Agenda

• NI Water Background information.
• Capital Investment Programme.
• Current Public Initiatives.
• Questions.
NI Water Background

• The provider of water and wastewater services for Northern Ireland.

• In 2007 transferred from civil service to a government owned company – (GoCo) – ‘NI Water.’

• Historic legacy of under-investment in water and wastewater services.

• We are a non-departmental public body, dependent on over 64% government subsidy to fund domestic charges.

• The NI Executive gave a commitment that no household charges would be introduced during the current Programme for Government period (2011-16).
NI Water Service Delivery

Water Services
- 818,000 households and businesses
- 24 water treatment works
- 26,700 km of water mains
- Over 370 pumping stations
- Over 340 service reservoirs
- 559m litres per day

Wastewater Services
- 663,000 households and organisations
- 1,034 wastewater treatment works
- 1,276 pumping stations
- 57 sludge management centres
- 318m litres per day
- 15,250 km of sewers
Key Priorities

- Continue to provide high quality water complying with all obligations.
- Ongoing compliance with all wastewater standards.
- Keep commercial customer bills stable in real terms.
- Prioritise capital investment to meet our customer and environmental needs.
- Continue to improve our customer focus.
<table>
<thead>
<tr>
<th>Regulatory Price Reviews</th>
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<tbody>
<tr>
<td><strong>PC10: 1st Regulatory Price Control</strong></td>
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<tr>
<td>3 years from 2010-2013</td>
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<tr>
<td>“NI Water has successfully delivered its first regulatory price control, reducing prices and improving services to consumers, as assessed against the PC10 determination”</td>
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<tr>
<td>Utility Regulator Cost &amp; Performance Report 2013</td>
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<tr>
<td><strong>PC13: 2nd Regulatory Price Control</strong></td>
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<tr>
<td>2 years from 2013-2015</td>
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<tr>
<td>Continuing strong performance:</td>
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<tr>
<td>– £326m capital programme delivered</td>
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<tr>
<td>– Customer service improved</td>
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<tr>
<td>– Opex efficiency target outperformed</td>
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</table>
Closing the Efficiency Gap

- Gap to E&W Frontier
- Gap to E&W Average
Overall Performance Assessment (OPA) is a composite measure of a range of targets the Utility Regulator uses to monitor the level of service NI Water provides to its customers.

### OPA basket of measures
- Risk of low pressure
- Unplanned interruptions
- Hosepipe restrictions
- Customer contact
- Drinking water quality
- Sewage sludge disposal
- Leakage
- Water pollution incidents
- Sewerage pollution incidents
- Wastewater treatment works compliance
**NI Water Capital Investment**

In this figure does not include Base Maintenance expenditure on treatment assets delivered as part of the approx. £35M per annum expenditure province wide.

Derry City and Strabane District benefits from 10.16% of all NI Water’s capital spend. This compares favourably with the Council’s 8.1% share of Northern Ireland’s population.

<table>
<thead>
<tr>
<th>Investment Year</th>
<th>NIW</th>
<th>DC&amp;S</th>
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<tbody>
<tr>
<td>PC13</td>
<td>£227.9m</td>
<td>£21.2m</td>
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<tr>
<td>2015/16</td>
<td>£95m</td>
<td>£11.6m</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>£322.9m</strong></td>
<td><strong>£32.8m</strong></td>
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## Local Capital Projects

### In Construction / Recently Complete Projects:

<table>
<thead>
<tr>
<th>Project Description</th>
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<tbody>
<tr>
<td>Ballymagorry WwTWs</td>
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<tr>
<td>Nixon's Corner, Londonderry WWTW</td>
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<tr>
<td>Magheramason WwTWs</td>
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<tr>
<td>Strabane WWTW's Refurbishment</td>
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<tr>
<td>Londonderry DAP : Buncrana Road</td>
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<tr>
<td>Culmore WWTW's</td>
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<tr>
<td>Artigarvan WWTW</td>
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<tr>
<td>MIMP West (Major Incident Mitigation Project West Region) Freeze Thaw Improvements</td>
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<tr>
<td>Erganagh Replacement WwPS and Sewer Rehab, Castlederg</td>
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</table>
Local Capital Projects

Projects about to start:

