised plan every 5 years or when there is a material change in circumstances.

NI Water has recently completed a Water Resource Management Plan to meet this obligation and published this in March 2012.

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

- **Impounding Reservoirs**: 49.0%
- **Rivers and Loughs**: 50.8%
- **Boreholes**: 0.2%

Following the Freeze / Thaw incident in December 2010, NI Water has now put in place the initial short term measures required by NIAUR and DWI to the satisfaction of the environmental and economic regulators as well as other stakeholders.

**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 customers’ taps;
- a compliance assessment of this information against the regulatory standards; and
- carrying out an inspection programme which examines the sampling, analytical, reporting, water treatment, distribution policies and relevant procedures.

In 2011, the technical audit inspection programme included:

- audits of Caugh Hill, Lough Macrory and Rathlin Water Treatment Works;
- an audit of the Laboratory Information Management System (LIMS) at (Westland House); and
- progress reporting on agreed follow-up action including non-trivial parameter contraventions.

DWI made a number of recommendations and suggestions and NI Water has followed up on these issues. DWI will report on the inspections and the quality of water supplied by NI Water in its annual report, due to be published later in the year. DWI is located at Klondyke Building, Cromac Avenue, Gasworks Business Park, Lower Ormeau Road, Belfast BT7 2JA.
**Quality Assurance**

The Regulations require water quality to be monitored using analytical systems which can demonstrate that appropriate accuracy is achieved and maintained. NI Water attaches great importance to the integrity of the analysis and for this reason applies strict laboratory analytical quality control procedures. These systems and procedures are subject to external inspection and audit by 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 and have been awarded United Kingdom Accreditation Service (UKAS) accreditation.

UKAS auditors carry out an annual audit of the laboratories’ quality system.

In order to rapidly detect Cryptosporidium oocysts NI Water has a Cryptosporidium Analytical Unit at its Altnagelvin Laboratory. This Unit has Drinking Water Inspectorate approval and is instrumental in the development of new accredited methods for the water industry. This unit has also been awarded United Kingdom Accreditation Service (UKAS) accreditation.

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

**Use of Technology**

To assist in its ability to audit its sampling programme, NI Water has put in place a Personal Digital Assistant (PDA) based system to produce an enhanced audit trail and to eliminate data transcription errors.

The system uses ruggedised PDAs which incorporate mobile phone technology for communication. A built in barcode scanner is used to scan the labels on the sample bottles and GPS (Global Positioning System) is used to give an accurate location fix and time for each sample as it is collected. As 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.

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 gives an enhanced audit trail.
Water Quality Summary

NI Water Sites in Service

During 2011, the numbers of NI Water sites in service were:

<table>
<thead>
<tr>
<th>Location Type</th>
<th>Number in Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Treatment Works</td>
<td>29</td>
</tr>
<tr>
<td>Service Reservoirs</td>
<td>326</td>
</tr>
<tr>
<td>Water Supply Zones</td>
<td>53</td>
</tr>
<tr>
<td>Authorised Supply Points (see glossary)</td>
<td>28</td>
</tr>
</tbody>
</table>

Overall Water Quality

215,203 microbiological, physical and chemical tests were carried out for mandatory and indicator parameters on water samples taken from water treatment works, service reservoirs and customers' taps in the year 2011. 215,026 of these tests complied with the regulatory standards giving an overall percentage compliance of 99.92%. Under the Regulations a subset of these parameters is used to assess Mean Zonal Compliance at customer tap (as set out in Appendix 3).

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. To ensure the effectiveness of the treatment and chlorination process, the wholesomeness of treated water is regularly examined to ensure the absence of total coliforms and faecal coliforms (E. coli) at water treatment works, service reservoirs and in the distribution system at customers’ 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 customers’ 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 2011 is given below.
Physical and Chemical Quality at Customer tap

Physical and chemical quality standards apply to water supplied at customers' 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.

32,636 mandatory physical and chemical tests were carried on water samples taken at customers' taps or authorised supply points in the year 2011. 32,545 of these tests complied with the regulatory standards giving a compliance of 99.72% for physical and chemical tests.

Appendix 3 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 on the basis of 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. Appendix 3 also shows the Mean Zonal Compliance achieved by NI Water for 2011.

Overall Water Quality

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

Aluminium
The standard set for aluminium is based on aesthetic considerations. A number of water supplies may contain concentrations of aluminium which could exceed the standard from time to time because of changes in raw water quality or treatment process fluctuations. These treatment processes are regularly reviewed and 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 watermains. 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) and 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 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 watermain and the kitchen tap or in domestic plumbing, there may be a risk of concentrations at the customers’ tap exceeding the lead standard.

Many older properties still have service pipes and internal plumbing wholly or partly comprised of lead. If a sample is found to exceed the limit for lead in drinking water, the customer, the Public Health Agency, the local Environmental Health Officer and DWI are notified. 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.

NI Water will also 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.

Where water mains are being rehabilitated, NI Water replaces any lead communication pipes encountered to the boundary of the property.

All major supplies in Northern Ireland are now being treated with a small amount of orthophosphoric acid, which forms a protective coating over lead pipes, to minimise levels of lead in the water supply. This dosing is reviewed annually for each water treatment works and agreed with the DWI.

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

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.

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 currently analyses samples for 47 individual pesticides. 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.
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.

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

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.

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.

Taste and Odour

Under direction from DWI, NI Water has changed the methodology used for testing for taste and odour. This has led to a number of low level exceedances during 2010 and 2011 that would not have previously been recorded.

During 2009 NI Water had 1 taste exceedance and 1 odour exceedance. Under the new analytical methodology used in 2011, this rose considerably to 6 taste exceedances and 24 odour exceedances. However, this was not due to a lowering in the quality of water supplied, but due to the change in the measurement methodology.

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/informationleaflets.asp
Investing for the Future

Asset Management

In 2009 the DRD Minister provided draft Social and Environmental Guidance which outlined the priorities for investment for NI Water for the period 2010 to 2013. The guidance sets a Mean Zonal Compliance target of 99.7% for water quality during this period. NI Water has developed a business plan (PC10) to deliver this investment. This is largely a continuation of the investment plans made during the period 2007 to 2010. The water quality section of the plan includes laying 900km of new or renewed watermains and the upgrading of water treatment works, service reservoirs and pumping stations.

These investments will seek to maintain and locally improve our water quality compliance as well as improving levels of service to customers, for example, for customers suffering low water pressure. In addition to the investment targeted at quality and enhancement improvements, capital investment is also targeted at maintaining the serviceability of our assets, now and in the future.

NI Water operates a formal asset management system to ensure that investment is properly targeted and prioritised.

NI Water supplies potable water to all of Northern Ireland. A breakdown of water quality by local council area detailing capital investment during the reporting period is given at Appendix 4.

Research, Development and Innovation

NI Water, through its Research, Development and Innovation (RDI) section, undertakes a programme of applying research and technology development. NI Water's RDI investment is targeted to meet business needs by facilitating the transfer of technology and systems developed by others. It is predominantly focussed on incremental innovation, and optimisation i.e. producing more out of existing assets, Innovation, where appropriate, is employed to support the development of standards and best practice, across all of NI Water’s activities.

This programme is driven by the desire to improve quality, whilst making efficiency gains. It contains projects designed to improve drinking water quality and compliance of our consented discharges while protecting the environment and providing an improved service to our customers.

NI Water, together with other UK Water Companies, employs research bodies such as the United Kingdom Water Industry Research Ltd (UKWIR) and the Water Research Centre (WRc) to provide a collaborative programme of research. This is tailored to suit the needs of the UK water industry and where required, specifically to suit the needs of NI Water. The research programme covers a wide range of business areas including; Best Practice, Climate Change, Regulation and Sustainability.

The RDI section also manages projects which require industry specialists to provide expertise to bridge knowledge gaps and solve problems specific to NI Water.

Through the RDI section NI Water collaborates with, and supports local and UK university research. NI Water is a member of Queens University Environmental Science and Technology Research Centre (QUESTOR) which is an international environmental research organisation based at Queens University Belfast.

NI Water has benefited from a substantial grant as a result of this collaboration and has received a fully financed post doctorate researcher for two years employed on the development of our carbon management strategy.
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 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 Water Regulations were made by the Department for Regional Development (DRD) under Articles 114 and 300(2) of The Water and Sewerage Services (NI) Order 2006 and came into operation on 3rd August 2009.

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

The Water Regulations are primarily designed to prevent the misuse, waste, undue consumption or erroneous measurement of water and most importantly to prevent contamination of drinking water.

Owners and occupiers of premises and anyone who installs plumbing systems or water fittings have the legal duty to ensure that the systems satisfy the regulations. Advanced notice must be given of proposed installations in most cases, so architects, building developers and plumbers have to follow the regulations on behalf of future owners or occupiers.

For the purpose of this return:
- DRD Water Policy Division (WPD) is deemed to be the Regulator for all activities associated with these Water Regulations: NI Water and WPD meet quarterly to discuss water regulations issues, enforcement activities and contraventions.
- The Water Regulation Advisory Scheme (WRAS) list of SIC codes with related fluid categories shall be used to define categories of non-domestic properties.

NI Water’s implementation of these regulations is detailed at Appendix 6 herein.
Public Information

Drinking Water Register

A Drinking Water Register is produced on request showing detailed water quality results for each water supply zone.

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 alternatively contact the Customer Relations Centre on:
08457 440088

Customers who have hearing difficulties can also contact us via type talk on:
08457 440088

Calls to these numbers are charged at the local rate.

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

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

This site also contains electronic versions of recent Water Quality reports.

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 that 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/informationleaflets.asp
## Appendix 1

### Drinking Water Quality Standards

Water Supply (Water Quality) Regulations (Northern Ireland) 2010

<table>
<thead>
<tr>
<th>TABLE A. MICROBIOLOGICAL PARAMETERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parameters</td>
</tr>
<tr>
<td>Enterococci</td>
</tr>
<tr>
<td>Escherichia coli (E. coli)</td>
</tr>
<tr>
<td>Coliform bacteria</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TABLE B. CHEMICAL PARAMETERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parameters</td>
</tr>
<tr>
<td>Acrylamide</td>
</tr>
<tr>
<td>Antimony</td>
</tr>
<tr>
<td>Arsenic</td>
</tr>
<tr>
<td>Benzene</td>
</tr>
<tr>
<td>Benzo (a) pyrene</td>
</tr>
<tr>
<td>Boron</td>
</tr>
<tr>
<td>Bromate</td>
</tr>
<tr>
<td>Cadmium</td>
</tr>
<tr>
<td>Chromium</td>
</tr>
<tr>
<td>Copper</td>
</tr>
<tr>
<td>Cyanide</td>
</tr>
<tr>
<td>1,2 Dichloroethane</td>
</tr>
<tr>
<td>Fluoride</td>
</tr>
<tr>
<td>Lead</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Mercury</td>
</tr>
<tr>
<td>Nickel</td>
</tr>
<tr>
<td>Nitrate</td>
</tr>
<tr>
<td>Parameters</td>
</tr>
<tr>
<td>----------------------------------</td>
</tr>
<tr>
<td>Nitrite</td>
</tr>
<tr>
<td>Aldrin</td>
</tr>
<tr>
<td>Dieldrin</td>
</tr>
<tr>
<td>Heptachlor</td>
</tr>
<tr>
<td>Heptachlor epoxide</td>
</tr>
<tr>
<td>Other pesticides</td>
</tr>
<tr>
<td>Total Pesticides (iii)</td>
</tr>
<tr>
<td>PAH - Sum of four substances (iv)</td>
</tr>
<tr>
<td>Selenium</td>
</tr>
<tr>
<td>Tetrachloroethene/Trichloroethene - Sum (v)</td>
</tr>
<tr>
<td>Total Trihalomethanes (vi)</td>
</tr>
<tr>
<td>Vinyl chloride</td>
</tr>
</tbody>
</table>

**Notes:**

(i) NI Water, with the agreement of the Drinking Water Inspectorate, includes Total Coliforms within the Part I: Directive Requirements table for statistical purposes.

(ii) 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.

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

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

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

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

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

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Concentration or Value (maximum unless otherwise stated)</th>
<th>Units of Measurement</th>
<th>Point of compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aluminium</td>
<td>200 µg Al/l</td>
<td></td>
<td>Customers’ taps</td>
</tr>
<tr>
<td>Colour</td>
<td>20 mg/l Pt/Co</td>
<td></td>
<td>Customers’ taps</td>
</tr>
<tr>
<td>Iron</td>
<td>200 µg Fe/l</td>
<td></td>
<td>Customers’ taps</td>
</tr>
<tr>
<td>Manganese</td>
<td>50 µg Mn/l</td>
<td></td>
<td>Customers’ taps</td>
</tr>
<tr>
<td>Odour</td>
<td>Acceptable to consumers and no abnormal change</td>
<td>Dilution number</td>
<td>Customers’ taps</td>
</tr>
<tr>
<td>Sodium</td>
<td>200 mg Na/l</td>
<td></td>
<td>Customers’ taps</td>
</tr>
<tr>
<td>Taste</td>
<td>Acceptable to consumers and no abnormal change</td>
<td>Dilution number</td>
<td>Customers’ taps</td>
</tr>
<tr>
<td>Tetrachloromethane</td>
<td>3 µg/l</td>
<td></td>
<td>Customers’ taps</td>
</tr>
<tr>
<td>Turbidity</td>
<td>4 NTU</td>
<td></td>
<td>Customers’ taps</td>
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</table>

SCHEDULE 2

<table>
<thead>
<tr>
<th>INDICATOR PARAMETERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parameters</td>
</tr>
<tr>
<td>Ammonium</td>
</tr>
<tr>
<td>Chloride (i)</td>
</tr>
<tr>
<td>Clostridium perfringens (including spores)</td>
</tr>
<tr>
<td>Colony counts</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Conductivity (i)</td>
</tr>
<tr>
<td>Hydrogen ion</td>
</tr>
<tr>
<td>Sulphate (i)</td>
</tr>
<tr>
<td>Total indicative dose (for radioactivity) (ii)</td>
</tr>
<tr>
<td>Total organic carbon (TOC)</td>
</tr>
<tr>
<td>Tritium (for radioactivity)</td>
</tr>
<tr>
<td>Turbidity</td>
</tr>
</tbody>
</table>

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:
milli gramme per litre (mg/l) means one part in a million.
micro gramme 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

Programmes of Work to meet Authorised Departure Requirements

With effect from 6th August 2010, all NI Water’s Authorised Departures have expired with the agreement of the Drinking Water Inspectorate that the planned programmes of work have now been completed or are nearing completion.

2011 Authorised Departures under Regulation 37

There were no Authorised Departures in place during 2011.
## Appendix 3

### Water Quality Report for Water Supply Zones

<table>
<thead>
<tr>
<th>Schedule 1 parameters</th>
<th>2011 Samples</th>
<th>No &gt; PCV</th>
<th>% &gt; PCV</th>
<th>No &gt; AD</th>
<th>% &gt; AD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterococci</td>
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<td>1</td>
<td>0.25%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>E. coli</td>
<td>4764</td>
<td>2</td>
<td>0.04%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>1,2 Dichloroethane</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Aluminium</td>
<td>1732</td>
<td>20</td>
<td>1.15%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Antimony</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Arsenic</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Benzene</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Benzo(a)pyrene</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Boron</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Bromate</td>
<td>408</td>
<td>1</td>
<td>0.25%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Cadmium</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Chromium</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Colour</td>
<td>1732</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Copper</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
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<td>Iron</td>
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<td>30</td>
<td>1.73%</td>
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<tr>
<td>Lead</td>
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<td>0.25%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Manganese</td>
<td>1732</td>
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<td>0.12%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Mercury</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Nickel</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Nitrate</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Nitrite</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Odour</td>
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<td>1.39%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Selenium</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Sodium</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Taste</td>
<td>1729</td>
<td>6</td>
<td>0.35%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>PAH - Sum of four substances</td>
<td>408</td>
<td>1</td>
<td>0.25%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Tetrachloroethene/</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Trichloroethene - Sum</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tetrachloromethane</td>
<td>408</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Total Trihalomethanes</td>
<td>408</td>
<td>3</td>
<td>0.74%</td>
<td>--</td>
<td>--</td>
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<tr>
<td>Turbidity</td>
<td>1732</td>
<td>1</td>
<td>0.06%</td>
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<table>
<thead>
<tr>
<th>Indicator parameters</th>
<th>2011 Samples</th>
<th>No &gt; SPEC</th>
<th>% &gt; SPEC</th>
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</thead>
<tbody>
<tr>
<td>Total coliforms</td>
<td>4764</td>
<td>27</td>
<td>0.57%</td>
</tr>
<tr>
<td>Total - Residual disinfectant</td>
<td>4764</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Free - Residual disinfectant</td>
<td>4764</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Colony Counts 37 (48hrs)</td>
<td>1732</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Colony Counts 22</td>
<td>1732</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Ammonium</td>
<td>1732</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Hydrogen Ion</td>
<td>1732</td>
<td>2</td>
<td>0.12%</td>
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</table>
### Water Quality Report for Authorised Supply Points

<table>
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<tr>
<th>Schedule 1 parameters</th>
<th>2011 Samples</th>
<th>No &gt; PCV</th>
<th>% &gt; PCV</th>
<th>No &gt; AD</th>
<th>% &gt; AD</th>
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</thead>
<tbody>
<tr>
<td>Cyanide</td>
<td>238</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Fluoride</td>
<td>240</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Aldrin</td>
<td>239</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Dieldrin</td>
<td>239</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Heptachlor</td>
<td>239</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Heptachlor Epoxide</td>
<td>239</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Pesticides - Total Substances</td>
<td>239</td>
<td>0</td>
<td>0.00%</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>All other analysed Pesticides</td>
<td>10277</td>
<td>2</td>
<td>0.02%</td>
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<table>
<thead>
<tr>
<th>Indicator parameters</th>
<th>Taken to Date</th>
<th>No &gt; SPEC</th>
<th>% &gt; SPEC</th>
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<tr>
<td>Clostridium perfringens (sulph red)</td>
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<td>Chloride</td>
<td>240</td>
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<td>0.00%</td>
</tr>
<tr>
<td>Conductivity</td>
<td>2751</td>
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<td>0.00%</td>
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<tr>
<td>Sulphate</td>
<td>240</td>
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<tr>
<td>Total Organic Carbon</td>
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<tr>
<td>Total Indicative Dose</td>
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<td>0.00%</td>
</tr>
<tr>
<td>Tritium</td>
<td>24</td>
<td>0</td>
<td>0.00%</td>
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### Water Quality Report for Water Treatment Works

<table>
<thead>
<tr>
<th>Schedule 1 parameters</th>
<th>2011 Samples</th>
<th>No &gt; PCV</th>
<th>% &gt; PCV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Coliforms</td>
<td>6927</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>E. coli</td>
<td>6927</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Nitrite</td>
<td>242</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Indicator parameters</th>
<th>2011 Samples</th>
<th>No &gt; SPEC</th>
<th>% &gt; SPEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turbidity</td>
<td>6927</td>
<td>28</td>
<td>0.40%</td>
</tr>
<tr>
<td>Total - Residual disinfectant</td>
<td>6927</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Free - Residual disinfectant</td>
<td>6927</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Colony Counts 37 (48hrs)</td>
<td>6927</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Colony Counts 22</td>
<td>6927</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

### Water Quality Report for Service Reservoirs

<table>
<thead>
<tr>
<th>Schedule 1 parameters</th>
<th>2011 Samples</th>
<th>No &gt; PCV</th>
<th>% &gt; PCV</th>
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</thead>
<tbody>
<tr>
<td>Total Coliforms</td>
<td>16862</td>
<td>22</td>
<td>0.13%</td>
</tr>
<tr>
<td>E. coli</td>
<td>16862</td>
<td>4</td>
<td>0.02%</td>
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</table>

<table>
<thead>
<tr>
<th>Indicator parameters</th>
<th>2011 Samples</th>
<th>No &gt; SPEC</th>
<th>% &gt; SPEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colony Counts 37 (48hrs)</td>
<td>16862</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Colony Counts 22</td>
<td>16862</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Total - Residual disinfectant</td>
<td>16862</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Free - Residual disinfectant</td>
<td>16862</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
## 2011 Mean Zonal Compliance

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Number of Samples</th>
<th>No of fails at zone / supply point</th>
<th>No of zones / supply points with fails</th>
<th>% Zonal Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colour</td>
<td>1732</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Turbidity</td>
<td>1732</td>
<td>1</td>
<td>1</td>
<td>99.92</td>
</tr>
<tr>
<td>Odour</td>
<td>1729</td>
<td>24</td>
<td>12</td>
<td>98.47</td>
</tr>
<tr>
<td>Taste</td>
<td>1729</td>
<td>6</td>
<td>4</td>
<td>99.75</td>
</tr>
<tr>
<td>Sodium</td>
<td>408</td>
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<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Nitrate</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
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<tr>
<td>Nitrite</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Nitrite/Nitrate Formula</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
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<tr>
<td>Aluminium</td>
<td>1732</td>
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<td>18</td>
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<td>Iron</td>
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<td>25</td>
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<td>Manganese</td>
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<tr>
<td>Copper</td>
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<tr>
<td>Fluoride</td>
<td>240</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Arsenic</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Cadmium</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Cyanide</td>
<td>238</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Chromium</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
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<tr>
<td>Mercury</td>
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<td>Nickel</td>
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</tr>
<tr>
<td>Lead</td>
<td>408</td>
<td>1</td>
<td>1</td>
<td>99.76</td>
</tr>
<tr>
<td>Antimony</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Selenium</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Total Pesticides</td>
<td>239</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>PAH - Sum of four substances</td>
<td>408</td>
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<td>1</td>
<td>99.76</td>
</tr>
<tr>
<td>E. coli</td>
<td>4764</td>
<td>2</td>
<td>2</td>
<td>99.96</td>
</tr>
<tr>
<td>Enterococci</td>
<td>408</td>
<td>1</td>
<td>1</td>
<td>99.76</td>
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<tr>
<td>Boron</td>
<td>408</td>
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<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Benzo(a)pyrene</td>
<td>408</td>
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<td>0</td>
<td>100.00</td>
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<tr>
<td>Tetrachloromethane</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Tetrachloroethene/Trichloroethene - Sum</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Total Trihalomethanes</td>
<td>408</td>
<td>3</td>
<td>3</td>
<td>99.29</td>
</tr>
<tr>
<td>1,2 Dichloroethane</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Benzene</td>
<td>408</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Bromate</td>
<td>408</td>
<td>1</td>
<td>1</td>
<td>99.76</td>
</tr>
<tr>
<td>Aldrin</td>
<td>239</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Dieldrin</td>
<td>239</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Heptachlor</td>
<td>239</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Heptachlor epoxide</td>
<td>239</td>
<td>0</td>
<td>0</td>
<td>100.00</td>
</tr>
<tr>
<td>Pesticides - other substances (P999)*</td>
<td>10277</td>
<td>2</td>
<td>2</td>
<td>99.11</td>
</tr>
<tr>
<td><strong>Total Number of Samples / Fails</strong></td>
<td><strong>38216</strong></td>
<td><strong>94</strong></td>
<td></td>
<td><strong>99.80</strong></td>
</tr>
</tbody>
</table>

Mean Zonal Compliance %
Appendix 4

Water Quality by Northern Ireland Local Council Area

This section of the Drinking Water Quality Report is designed to demonstrate water quality by individual council area based on the Mean Zonal Compliance (MZC) 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 99.6% of Northern Ireland's population receive public water supplies.

In a number of cases water supply zones overlap district council boundaries. The council reports indicate which water supply zones are wholly or partially contained within the council areas, including those zones which 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 MZC 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 MZC. The information is based on samples taken randomly from customers' 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 maintain water treatment works, and to improve the water mains network.

NI Water has identified the need to deliver a significant volume of watermains 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 Watermains Rehabilitation Framework, within which it has appointed two contractors to undertake work on a Northern Ireland wide basis as identified by the zonal study programme of work.

Following the removal of some small water supply sources, NI Water reassessed its water supply zones for 2011. This led to the removal of some small zones along with the merging of other zones. As the MZC calculation is based on the number of zones in a particular council area, this has changed the factors used in the calculation and may lead to a perception of a change in water quality.

The DWI directed change in the analysis of taste and odour for 2010 and 2011 has resulted in a number of exceedances which would not previously have failed. This has led in some cases to a small reduction in MZC at council level. This is not normally due to a change in the quality of water supplied, but rather to the change in the method of measurement.

Overall, the quality of water supplied to our customers over the last period has improved rising from a Mean Zonal Compliance of 99.74% in 2009 to 99.80% in 2011 measured against our target of 99.70%.
Watermains Rehabilitation Framework

Current Work Package Status
The map above shows the extent of the current Watermains 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 upland areas or watercourses which do not receive public water supply.
Antrim Borough Council

Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Antrim Council MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0305</td>
<td>Dungonnell Ahoghill</td>
<td>ZN0402</td>
<td>Killylane Ballynure</td>
</tr>
<tr>
<td>ZN0401</td>
<td>Dunore Point Antrim</td>
<td>ZS0503</td>
<td>Forked Bridge Stoneyford</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

Crosskennan SR, Antrim, Water Pumping Station.
Dunore West Zone Watermain Improvements
Major Incident Mitigation Project Freeze Thaw Improvements
Tardree Zone Watermain Improvements
West Belfast / North Lisburn Watermain Improvements

The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Antrim council area over the next few years.
Ards Borough Council

Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Ards Council MZC</td>
<td>99.9%</td>
<td>99.9%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZS0401</td>
<td>Drumaroad Bangor</td>
<td>ZS0403</td>
<td>Drumaroad Peninsula</td>
</tr>
<tr>
<td>ZS0402</td>
<td>Drumaroad Comber</td>
<td>ZS0501</td>
<td>Drumaroad Lisburn</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballynahinch Operational Schemes
- Ballyreagh Road, Newtownards, Watermain Extension
- Major Incident Mitigation Project Freeze Thaw Improvements
- North Down Strategic Trunk Watermains
- Portaferry, Ballyquinton area mains replacement

The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Ards council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Armagh City &amp; Council MZC</td>
<td>99.4%</td>
<td>99.9%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN1101</td>
<td>Clay Lake Keady</td>
<td>ZS0807</td>
<td>Castor Bay Loughgall</td>
</tr>
<tr>
<td>ZN1102</td>
<td>Seagahan Armagh</td>
<td>ZS0808</td>
<td>Castor Bay Craigavon</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Altinahinch and Seagahan WTW's Residual Sludge Disposal
- Armagh City Zone Watermain Improvements
- Castor Bay to Dungannon Strategic Trunk Mains
- Castor Bay, Armagh Zone Watermain Improvements
- Clay Lake Zone Watermain Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- Seagahan Zone Watermain Improvements

The upgrade of Seagahan WTW significantly improved the quality of water in the Armagh council area, in particular by the reduction of Total Trihalomethanes. The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Armagh council area over the next few years.
Ballymena Borough Council

Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Ballymena Council MZC</td>
<td>99.8%</td>
<td>99.7%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0302</td>
<td>Dungonnell Glarryford</td>
<td>ZN0401</td>
<td>Dunore Point Antrim</td>
</tr>
<tr>
<td>ZN0303</td>
<td>Dunore Point Ballymena</td>
<td>ZN0402</td>
<td>Killylane Ballynure</td>
</tr>
<tr>
<td>ZN0305</td>
<td>Dungonnell Ahoghill</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballymena North Zone Watermain Improvements
- Cargan Zone Watermain Improvements
- Crosskennan SR, Antrim, Water Pumping Station
- Dungonnell Zone Watermain Improvements
- Garstings Hill SR, Ballymena Water Pumping station
- Major Incident Mitigation Project Freeze Thaw Improvements
- Tardree Zone Watermain Improvements
- Tully Service Reservoir

During 2010 a large part of Ballymena council area was supplied from Glarryford WTW. This Works was removed from service with the area now largely fed from the upgraded Dunore Point WTW. There were a number of iron exceedances in the Glarryford areas and the ongoing Watermains Rehabilitation Framework has targeted these. This will continue to maintain and improve the quality of water in the Ballymena council area over the next few years.
Ballymoney Borough Council

Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Ballymoney Council MZC</td>
<td>99.6%</td>
<td>99.4%</td>
<td>99.9%</td>
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2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0101</td>
<td>Ballinrees Coleraine</td>
<td>ZN0302</td>
<td>Dungonnell Glarryford</td>
</tr>
<tr>
<td>ZN0202</td>
<td>Altnahinch Bushmills</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

Altnahinch and Seagahan WTW’s Residual Sludge Disposal
Ballynahone Zone Watermain Improvements
Cargan Zone Watermain Improvements
Lisboy Road, Dunloy Replacement Watermain
Major Incident Mitigation Project Freeze Thaw Improvements

The rationalisation of water supply zones in the Ballymoney area has reduced the number of zones from 6 to 3, directly affecting the MZC calculation. This in conjunction with a number of iron exceedances in the Altnahinch and Glarryford areas led to the previous reduction in reported water quality. Glarryford WTW has now been decommissioned, with water now supplied to this area from the upgraded Dunore Point WTW. The ongoing Watermains Rehabilitation Framework has targeted these areas and this will continue to maintain and improve the quality of water in the Ballymoney council area over the next few years.
Banbridge District Council

**Mean Zonal Compliance (MZC)**

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Banbridge Council MZC</td>
<td>99.9%</td>
<td>99.8%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

**2011 water supply zones wholly or partially within the council area:**

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZS0601</td>
<td>Drumaroad Ballynahinch</td>
<td>ZS0902</td>
<td>Fofanny Dromore</td>
</tr>
<tr>
<td>ZS0807</td>
<td>Castor Bay Loughgall</td>
<td>ZS0904</td>
<td>Fofanny Mourne</td>
</tr>
<tr>
<td>ZS0808</td>
<td>Castor Bay Craigavon</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**2011 water quality Capital Works Programmes affecting the council area:**

- Ballydougan to Newry Main Link Reinforcement
- Dublinhill Road Dromore Watermain Extension
- Fofanny Banbridge Zone Watermain Improvements Phase 2
- Major Incident Mitigation Project Freeze Thaw Improvements

The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Banbridge council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
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<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Belfast City Council MZC</td>
<td>99.8%</td>
<td>99.9%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0401</td>
<td>Dunore Point Antrim</td>
<td>ZS0107</td>
<td>Belfast Oldpark</td>
</tr>
<tr>
<td>ZS0101</td>
<td>Dunore Ballygomartin North</td>
<td>ZS0108</td>
<td>Belfast Purdysburn</td>
</tr>
<tr>
<td>ZS0102</td>
<td>Dunore Ballygomartin South</td>
<td>ZS0109</td>
<td>Dorisland Whiteabbey</td>
</tr>
<tr>
<td>ZS0103</td>
<td>Belfast Ballyhanwood</td>
<td>ZS0110</td>
<td>Dunore Point Glengormley</td>
</tr>
<tr>
<td>ZS0104</td>
<td>Dunore Breda North</td>
<td>ZS0402</td>
<td>Drumaroad Comber</td>
</tr>
<tr>
<td>ZS0105</td>
<td>Dunore Breda South</td>
<td>ZS0502</td>
<td>Forked Bridge Dunmurry</td>
</tr>
<tr>
<td>ZS0106</td>
<td>Dunore Belfast North</td>
<td>ZS0503</td>
<td>Forked Bridge Stoneyford</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballygomartin North Phase 1 Watermain Improvements
- Ballygomartin South Phase 1 Water Mains Improvements
- Ballysillan Zone Watermain Improvements
- Ballywonard Zone Watermain Improvements
- Belfast City Centre Zone Watermain Improvements
- Breda North Zone Watermain Improvements
- Castlereagh Zone Watermain Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- Oldpark Watermain Improvements
- West Belfast / North Lisburn Watermain Improvements
- Whiterock Phase 1 Watermains Improvements

The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in the Belfast City council area over the next few years.
Carrickfergus Borough Council

Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Carrickfergus Council MZC</td>
<td>99.5%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0402</td>
<td>Killylane Ballynure</td>
<td>ZS0201</td>
<td>Dorisland Carrick</td>
</tr>
<tr>
<td>ZS0109</td>
<td>Dorisland Whiteabbey</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Carrickfergus Zone Watermain Improvements Phase 1
- Carrickfergus Zone Watermain Improvements Phase 2
- Major Incident Mitigation Project Freeze Thaw Improvements
- Tardree Zone Watermain Improvements

Water quality in the Carrickfergus council area has improved due to a combination of ongoing optimisation and improvements at Killylane WTW, and also a targeted Watermains Rehabilitation Framework programme. This ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in the Carrickfergus council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Castlereagh Council MZC</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZS0103</td>
<td>Belfast Ballyhanwood</td>
<td>ZS0108</td>
<td>Belfast Purdysburn</td>
</tr>
<tr>
<td>ZS0104</td>
<td>Dunore Breda North</td>
<td>ZS0402</td>
<td>Drumaroad Comber</td>
</tr>
<tr>
<td>ZS0105</td>
<td>Dunore Breda South</td>
<td>ZS0501</td>
<td>Drumaroad Lisburn</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Castlereagh Zone Watermain Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- North Down Strategic Trunk Watermains

Many of the exceedances attributed to water supply zones in the Castlereagh council area are actually outside the council boundaries, however it is not possible to take this into account when calculating the MZC as the MZC calculation is for the whole water supply zone and not just the portion of the water supply zone supplying a particular council area. The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in the Castlereagh council area over the next few years.
Coleraine Borough Council

Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Coleraine Council MZC</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0101</td>
<td>Ballinrees Coleraine</td>
<td>ZN0501</td>
<td>Moyola Magherafelt</td>
</tr>
<tr>
<td>ZN0202</td>
<td>Altnahinch Bushmills</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

Major Incident Mitigation Project Freeze Thaw Improvements
Rasharkin Zone Watermain Improvements Phase 2

The ongoing Watermains Rehabilitation Framework and further treatment optimisation of Ballinrees WTW will continue to maintain and improve the quality of water in the Coleraine council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Cookstown Council MZC</td>
<td>99.8%</td>
<td>99.9%</td>
<td>99.9%</td>
</tr>
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</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0501</td>
<td>Moyola Magherafelt</td>
<td>ZN0503</td>
<td>Unagh Cookstown</td>
</tr>
<tr>
<td>ZN0502</td>
<td>Lough Fea Cookstown</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

Cookstown Phase 2 Watermain Improvements
Cookstown Phase 3 Watermain Improvements
Cookstown Zone Watermain Improvements

The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Cookstown council area over the next few years.
Mean Zonal Compliance (MZC)

Overall Northern Ireland MZC | 99.7% | 99.8% | 99.8%
Craigavon Council MZC | 99.9% | 99.9% | 99.8%

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZS0802</td>
<td>Castor Bay Lurgan</td>
<td>ZS0808</td>
<td>Castor Bay Craigavon</td>
</tr>
<tr>
<td>ZS0807</td>
<td>Castor Bay Loughgall</td>
<td>ZS0902</td>
<td>Fofanny Dromore</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballydougan to Newry Main Link Reinforcement
- Castor Bay / Magheraliskmisk Zone Watermain Improvements
- Castor Bay to Dungannon Strategic Trunk Mains
- Castor Bay/Craigavon North Watermain Rehabilitation
- Castor Bay/Moira Zone Watermain Improvements
- Lurgan & Portadown Public Realm Associated Infrastructure Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- Portadown Drainage Area Network Improvements - Obins Street and Park Road
- Tardree Zone Watermain Improvements
- West of the Bann Zone Watermain Improvements

The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Craigavon council area over the next few years.
Derry City Council

Mean Zonal Compliance (MZC)  

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Derry City Council MZC</td>
<td>99.7%</td>
<td>99.9%</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0603</td>
<td>Carmoney Eglinton</td>
<td>ZN0605</td>
<td>Creggan Derry</td>
</tr>
<tr>
<td>ZN0604</td>
<td>Caugh Hill Dungiven</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballinrees to Limavady/Londonerry Supply Augmentation
- Carmoney East Zone Watermain Improvements
- Carmoney Water Treatment Works Upgrade
- Londonderry DAP. Duke Street Work package
- Major Incident Mitigation Project Freeze Thaw Improvements
- Waterside Zone Watermain Improvements

During 2011 upgrade work was completed at Carmoney WTW. This work along with planned works at Caugh Hill WTW combined with the Watermains Rehabilitation Framework work packages will continue to maintain and improve the quality of water in the Derry council area over the next few years. Due to the nature of random sampling, there may be fluctuations in water quality across the water supply zones in a council area which may temporarily reduce the calculated compliance.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Down Council MZC</td>
<td>99.9%</td>
<td>99.8%</td>
<td>99.7%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZS0402</td>
<td>Drumaroad Comber</td>
<td>ZS0602</td>
<td>Drumaroad Downpatrick</td>
</tr>
<tr>
<td>ZS0501</td>
<td>Drumaroad Lisburn</td>
<td>ZS0902</td>
<td>Fofanny Dromore</td>
</tr>
<tr>
<td>ZS0601</td>
<td>Drumaroad Ballynahinch</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballykine Gravity Distribution
- Ballynahinch Operational Schemes
- Bloody Bridge Water Pumping Station & New Link Main for Major Incident Mitigation
- Major Incident Mitigation Project Freeze Thaw Improvements
- North Down Strategic Trunk Watermains
- South Down Zone Watermain Improvements

The perceived water quality in the Down council area has reduced slightly between 2009 and 2011. Within the supply area a number of sample exceedances were due to bacteriological contamination of the customers' taps. These exceedances did not reflect the water quality in supply. The ongoing Watermains Rehabilitation Framework will overall continue to maintain and improve the quality of water in the Down council area over the next few years. Due to the nature of random sampling, there may be fluctuations in water quality across the water supply zones in a council area which may temporarily reduce the calculated compliance.
Dungannon and South Tyrone Borough Council

Mean Zonal Compliance (MZC)  
<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Dungannon and South Tyrone Council MZC</td>
<td>99.4%</td>
<td>99.7%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0502</td>
<td>Lough Fea Cookstown</td>
<td>ZN0902</td>
<td>Altmore Donaghmore</td>
</tr>
<tr>
<td>ZN0706</td>
<td>Lough Macrory Killyclogher</td>
<td>ZN1102</td>
<td>Seagahan Armagh</td>
</tr>
<tr>
<td>ZN0802</td>
<td>Killyhevlin Enniskillen</td>
<td>ZS0807</td>
<td>Castor Bay Loughgall</td>
</tr>
<tr>
<td>ZN0901</td>
<td>Altmore Cabragh</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2010 water quality Capital Works Programmes affecting the council area:

- Carland Bridge (Cookstown Rd) Road Realignment
- Carland Service Reservoir
- Castor Bay to Dungannon Strategic Trunk Mains
- Castor Bay/ Shanmoy Zone
- Glencul to Cabragh Strategic Link Watermain
- Major Incident Mitigation Project Freeze Thaw Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements

The continuing improvement in water quality in Dungannon and South Tyrone is largely due to the effect of the ongoing Watermains Rehabilitation Framework combined with the upgrade to Seagahan WTW. In the spring of 2011 Altmore WTW and Shanmoy Borewell WTW were removed from supply. Removing these non-compliant WTW in conjunction with the ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Dungannon and South Tyrone council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Fermanagh Council MZC</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0704</td>
<td>Lough Bradan Drumquin</td>
<td>ZN0802</td>
<td>Killyhevlin Enniskillen</td>
</tr>
<tr>
<td>ZN0801</td>
<td>Belleek Garrison</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Alleyhill Zone Watermain Improvements
- Killyhevlin to Lough Bradan Link Watermain
- Major Incident Mitigation Project Freeze Thaw Improvements
- Rosslea Water Supply

Many of the exceedances attributed to water supply zones in the Fermanagh council area are actually outside the council boundaries, however it is impossible to take this into account when calculating the MZC as the MZC calculation is for the whole water supply zone and not just the portion of the water supply zone supplying a particular council area. The planned upgrade of Killyhevlin WTW and the upgrade work at Lough Bradan WTW, combined with the Watermains Rehabilitation Framework, will continue to maintain and improve the quality of water in the Fermanagh council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Larne Council MZC</td>
<td>99.6%</td>
<td>99.7%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0303</td>
<td>Dunore Point Ballymena</td>
<td>ZS0201</td>
<td>Dorisland Carrick</td>
</tr>
<tr>
<td>ZN0402</td>
<td>Killylane Ballynure</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Antiville Road Larne Watermain Extension
- Major Incident Mitigation Project Freeze Thaw Improvements

The water quality in the Larne council area has continued to improve year on year. Many of the exceedances attributed to water supply zones in the Larne council area are actually outside the council boundaries, however it is not appropriate to take this into account when calculating the MZC as the MZC calculation is for the whole water supply zone and not just the portion of the water supply zone supplying a particular council area. The continuing optimisation of processes at Killylane WTW combined with the Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in the Larne council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Limavady Council MZC</td>
<td>99.9%</td>
<td>99.9%</td>
<td>99.7%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0601</td>
<td>Ballinrees Limavady</td>
<td>ZN0604</td>
<td>Caugh Hill Dungiven</td>
</tr>
<tr>
<td>ZN0603</td>
<td>Carmoney Eglinton</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

Ballinrees to Limavady/Londonderry Supply Augmentation
Major Incident Mitigation Project Freeze Thaw Improvements

Most of the exceedances attributed to water supply zones in the Limavady council area are actually outside the council boundaries, however it is impossible to take this into account when calculating the MZC as the MZC calculation is for the whole water supply zone and not just the portion of the water supply zone supplying a particular council area. The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Limavady council area over the next few years. Due to the nature of random sampling, there may be fluctuations in water quality across the water supply zones in a council area which may temporarily reduce the calculated compliance.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Lisburn City Council MZC</td>
<td>99.9%</td>
<td>99.9%</td>
<td>99.7%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0401</td>
<td>Dunore Point Antrim</td>
<td>ZS0503</td>
<td>Forked Bridge Stoneyford</td>
</tr>
<tr>
<td>ZS0501</td>
<td>Drumaroad Lisburn</td>
<td>ZS0601</td>
<td>Drumaroad Ballynahinch</td>
</tr>
<tr>
<td>ZS0502</td>
<td>Forked Bridge Dunmurry</td>
<td>ZS0802</td>
<td>Castor Bay Lurgan</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Castor Bay / Magheraliskmisk Zone Watermain Improvements
- Castor Bay/Moira Zone Watermain Improvements
- Lisburn North Rural Phase 2 Watermain Improvements
- Lisburn North Rural Zone Watermain Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- Strategic Link - Castor Bay to Belfast
- West Belfast / North Lisburn Watermain Improvements

Many of the exceedances attributed to water supply zones in the Lisburn council area are actually outside the council boundaries, however it is impossible to take this into account when calculating the MZC as the MZC calculation is for the whole water supply zone and not just the portion of the water supply zone supplying a particular council area. The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in the Lisburn council area over the next few years. Due to the nature of random sampling, there may be fluctuations in water quality across the water supply zones in a council area which may temporarily reduce the calculated compliance.
Magherafelt District Council

Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Magherafelt Council MZC</td>
<td>99.8%</td>
<td>99.9%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0101</td>
<td>Ballinrees Coleraine</td>
<td>ZN0501</td>
<td>Moyola Magherafelt</td>
</tr>
<tr>
<td>ZN0502</td>
<td>Lough Fea Cookstown</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

Magherafelt High School Water main Extension
Major Incident Mitigation Project Freeze Thaw Improvements
Moyola Zone Watermain Improvements

The compliance for Magherafelt council area has been improved by the removal of Glarryford WTW from supply. This combined with the improved quality of water supplied from Moyola WTW along with the ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in the Magherafelt council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Moyle Council MZC</td>
<td>99.7%</td>
<td>99.6%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0202</td>
<td>Altnahinch Bushmills</td>
</tr>
<tr>
<td>ZN0204</td>
<td>Rathlin Island</td>
</tr>
<tr>
<td>ZN0302</td>
<td>Dungonnell Glarryford</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballycastle Zone Watermain Improvements
- Ballynahone Zone Watermain Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- Monaclogh SR Capacity Extension
- The Glens Zone Watermain Improvements

The continuing optimisation of processes at Dungonnell WTW combined with the ongoing targeted Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in the Moyle council area over the next few years.
Newry & Mourne District Council

Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Newry &amp; Mourne Council MZC</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN1101</td>
<td>Clay Lake Keady</td>
<td>ZS0902</td>
<td>Fofanny Dromore</td>
</tr>
<tr>
<td>ZS0807</td>
<td>Castor Bay Loughgall</td>
<td>ZS0904</td>
<td>Fofanny Mourne</td>
</tr>
<tr>
<td>ZS0901</td>
<td>Camlough Newry West</td>
<td>ZS1001</td>
<td>Carran Hill Crossmaglen</td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballintemple Zone Watermain Improvements
- Ballydougan to Newry Main Link Reinforcement
- Camlough/Bessbrook Sewerage Scheme - Phases 2&3
- Crieve Road and Hilltown Road Newry Watermain Replacement
- Crieve Service Reservoir
- Fofanny Banbridge Zone Watermain Improvements Phase 2
- Lisburn to R.O.I. Border Trunk Road Improvements
- Lough Ross Zone Watermain Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- Mourne Coast Zone Watermain Improvements
- Network Area East Watermains
- Newry Phase 2 Watermain Improvements
- Newry Zone Watermain Improvements
- Rostrevor/Tullymurry Zone Watermain Improvements
- Tullyhappy Service Reservoir
- Warrenpoint Zone Watermain Improvements

The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in Newry and Mourne council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
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<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Newtownabbey Council MZC</td>
<td>99.6%</td>
<td>99.9%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>ZN0401</td>
<td>Dunore Point Antrim</td>
<td>ZS0109</td>
<td>Dorisland Whiteabbey</td>
</tr>
<tr>
<td>ZN0402</td>
<td>Killylane Ballynure</td>
<td>ZS0110</td>
<td>Dunore Point Glengormley</td>
</tr>
<tr>
<td>ZS0106</td>
<td>Dunore Belfast North</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Ballywonard Zone Watermain Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- Newtownabbey Zone Watermain Improvements Phase 1
- Newtownabbey Zone Watermain Improvements Phase 2

The continuing optimisation of processes at Killylane WTW combined with the Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in the Newtownabbey council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>North Down Council MZC</td>
<td>99.9%</td>
<td>99.8%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

2011 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
<th>Zone Name</th>
<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZS0108</td>
<td>Belfast Purdysburn</td>
<td>ZS0402</td>
<td>Drumaroad Comber</td>
</tr>
<tr>
<td>ZS0401</td>
<td>Drumaroad Bangor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2011 water quality Capital Works Programmes affecting the council area:

- Major Incident Mitigation Project Freeze Thaw Improvements
- North Down Bangor Phase 2 Watermain Improvements
- North Down Strategic Trunk Watermains
- North Down, Bangor Zone Watermain Improvements

The ongoing Watermains Rehabilitation Framework will continue to maintain and improve the quality of water in North Down council area over the next few years.
Mean Zonal Compliance (MZC)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Omagh Council MZC</td>
<td>99.7%</td>
<td>99.9%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

2010 water supply zones wholly or partially within the council area:

<table>
<thead>
<tr>
<th>Zone Code</th>
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<th>Zone Code</th>
<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0502</td>
<td>Lough Fea Cookstown</td>
<td>ZN0704</td>
<td>Lough Bradan Drumquin</td>
</tr>
<tr>
<td>ZN0701</td>
<td>Derg Strabane</td>
<td>ZN0705</td>
<td>Lough Macrory Beragh</td>
</tr>
<tr>
<td>ZN0702</td>
<td>Glenhordial Omagh</td>
<td>ZN0706</td>
<td>Lough Macrory Killyclogher</td>
</tr>
<tr>
<td>ZN0703</td>
<td>Lenmore Greencastle</td>
<td>ZN0802</td>
<td>Killyhevlin Enniskillen</td>
</tr>
</tbody>
</table>

2010 water quality Capital Works Programmes affecting the council area:

Alleyhill Zone Watermain Improvements
Derg - Omagh Area Transfer Pumps
Glenhordial WTW replacement of Camowen pumping main
Killyhevlin to Lough Bradan Link Watermain
Lough Bradan WTW Upgrade
Major Incident Mitigation Project Freeze Thaw Improvements
Omagh Watermain Improvements
Strule Intake For Derg WTW

The ongoing Watermains Rehabilitation Framework along with the upgrading of Lough Bradan WTW will continue to maintain and improve the quality of water in the Omagh council area over the next few years.
**Strabane District Council**

![Strabane District Council Map](image)

**Mean Zonal Compliance (MZC)**

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Northern Ireland MZC</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Strabane Council MZC</td>
<td>99.4%</td>
<td>99.7%</td>
<td>99.7%</td>
</tr>
</tbody>
</table>

**2011 water supply zones wholly or partially within the council area:**

<table>
<thead>
<tr>
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<th>Zone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZN0604</td>
<td>Caugh Hill Dungiven</td>
<td>ZN0704</td>
<td>Lough Bradan Drumquin</td>
</tr>
<tr>
<td>ZN0701</td>
<td>Derg Strabane</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**2011 water quality Capital Works Programmes affecting the council area:**

- Alleyhill Zone Watermain Improvements
- Major Incident Mitigation Project Freeze Thaw Improvements
- Strule Intake for Derg WTW

The ongoing Watermains Rehabilitation Framework has improved the quality of water supplied to the Strabane council area. The ongoing Watermains Rehabilitation Framework along with the upgrading of Lough Bradan WTW and treatment optimisation at the Derg WTW will continue to maintain and improve the quality of water in the Strabane council area over the next few years. Due to the nature of random sampling, there may be fluctuations in water quality across the water supply zones in a council area which may temporarily reduce the calculated compliance.
During 2011, there were 69 notifiable events of which 25 were categorised as non-incidents and 44 categorised as incidents by DWI:

### Incidents 2011

<table>
<thead>
<tr>
<th>Date</th>
<th>Area and Estimate of Population / Properties Potentially Affected</th>
<th>Nature and Cause of Event</th>
<th>Council Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 - 4 January 2011</td>
<td>Dunmore Point WTW (500,000 population)</td>
<td>During a period of increased water supply demand caused by the Freeze/Thaw event. Treatment difficulties led to aluminium exceedances slightly above the PCV limit in the final water and in the related supply area. The extreme low temperatures caused some damage to operational pipework within the treatment plant. Remedial measures were immediately taken on site to reduce the aluminium levels in the final water to below the regulatory limit and trace heating has been installed on pipework that is vulnerable during periods of low temperature.</td>
<td></td>
</tr>
<tr>
<td>3 January 2011</td>
<td>Lenamore Springs WTW (1,000 population)</td>
<td>Disturbance of particles caused by tankering operations into the holding tanks at Lenamore Springs led to a turbidity exceedance in the final water during a period of increased water supply demand caused by the Freeze/Thaw event. All other parameters tested were satisfactory and the result was not representative of the water from the treatment process. All subsequent samples taken to monitor following the exceedances were satisfactory. Note: Lenamore Springs was permanently removed from supply in December 2011 and this area is now supplied from the Derg WTW.</td>
<td></td>
</tr>
<tr>
<td>6 January 2011</td>
<td>Killylane WTW (47,000 population)</td>
<td>Treatment difficulties led to a turbidity exceedance in the final water and elevated aluminium levels in the supply area during a period of increased demand caused by the Freeze/Thaw event. Remedial measures were immediately taken on site to reduce the aluminium and turbidity levels in the final water to below the regulatory limit.</td>
<td></td>
</tr>
<tr>
<td>10 - 16 January 2011</td>
<td>Lough Macory WTW (30,000 population)</td>
<td>Treatment difficulties connected to a problem with the backwashing of the primary filters led to aluminium exceedances in the final water and related supply area. Remedial measures were immediately taken on site to reduce the aluminium level in the final water to below the regulatory limit.</td>
<td></td>
</tr>
<tr>
<td>25 January 2011</td>
<td>Tully Road, Portglenone (1,700 population)</td>
<td>Discoloured water due to elevated levels of iron led to local media interest. A section of main in poor condition was identified for replacement. The mains replacement was completed in December 2011. In the interim period until the main was replaced remedial mains bleeding and flushing was carried out to improve water quality.</td>
<td></td>
</tr>
<tr>
<td>2 February 2011</td>
<td>Crocknakeola Trunk Main (2,600 properties)</td>
<td>Interruption to supply to customers. Technical difficulties during a trunk main repair led to a loss of supply to properties in the Kilkeel, Annalong and Ballymartin areas. Bottled water was distributed during this period. There were no water quality exceedances associated with this incident.</td>
<td></td>
</tr>
<tr>
<td>17 February 2011</td>
<td>Inishmore Road, Lisbellaw (35-40 properties)</td>
<td>Complaints of discoloured water led to local media interest. A section of main in poor condition was identified for replacement. A mains flushing programme was implemented to improve water quality and bottled water was supplied to affected properties until mains rehabilitation was completed in April 2011.</td>
<td></td>
</tr>
<tr>
<td>8 March 2011</td>
<td>Rathlin WTW (120 population)</td>
<td>A final water sample failed for THMs. It is likely to have been related to increased bromide in the raw water.</td>
<td></td>
</tr>
<tr>
<td>21 March 2011</td>
<td>Caugh Hill WTW (74,000 population)</td>
<td>Treatment difficulties led to an iron failure in the final water. Remedial measures were immediately taken on site to reduce the iron level in the final water to below the regulatory limit.</td>
<td></td>
</tr>
<tr>
<td>23 March 2011</td>
<td>Dernawilt Road, Rosslea (62,500 population)</td>
<td>An odour exceedance was reported. Investigations into the cause of the exceedance identified it as a localised problem of short duration. It is possible that it may have been related to temporary re-zoning work in the area while operational work was being carried out. No water quality complaints in this area were received at this time and all follow up check samples were satisfactory.</td>
<td></td>
</tr>
<tr>
<td>28 March 2011</td>
<td>Upper Dromore Road, Warrenpoint (2 properties)</td>
<td>A pH exceedance was caused by a cement-lined main. Investigations carried out identified that this was a localised problem affecting only 2 properties. A new hydrant was installed and this section of main is now on a regular flushing programme. This action has resolved the water quality problems in this section of main. Bottled water was provided to the affected properties until remedial actions were completed.</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Area and Estimate of Population / Properties Potentially Affected</td>
<td>Nature and Cause of Event</td>
<td>Council Area</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>25 – 26 April 2011</td>
<td>W2308P Castor Bay WTW (293,000 population)</td>
<td>Treatment difficulties related to the lime dosing system led to aluminium exceedances in the final water. Remedial measures were immediately taken on site to reduce the aluminium level in the final water to below the regulatory limit. Additional manual tests on site have been implemented to prevent re-occurrence of this problem.</td>
<td>Armagh, Craigavon, Dungannon, Lisburn and Newry &amp; Mourne</td>
</tr>
<tr>
<td>23 May 2011</td>
<td>Caugh Hill WTW (74500 population)</td>
<td>Aluminium exceedances in the final water and related supply area. Following detailed investigations on site the exact cause of the failure was not determined. All follow-up check samples were satisfactory and shaved aluminium levels below the regulatory limit.</td>
<td>Derry, Limavady and Strabane</td>
</tr>
<tr>
<td>24 May 2011</td>
<td>Carmoney WTW (67,000 population)</td>
<td>Operational treatment difficulties led to aluminium and THM exceedances in the final water. Adverse weather conditions and high winds resulted in a power failure at Carmoney WTW. Remedial measures were immediately taken on site to reset dosing pumps.</td>
<td>Derry</td>
</tr>
<tr>
<td>1 June 2011</td>
<td>Belleek WTW (4,000 population)</td>
<td>Pesticide (MCPA) exceedance caused by periods of heavy rainfall during May and the beginning of June which could have caused increased herbicide wash off from the catchment area into Lough Erne. Powdered Activated Carbon (PAC) dosing carried out on site as needs identified through water quality monitoring to reduce MCPA levels in the final water.</td>
<td>Fermanagh</td>
</tr>
<tr>
<td>3 June 2011</td>
<td>Ballinrees WTW (105,000 population)</td>
<td>Operational problems in the lime dosing stage of the treatment process led to a turbidity exceedance in the final water. Remedial measures were immediately taken on site to repair the fault. Alarm levels on site have been reviewed to prevent re-occurrence of this problem.</td>
<td>Ballymoney, Coleraine and Limavady</td>
</tr>
<tr>
<td>6 June 2011</td>
<td>Killyhevlin WTW (62,250 population)</td>
<td>Pesticide (MCPA) exceedance caused by periods of heavy rainfall during the end of May and the beginning of June which could have caused increased herbicide wash off from the catchment area into Lough Erne. Refurbishment of Sulzar filters being carried out on site with replacement of Carbon within the filters. A feasibility study for the installation of additional treatment, Granular Activated Carbon (GAC) filters is currently being undertaken.</td>
<td>Dungannon &amp; South Tyrone, Fermanagh</td>
</tr>
<tr>
<td>6 June 2011</td>
<td>Derg WTW (35,000 population)</td>
<td>Pesticide (MCPA) exceedance caused by periods of heavy rainfall during the end of May and the beginning of June which could have caused increased herbicide wash off from the catchment area into the River Derg. Granular Activated Carbon (GAC) filters are in operation at the treatment works to reduce pesticide levels in the final water.</td>
<td>Strabane</td>
</tr>
<tr>
<td>9 June 2011</td>
<td>Altinahinch WTW (28,000 population)</td>
<td>Operational problems led to an aluminium exceedance in the final water. Remedial measures were immediately taken on site to carry out repairs.</td>
<td>Ballymoney, Coleraine and Limavady</td>
</tr>
<tr>
<td>15 June 2011</td>
<td>Killyhevlin Zone (62,250 population)</td>
<td>Odour and taste exceedances possibly caused by a marked amount of loose vegetation which had built up at the raw water intake at Killyhevlin WTW which could have affected the raw water quality. A Consideration for Enforcement Order (CPEO) issued by DWI in 2011 for Taste and Odour exceedances in the Killyhevlin Zone. A feasibility study for the installation of additional treatment, Granular Activated Carbon (GAC) filters is currently being undertaken by NIW in relation to this CPEO.</td>
<td>Fermanagh and Dungannon &amp; South Tyrone</td>
</tr>
<tr>
<td>4 July 2011</td>
<td>Dorisland WTW (120,000 population)</td>
<td>Pesticide (MCPA) exceedance caused by higher rainfall during June which could have caused increased herbicide wash off from the catchment area into Dorisland reservoir. Powdered Activated Carbon (PAC) dosing carried out on site as needs identified through water quality monitoring to reduce MCPA levels in the final water.</td>
<td>Belfast, Carrickfergus and Newtownabbey</td>
</tr>
<tr>
<td>18 July 2011</td>
<td>Caugh Hill WTW (51,000 population)</td>
<td>Treatment difficulties following adverse weather conditions and very heavy rainfall led to iron, THM, turbidity and aluminium exceedances in the final water. Remedial measures were immediately taken on site to bring the final water quality parameters to below the regulatory limit. A new coagulation control system is to be installed at Caugh Hill during 2012.</td>
<td>Derry, Limavady and Strabane</td>
</tr>
<tr>
<td>20 July 2011</td>
<td>Orange Hall, Hilltown (1 property)</td>
<td>A significant iron exceedance was detected in a sample taken from a customer tap caused by the condition of a section of an old iron main. Investigations have shown that the problem is localised to this individual property. The main has been identified for replacement. As an interim measure the connection to the property was relocated and mains flushing programme was put in place. Bottled water was provided to the property whilst remedial actions were undertaken. These interim measures have improved water quality and bottled water is no longer required to be issued.</td>
<td>Newry &amp; Mourne</td>
</tr>
<tr>
<td>Date</td>
<td>Area and Estimate of Population / Properties Potentially Affected</td>
<td>Nature and Cause of Event</td>
<td>Council Area</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>16 August 2011</td>
<td>Carmoney WTW (67,000 population)</td>
<td>Treatment difficulties following automatic plant shut downs related to elevated levels of ammonia detected in the raw water supply led to aluminium and THM exceedances in the final water. Remedial measures were immediately taken on site to bring the final water quality parameters to below the regulatory limit. Alarm limits have been reviewed on site to prevent a re-occurrence of this problem.</td>
<td>Derry</td>
</tr>
<tr>
<td>19 August 2011</td>
<td>Rathkeel SR (269 properties)</td>
<td>Coliform bacteria were found in a final water sample taken from Rathkeel SR. The cause of the exceedance was not determined following extensive investigations carried out. An internal inspection of the SR was carried out and no defects were found</td>
<td>Ballymena</td>
</tr>
<tr>
<td>2 September 2011</td>
<td>Glenvale Road, Newry (4 properties)</td>
<td>Significant levels of aluminium, iron, manganese and turbidity were detected in a sample taken from a customer tap. Sampling and investigation has confirmed that this is a localised problem affecting 4 properties. Investigations concluded that the cause of the exceedance was due to the poor condition of the main coupled with the low demand. The main has been identified for replacement.</td>
<td>Newry &amp; Mourne</td>
</tr>
<tr>
<td>5 – 7 September 2011</td>
<td>Drumaroad WTW (385,000 population)</td>
<td>Treatment difficulties following a power dip / brown out led to aluminium exceedances in the final water and related supply area. Remedial measures were immediately taken on site to bring the final water aluminium levels to below the regulatory limit. A PLC robustness test was carried out to assess the measures put in place to reduce the effects of power outages.</td>
<td>Ards, Banbridge, Belfast, Castlereagh, Down, Lisburn and North Down</td>
</tr>
<tr>
<td>19 September 2011</td>
<td>Caugh Hill WTW (74,000 population)</td>
<td>THM exceedances in the final water and related supply area possibly related to an increase in the raw water organic content following significant deforestation in the catchment area. A new coagulation control system is to be installed at Caugh Hill during 2012 which will help to address changes in the raw water quality and improve treatment control.</td>
<td>Derry, Limavady and Strabane</td>
</tr>
<tr>
<td>26 September 2011</td>
<td>Dungonnell WTW (30,500 population)</td>
<td>Treatment difficulties led to a pH exceedance in the final water and pH and iron exceedances in the related supply area. Remedial measures were immediately taken on site to bring the final water quality parameters to within the regulatory limit.</td>
<td>Antrim and Ballymena</td>
</tr>
<tr>
<td>28 September 2011</td>
<td>Gleishorial WTW (10,000 population)</td>
<td>Aluminium and manganese exceedances occurred in final water samples. Extensive investigations carried out on site found that all the treatment processes were operating satisfactorily and that the results were not representative of the water going into supply. It is suspected that some disturbance of sediments / particulate matter in the tank and sample line may have occurred.</td>
<td>Omagh</td>
</tr>
<tr>
<td>30 September 2011</td>
<td>Connswater Mevs, Belfast (2 Properties)</td>
<td>Coliform bacteria were detected at two customer taps. “Boil Water Before Use” notices were issued (notices in place for six days). Following investigations carried out the most likely cause identified for these exceedances was contamination from the taps at both properties. The customers were informed of the cause of the failures. All other samples taken in the area and from the WTW and SR showed water quality to be bacteriologically satisfactory.</td>
<td>Belfast</td>
</tr>
<tr>
<td>2 October 2011</td>
<td>Drumaroad WTW (385,000 population)</td>
<td>Operational problems caused treatment difficulties which led to a turbidity and an aluminium exceedance in the final water and an aluminium exceedance in the related supply area. Remedial measures were immediately taken on site to bring the final water aluminium and turbidity levels to below the regulatory limit. On site routine maintenance checks have been reviewed to prevent a re-occurrence of this problem.</td>
<td>Ards, Banbridge, Belfast, Castlereagh, Down, Lisburn and North Down</td>
</tr>
<tr>
<td>5 October 2011</td>
<td>Poleglass SR (56,000 population)</td>
<td>A technical difficulty led to increased chlorine dosing at Poleglass SR and chlorine odour and taste complaints in the related supply area. There was subsequent local media interest. Remedial measures were taken on site to reduce the chlorine dose to set levels.</td>
<td>Belfast and Lisburn</td>
</tr>
<tr>
<td>12 October 2011</td>
<td>Rathlin WTW (120 population)</td>
<td>“Boil Water Before Use” notices were issued (notices in place for 17 days) after Cryptosporidium oocysts were detected. THM and turbidity exceedances were also reported. The treatment works has been upgraded to include a secondary filtration process. Ongoing remedial action is being carried out at the site.</td>
<td>Moyle</td>
</tr>
<tr>
<td>17 October 2011</td>
<td>Caugh Hill WTW (74,000 population)</td>
<td>Treatment difficulties led to pH and aluminium exceedances in the final water. Remedial measures were immediately taken on site to bring the final water aluminium and pH levels to within the regulatory limits. On site routine process checks have been reviewed following these exceedances.</td>
<td>Derry, Limavady and Strabane</td>
</tr>
</tbody>
</table>
### Incidents 2011

<table>
<thead>
<tr>
<th>Date</th>
<th>Area and Estimate of Population / Properties Potentially Affected</th>
<th>Nature and Cause of Event</th>
<th>Council Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 October 2011</td>
<td>Springhill SR (2342 properties)</td>
<td>E. coli and coliform bacteria were detected in the final water. The chlorine dosing unit at an upstream Service Reservoir was not adequately dosing chlorine into the system. Remedial measures were immediately taken on site to increase chlorine residuals in the system. A review of the routine maintenance checks was carried out.</td>
<td>Derry</td>
</tr>
<tr>
<td>2 November 2011</td>
<td>Ballinrees WTW (105,000 population)</td>
<td>Technical difficulties caused problems with the treatment process and led to an aluminium exceedance in the final water. Remedial measures were immediately taken on site to bring the final water aluminium level to within the regulatory limits.</td>
<td>Ballymoney, Coleraine and Limavady</td>
</tr>
<tr>
<td>4 November 2011</td>
<td>Ballymoney Area (3,500 population)</td>
<td>“Boil Water Before Use” notices were issued (notices in place for nine days) following bacteriological failures. Bottled water was provided to schools and known vulnerable customers. The problem occurred after a new mains connection.</td>
<td>Ballymoney</td>
</tr>
<tr>
<td>14 November 2011</td>
<td>Lough Fea WTW (29,500 population)</td>
<td>Operational work on site to facilitate cleaning of the clear water tank led to aluminium exceedances in the final water and related supply area. A review of operational procedures relating to this work was carried out to prevent a recurrence of this exceedance.</td>
<td>Cookstown, Dungannon &amp; South Tyrone, Magherafelt and Omagh</td>
</tr>
<tr>
<td>27 November 2011</td>
<td>Altnahinch WTW (28,000 population)</td>
<td>Operational problems with the lime system at the plant led to pH and aluminium exceedances in the final water and aluminium exceedances in the related supply area. Remedial measures were immediately taken on site to bring the final water aluminium and pH levels to within the regulatory limits. New lime pumps were installed in December 2011.</td>
<td>Ballymoney, Coleraine and Limavady</td>
</tr>
<tr>
<td>30 November 2011</td>
<td>Lenamore Springs WTW (1,000 population)</td>
<td>Cryptosporidium oocysts detected in final water. Lenamore Springs was permanently removed from supply on 1 December 2011 and this area is now supplied from the Derg WTW.</td>
<td>Omagh</td>
</tr>
<tr>
<td>16 December 2011</td>
<td>Nursery Road, Ahoghill (1 property)</td>
<td>Following a number of bursts during operational work, a customer complaint sample failed bacteriologically. A “Boil Water Before Use” notice was issued to a single property (notice in place for three days).</td>
<td>Ballymena</td>
</tr>
<tr>
<td>28 October 2011</td>
<td>Donagull Park Avenue, Belfast (9 Properties)</td>
<td>Bacteriological failures occurred at a number of properties. This was a localised incident and affecting 9 properties. All other samples taken in the area were satisfactory. The exact cause of the exceedances was not determined but it is possible that a small amount of contamination may have been introduced into this section of main during the operational work involved in the mains replacement.</td>
<td>Belfast</td>
</tr>
<tr>
<td>29 December 2011</td>
<td>Camlough WTW (2,100 population)</td>
<td>Technical difficulties led to aluminium exceedances in the final water. Remedial measures were immediately taken on site to bring the final water aluminium level to within the regulatory limit. All follow-up check samples were satisfactory.</td>
<td>Newry &amp; Mourne</td>
</tr>
<tr>
<td>Date</td>
<td>Area and Estimate of Population / Properties Potentially Affected</td>
<td>Nature and Cause of Event</td>
<td>Council Area</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>31 March 2011</td>
<td>Glenhoridal WTW (10,000 population)</td>
<td>Aluminium exceedances due to unrepresentative sampling.</td>
<td>Omagh</td>
</tr>
<tr>
<td>18 April 2011</td>
<td>Lough Brodan WTW (20,000 population)</td>
<td>Turbidity exceedances due to unrepresentative sampling.</td>
<td>Fermanagh and Omagh</td>
</tr>
<tr>
<td>22 April 2011</td>
<td>Carmoney WTW (67,000 population)</td>
<td>Turbidity exceedance due to unrepresentative sampling.</td>
<td>Derry</td>
</tr>
<tr>
<td>3 May 2011</td>
<td>Caugh Hill WTW (73,836 population)</td>
<td>Turbidity exceedance due to unrepresentative sampling.</td>
<td>Derry, Limavady and Strabane</td>
</tr>
<tr>
<td>6 May 2011</td>
<td>Coolmillish Road, Armagh (1 property)</td>
<td>Odour and taste exceedances at a single property due to internal plumbing issues.</td>
<td>Armagh</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The water supply to the property was found to be satisfactory.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A full plumbing inspection was carried out by the NIW Water Regulations Inspection team and the customer was informed of the findings and recommendations.</td>
<td></td>
</tr>
<tr>
<td>7 May 2011</td>
<td>Killylane WTW (47,000 population)</td>
<td>Turbidity exceedances due to unrepresentative sampling.</td>
<td>Ballymena, Lame and Newtownabbey</td>
</tr>
<tr>
<td>7 May 2011</td>
<td>Ballinrees WTW (105,000 population)</td>
<td>Short term loss of disinfection resulted in reduced levels of chlorine in the final water.</td>
<td>Ballymena, Coleraine and Limavady</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There were no water quality exceedances in relation to this event.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Operational strategies have been implemented to prevent re-occurrence.</td>
<td></td>
</tr>
<tr>
<td>25 May 2011</td>
<td>Camlough WTW (21,300 population)</td>
<td>Aluminium, iron and manganese exceedances due to unrepresentative sampling.</td>
<td>Newry &amp; Mourne</td>
</tr>
<tr>
<td>2 June 2011</td>
<td>Donistland Carrick Zone (124,000 population)</td>
<td>Bromate exceedance reported. Following extensive investigation the exceedance was determined to be unrepresentative of water quality in the area.</td>
<td>Belfast, Carrickfergus and Newtownabbey</td>
</tr>
<tr>
<td>3 June 2011</td>
<td>Carnan Hill WTW (11,000 population)</td>
<td>There was potential for pollution from a fuel laundering plant to contaminate Lough Ross.</td>
<td>Newry &amp; Mourne</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There were no related water quality failures attributed to this event. Works staff monitored the final water at the works continuously from the 3rd June to 6th June and did not detect any changes in taste or odour. There were no visual signs of oil contamination at the intake or within the treatment works.</td>
<td></td>
</tr>
<tr>
<td>16 June 2011</td>
<td>Dungonnell WTW (30,500 population)</td>
<td>Technical issues led to short term treatment problems.</td>
<td>Antrim and Ballymena</td>
</tr>
<tr>
<td>29 June 2011</td>
<td>Clay Lake WTW (7,500 population)</td>
<td>Incorrect coagulant delivery had the potential to adversely affect the treatment process.</td>
<td>Armagh</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There were no related water quality failures.</td>
<td></td>
</tr>
<tr>
<td>8 July 2011</td>
<td>Rathlin WTW (120 population)</td>
<td>Iron, manganese and turbidity exceedances due to unrepresentative sampling.</td>
<td>Moyle</td>
</tr>
<tr>
<td>11 August 2011</td>
<td>Killyhevlin WTW (62,500)</td>
<td>An oil spill in Lough Erne had the potential to cause problems at Killyhevlin WTW.</td>
<td>Dungannon &amp; South Tyrone and Fermanagh</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There were no visual signs of oil contamination at the intake or within the treatment works.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>There were no related water quality failures.</td>
<td></td>
</tr>
<tr>
<td>26 August 2011</td>
<td>Carmoney WTW (67,000 population)</td>
<td>Turbidity exceedance due to unrepresentative sampling.</td>
<td>Derry</td>
</tr>
<tr>
<td>3 October 2011</td>
<td>Caugh Hill WTW (74,000 population)</td>
<td>Turbidity exceedence due to unrepresentative sampling.</td>
<td>Derry, Limavady and Strabane</td>
</tr>
<tr>
<td>7 November 2011</td>
<td>Killylane WTW (47,000 population)</td>
<td>Aluminium exceedance reported. Following extensive investigations on site the cause was not determined and the related supply area was not affected.</td>
<td>Ballymena, Lame and Limavady</td>
</tr>
<tr>
<td>9 November 2011</td>
<td>Lough Fea WTW (29,500 population)</td>
<td>Turbidity exceedance due to unrepresentative sampling.</td>
<td>Cookstown, Dungannon &amp; South Tyrone, Magherafelt and Omagh</td>
</tr>
<tr>
<td>5 December 2011</td>
<td>Fofanny WTW (86,500 population)</td>
<td>Aluminium exceedances due to unrepresentative sampling.</td>
<td>Cookstown, Dungannon &amp; South Tyrone, Magherafelt and Omagh</td>
</tr>
<tr>
<td>27 December 2011</td>
<td>Ballinrees WTW (103,000 population)</td>
<td>An odour and taste exceedance was reported from a final water sample. Following extensive investigations no cause could be identified and it did not affect the related supply area.</td>
<td>Ballymena, Coleraine and Limavady</td>
</tr>
</tbody>
</table>
Appendix 6

**Water Supply (Water Fittings) Regulations (NI) 2009 Enforcement Policy**

NI Water’s customer leaflet “Water Fittings Regulations” details why the Water Regulations exist and highlights to customers their obligations under the Regulations. A web page has been set up on the NI Water web site for customers where they can download the regulations, guidance notes, information leaflets and notification forms. Both the leaflets and web pages will provide customers with a valuable insight to and appreciation of what the Regulations will mean to them, and the benefits in protecting drinking water supplies as well as the potential consequences of non-adherence. Customers are advised both online and in leaflets that before they commence certain plumbing installations or alterations they must first notify NI Water in writing. 10 days advance notice is required before work can commence pending approval. NI Water also promotes and advocates the benefits of using approved contractors who are members of the Plumbing Industry Licensing Scheme (PILS) as administered by the trade associated known as the Scottish and Northern Ireland Plumbing Employers Federations (SNIPEF).

NI Water has a dedicated team of 6 front line water regulation inspectors across the province headed by a Field Manager and Senior Engineer.

NI Water has allocated each non-domestic customer a fluid category rating which was derived from Standard Industrial Classification (SIC) codes and also guidance provided by the Water Regulation Advisory Scheme (WRAS) and the Water Regulation guidance on fluid categories. A proactive inspection programme is carried out each year with inspection intervals based on national ‘Best Practice’ documentation issued to the water authorities by WRAS as accepted by the Department for Environment, Food and Rural Affairs (DEFRA).

The Water Regulation team has systems and processes in place which are used to schedule and report on inspections, repeat inspections, their findings, contraventions and improvement notices. The Regulation team regularly liaises with external customers, scientific services and networks water teams within the company regarding compliance and non-compliance with the regulations. The team also liaises with other GB water company regulation teams and water industry expert groups to ensure a consistent application of the Regulations is evident in Northern Ireland.

NI Water will only consider applying to the Regulator (WPD) 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.

Based on the Northern Ireland Water Annual Information Return (AIR12)

**NI Water Customer Base**

**Base Data, using NIAUR Annual Information Return figures:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Total number of connected properties</td>
<td>810,367</td>
</tr>
<tr>
<td>*Total number of new connections</td>
<td>4,167</td>
</tr>
</tbody>
</table>

* Information source AIR 2012

**Enforcement Data**

**Staff and Training**

Number of staff involved in enforcement.

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spending more than 75% of time</td>
<td>7</td>
</tr>
<tr>
<td>Spending between 50% and 75% of time</td>
<td>0</td>
</tr>
<tr>
<td>Spending between 25% and 50% of time</td>
<td>1</td>
</tr>
</tbody>
</table>

All Water Regulation team members including line management will have attended one or more of the following courses and successfully passed the relevant assessments and attained qualifications as certified by the training organisations or award body. As a minimum all Regulation enforcement staff are expected to have passed the City and Guilds (C&G) in Water Regulations for enforcement staff, any change of staff will be conditional on new team members undertaking and passing the Water Regulation C&G qualification:

- C&G in Water Regulations for Enforcement staff
- C&G L8 legionella course

**Promotion of the Regulations**

As a fully subscribing member of WRAS and part owner NI Water has representation on the WRAS Board, Technical Committee and Technical Support Group national forums which meet at least 3 times per year.

NI Water uses WRAS for advice on the interpretation of the Regulations where unusual installations are discovered or where a dispute with an installer/manufacturer occurs regarding the particular meaning of a certain regulation. Participation on this national stage ensures that NI Water like other water suppliers is applying the Regulations consistently across our customer base. It also provides a very useful networking forum where NI Water and other water suppliers can field difficult and complex questions and receive back comprehensive advice and potential solutions.

A Water Regulation web page is available on the company web site (www.niwater.com) for both Domestic and Non Domestic customers to refer to. The site contains Regulation specific background information, leaflets in PDF format and customer notification forms. A Water Regulation company e-mail has also been provided to facilitate customer enquiries.
Notifications

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of water connection application forms received between 1st April 2011 - 31st March 2012 (Notifications)</td>
<td>6,111</td>
</tr>
<tr>
<td>Total number of written customer notifications other than those associated with new connections applications</td>
<td>5</td>
</tr>
<tr>
<td>Total No. of new connections made between 1st April 2011 – 31st March 2012</td>
<td>4,167</td>
</tr>
</tbody>
</table>

In most cases customers must notify NI Water in advance of installing or making changes to the water systems within their premises. Owners, occupiers and plumbing installers must get approval from NI Water by giving advance notice of planned plumbing work. Advance notification forms can be obtained from the NI Water web site, 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 Water Regulations and are detailed under Regulation 5. NI Water will not unreasonably withhold consent but it may be granted subject to conditions, which must be followed. If permission to commence plumbing works is not received within 10 working days of writing to NI Water then consent is deemed to have been granted and plumbing work may commence.

Approved Contractors Scheme

Northern Ireland Water recommends that customers use an approved plumbing contractor when installing, altering or repairing plumbing systems, water fittings and water using appliances. Owners and occupiers of premises and anyone who installs plumbing systems have a legal duty to ensure their systems satisfy the requirements of the Water Supply (Water Fittings) Regulations (Northern Ireland) 2009.

NI Water recommends customers use approved plumbing contractors who are members of the Scottish and Northern Ireland Plumbing Employers Federation (SNIPEN) Plumbing Industry Licensing Scheme. Local SNIPEN Licensed Plumbers can be found by entering a postcode or town on their web site www.needaplumber.org or by contacting SNIPEN on 0845 224 0391.

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 owners or occupiers.

Enforcement Actions

NI Water, through its enforcement 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 requests. Customers are given an adequate period of time to make good. Failure to comply with these requests will then generate further repeat inspections and notifications. Where these requests are not complied with, a non-compliance report is then forwarded to the NI Water legal team for appropriate action. No legal referrals were required in the reporting year.
Disputes
No formal disputes referred to arbitration. However, there is 1 ongoing discussion with a key customer in relation to their interpretation of whole site protection requirements and definitions within the Regulations.

General Information
Assessed number of high risk premises connected to the NI Water distribution network (i.e. Class 4 and 5 Fluid Category (FC))

There are circa 40,000 FC4&5 premises across Northern Ireland (NI Water inspected 537 of these premises during the reporting year)

Number of Reactive Water Regulation inspections attributed to water quality investigations as notified to DWI

1. Ballymoney Boil Water incident
2. Coolmillish Road area Armagh (Taste and Odour)
3. Bucks Head Road area (PH and Aluminium exceedances)
4. Foods factory (Arsenic exceedances)
5. Dunmurry area Belfast (Petroleum odour)
6. Paisley Road area Carrick (E. coli exceedances)

In addition to proactive inspections the Water regulation team will also undertake reactive inspections as a result of water quality concerns following sample failure. These reactive inspections can be carried out following requests for assistance from NI Water staff. The team will also conduct occasional reactive inspections as a result of concerns or requests for assistance from customers.

Action taken by NI Water
Reports are submitted to NI Water scientific and operational teams, copies are available from NI Water upon request. Customers are required to take remedial action to provide whole site protection and are given Water Regulation compliance advice.

Reporting Year Recap
Since the formation of NI Water and the introduction of the new Water Regulations in August 2009 NI Water has in the last reporting year:

• Further updated the NI Water, Water Regulation web page and literature necessary for the enforcement of the regulations and customer compliance guidance.
• Provided a facility on the company web site for customers to locate their nearest approved plumbing contractor as registered through SNIPEF (www.needaplumber.org).
• Produced a winter pipe protection leaflet covering salient topics within the Regulations, complimented by a TV and Radio winter property protection and preparation campaign.
• NI Water attended plumbing industry trade shows, trade organisation forums and energy saving conferences to promote the benefits of compliance with the Water Regulations.

Looking Forward
• Further develop processes and documentation relating to Water Regulation inspections and enforcement;
• Liaise with NI Water legal team regarding the implementation of a compliance framework;
• NI Water will continue to promote at every appropriate opportunity the general awareness of the Regulations to customers through suitable public and professional interfaces;
• Continue to participate and benefit from the attendance and participation on the various WRAS forums;
• Continue to assist SNIPEF in the governance of the approved plumbing contractor’s scheme as well promotional opportunities to raise plumbing standards in Northern Ireland.
• NI Water plans to build a closer relationship and interaction with the local Northern Ireland branch committee of SNIPEF.
• Continuous improvement and refinement of Water Regulation reports as output from the Connect 2 inspection and reporting software application.
## Appendix 7

### Glossary of Technical Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aesthetic</strong></td>
<td>Associated with the senses of taste, smell and sight.</td>
</tr>
<tr>
<td><strong>Authorised Departure (AD)</strong></td>
<td>A time limited authorised departure from the regulatory limit for certain parameters, provided that there is a planned programme of work at the water treatment works to improve the water quality and that there are no adverse health implications.</td>
</tr>
<tr>
<td><strong>Authorised Supply Point</strong></td>
<td>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 customers' taps.</td>
</tr>
<tr>
<td><strong>Catchment</strong></td>
<td>The area of land that drains into a watercourse.</td>
</tr>
<tr>
<td><strong>Chloramination</strong></td>
<td>An alternative form of disinfectant, based on chlorine and ammonia, which provides a longer lasting residual disinfectant in the distribution system compared to free chlorine.</td>
</tr>
<tr>
<td><strong>Coagulation</strong></td>
<td>The process of aggregating colloidal and fine particulate matter into a settleable material.</td>
</tr>
<tr>
<td><strong>Coliforms</strong></td>
<td>A group of bacteria which may be faecal or environmental in origin.</td>
</tr>
<tr>
<td><strong>Compliance assessment</strong></td>
<td>A comparison made by the DWI of data (gathered by NI Water) against standards and other regulatory requirements.</td>
</tr>
<tr>
<td><strong>Contravention</strong></td>
<td>A breach of the regulatory requirement.</td>
</tr>
<tr>
<td><strong>Cryptosporidiosis</strong></td>
<td>The illness produced by infection with Cryptosporidium.</td>
</tr>
<tr>
<td><strong>Cryptosporidium</strong></td>
<td>A protozoan parasite.</td>
</tr>
<tr>
<td><strong>Determination</strong></td>
<td>A single analytical result for a specific parameter.</td>
</tr>
<tr>
<td><strong>Distribution systems</strong></td>
<td>NI Water’s network of mains, pipes, pumping stations and service reservoirs through which treated water is conveyed to customers.</td>
</tr>
<tr>
<td><strong>DWI</strong></td>
<td>Northern Ireland Drinking Water Inspectorate - has an independent responsibility to audit drinking water quality compliance against the standards set in the Regulations.</td>
</tr>
<tr>
<td><strong>DWSP</strong></td>
<td>‘Drinking Water Safety Plan’ Based on a comprehensive risk assessment and risk management approach to all the steps in a water supply chain</td>
</tr>
<tr>
<td><strong>Event</strong></td>
<td>A situation affecting or threatening to affect drinking water quality.</td>
</tr>
<tr>
<td><strong>Exceedance</strong></td>
<td>Synonym for contravention (see above).</td>
</tr>
<tr>
<td><strong>Faecal coliforms</strong></td>
<td>A sub-group of coliforms, almost exclusively faecal in origin.</td>
</tr>
<tr>
<td><strong>Filtration</strong></td>
<td>The separation of suspended particulate matter from a fluid.</td>
</tr>
<tr>
<td><strong>GPS</strong></td>
<td>Global Positioning System – a satellite based location system which will give an accurate record of position.</td>
</tr>
<tr>
<td><strong>Groundwater</strong></td>
<td>Water from aquifers or other underground sources.</td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Hydrogen ion</td>
<td>A measure of the acidity or basicity related to the concentration of the hydrogen ion (also referred to as pH).</td>
</tr>
<tr>
<td>Incident</td>
<td>An event where there has been a demonstrable deterioration in the quality of drinking water.</td>
</tr>
<tr>
<td>Investment programme</td>
<td>Investment in improvement works to water treatment works and distribution systems.</td>
</tr>
<tr>
<td>LIMS</td>
<td>Laboratory Information Management System – the system used by NI Water to record and audit the results of the hundreds of thousands of samples collected each year.</td>
</tr>
<tr>
<td>Mains rehabilitation</td>
<td>Restoration or replacement of water mains pipework to a proper condition.</td>
</tr>
<tr>
<td>MCPA</td>
<td>MCPA is a selective hormone-type herbicide, which is absorbed by the leaves and to some degree the roots.</td>
</tr>
<tr>
<td>Mean Zonal Compliance</td>
<td>The assessment of water quality at a parameter level based on water supply zones.</td>
</tr>
<tr>
<td>Microbiological</td>
<td>Associated with the study of microbes.</td>
</tr>
<tr>
<td>m3/d</td>
<td>Cubic metres per day.</td>
</tr>
<tr>
<td>mg/l</td>
<td>Milligrammes per litre.</td>
</tr>
<tr>
<td>µg/l</td>
<td>Microgrammes per litre.</td>
</tr>
<tr>
<td>ml</td>
<td>Millilitre.</td>
</tr>
<tr>
<td>Ml/d</td>
<td>Megalitres per day (one Ml/d is equivalent to 1,000 m3/d or 220,000 gallon/d).</td>
</tr>
<tr>
<td>Oocyst</td>
<td>The resistant form in which Cryptosporidium occurs in the environment, and which is capable of causing infection.</td>
</tr>
<tr>
<td>Orthophosphoric acid</td>
<td>A chemical dosed in low concentrations at water treatment works to minimise the uptake of lead from old pipework into customers' water.</td>
</tr>
<tr>
<td>PAHs</td>
<td>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,</td>
</tr>
<tr>
<td>Parameter</td>
<td>A parameter is any substance, organism or property listed in the regulations.</td>
</tr>
<tr>
<td>Pathogen</td>
<td>An organism which causes disease.</td>
</tr>
<tr>
<td>PCV</td>
<td>See ‘Prescribed concentration or value’.</td>
</tr>
<tr>
<td>Pesticides</td>
<td>Any fungicide, herbicide or insecticide or related product (excluding medicines) used for the control of pests or diseases.</td>
</tr>
<tr>
<td>Plumbosolvency</td>
<td>The tendency for lead to dissolve in water.</td>
</tr>
<tr>
<td>Prescribed Concentration or Value</td>
<td>The numerical value assigned to water quality standards (PCV), defining the maximum or minimum legal concentration or value of a parameter. In certain circumstances, the DWI may authorise a time limited departure from the regulatory value. See ‘Authorised Departure’.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition/Explanation</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Protozoan parasites</td>
<td>A single celled organism that can only survive by infecting a host.</td>
</tr>
<tr>
<td>Public register</td>
<td>The information made available by NI Water to the public as required by regulation 34.</td>
</tr>
<tr>
<td>Regulations</td>
<td>The Water Supply (Water Quality) Regulations (Northern Ireland) 2010</td>
</tr>
<tr>
<td>Remedial action</td>
<td>Action taken to improve a situation.</td>
</tr>
<tr>
<td>Service reservoir (SR)</td>
<td>A water tower, tank or other reservoir used for the storage of treated water within the distribution system.</td>
</tr>
<tr>
<td>SIC Code</td>
<td>Standard Industrial Classification Code – used for Water Fittings Regulations</td>
</tr>
<tr>
<td>Springs</td>
<td>Groundwater appearing at the surface at the outcrop of the junction of an impermeable stratum.</td>
</tr>
<tr>
<td>Surface water</td>
<td>Water from rivers, impounding reservoirs or other surface water sources.</td>
</tr>
<tr>
<td>Technical audit</td>
<td>The means of checking by the DWI that NI Water is complying with its statutory obligations.</td>
</tr>
<tr>
<td>Toxicology</td>
<td>The study of the health effects of substances.</td>
</tr>
<tr>
<td>Treated water</td>
<td>Water treated for use for domestic purposes as defined in the Regulations.</td>
</tr>
<tr>
<td>Trihalomethanes (THMs)</td>
<td>A group of organic substances comprising, for the purposes of the Regulations, four substances: trichloromethane (also known as chloroform), dichlorobromomethane, dibromochloromethane and tribromomethane.</td>
</tr>
<tr>
<td>UKAS</td>
<td>The sole national accreditation body recognized by government to assess, against internationally agreed standards, organisations that provide certification, testing, inspection and calibration services.</td>
</tr>
<tr>
<td>Utility Regulator</td>
<td>The Northern Ireland Authority for Utility Regulation (NIAUR).</td>
</tr>
<tr>
<td>WPD</td>
<td>DRD Water Policy Division. Deemed to be the Regulator for all activities associated with the Water Supply (Water Fittings) Regulations (NI) 2009.</td>
</tr>
<tr>
<td>WRAS</td>
<td>The Water Regulation Advisory Scheme. A list of Standard Industrial Classification codes with related fluid categories used to define categories of non-domestic properties.</td>
</tr>
<tr>
<td>Water Safety Plan</td>
<td>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.</td>
</tr>
<tr>
<td>Water supply zone (Zone)</td>
<td>The basic unit of supply for establishing sampling frequencies, compliance with standards and information to be made publicly available.</td>
</tr>
<tr>
<td>Website</td>
<td>Location of information on the Internet. NI Water’s website is: <a href="http://www.NIWater.com">www.NIWater.com</a></td>
</tr>
<tr>
<td>Wholesomeness</td>
<td>A concept of water quality which is defined by reference to standards and other requirements set out in the Regulations.</td>
</tr>
</tbody>
</table>