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<tr>
<th>Project Description</th>
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<tbody>
<tr>
<td>Ballykelly WWTW Feasibility</td>
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<tr>
<td>Foyle Springs, Derry Flood Alleviation Phase 2</td>
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<tr>
<td>Carmoney to Strabane Strategic Link Watermain</td>
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<tr>
<td>Bridge Street WWPS, Strabane - Feasibility Study</td>
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<tr>
<td>Bleachgreen WWPS, L, Derry, Upgrade/Replacement</td>
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<tr>
<td>Carmoney Clear Water Tank</td>
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<tr>
<td>Carmoney WTW Daf Process Optimisation</td>
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<tr>
<td>Eglinton Cottage Way WWPS, Eglinton</td>
</tr>
<tr>
<td>Riverside Park WWPS Altnagelvin L’Derry</td>
</tr>
<tr>
<td>New Buildings WWPS L, Derry</td>
</tr>
<tr>
<td>Foyle Street Foul Sewer L, Derry</td>
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<tr>
<td>Berryhill Road, Artigarvan sewer Upgrades</td>
</tr>
<tr>
<td>Derry Public Realm Scheme Rehab</td>
</tr>
<tr>
<td>NI Sewers Rehabilitation, Culmore DA, Strabane DA, Sion Mills DA &amp; Castlederg DA</td>
</tr>
<tr>
<td>CSOs Upgrades Caw Park &amp; Gransha WWPS</td>
</tr>
<tr>
<td>Faughan Crescent WWPS Drumahoe</td>
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</table>
Current Public Initiatives

• Launched Smartphone App. for reporting leaks.
• Use Water Wisely – education/Waterbus.
• Bag It & Bin It campaign.
• FOG - Fat Oils & Grease.
• Winter Freeze campaign - pipe protection.

• Remember – the former 0845 telephone numbers used by NI Water have changed to **0345**. This means our customer telephone number, **Waterline**, has changed to **03457 440088**.
Winter Campaign

• Fifth year of the Campaign – started 16 November.

• Widely considered great success since 2011.

• Direct approach – ‘Beat the Freeze’.

• Retaining well established ‘Don’t Wait Insulate’ tag line.

• Will run throughout the forthcoming winter period.

• Liaison with other Utilities (eg BT, NIE & Phoenix) to provide joint support in a severe weather event.
Campaign Objectives

• Warn people about unpredictable, extreme weather conditions.
• Promote NI Water’s role in educating/protecting the community.
• Increase awareness of the dangers of frozen pipes.
• Reduce the incidents of flooding due to frozen pipes.
• Educate the public about their role and responsibilities toward their own property.
• Increase awareness of the essential services provided for all our customers—opportunity to highlight Customer Care Register.
Preparations

• **NI Water Major Incident Plan**
  – Tried and tested
  – Compiled by specialists in light of best practice
  – Based on principles of Integrated Emergency Management
  – Incorporates lessons learned from Water Industry experience
  – Annual audit by independent Certifier

• **NI Water Winter Contingency Planning**
  – Pre-emptive measures taken in advance of the winter period
  – *Winter weather Strategic Game Plan* revised and updated

• **NI Water Training and Mock Incident Exercise (13 October 2015)**

• **Civil Contingency planning and liaison**
  – Strategic co-ordination of inter-agency groups
  – Mutual aid arrangements

• **Met Office advice**
  – Severe weather warnings and advice
Customer Care Register

- We send an annual newsletter to those on the Register.
- We provide a courtesy supply of bottled water as a demonstration of our winter readiness preparations.
- If there is a loss of supply we will give priority to CCR when distributing alternative supplies.
- We proactively contact any CCR customers to notify them of service problems which may affect them.

NI Water have offered a range of free additional services since 2007. These services are available to older consumers, those with a disability or a serious medical condition or customers who need extra help for any other reason. The extra free services available to those on the Customer Care Register include:

- **Doorstep Service** – a louder knock and speaking clearly for those with hearing difficulties, allowing more time to answer the door for those with reduced mobility
- **Password Scheme** – register a password and we will use this if we have to call
- **Carers Contact Service** – nomination of a carer or relative to act on their behalf
- **Special Advice**
- **Information Leaflets** – available in alternative formats such as large print, braille and audio

The number on the Register had grown from around 600 in December 2010 to 3140 in October 2015.
Stakeholder Campaign

- Allied to the other strands of the campaign an extensive stakeholder engagement schedule has been developed across the entire spectrum of groupings, including key stakeholders: DRD, CRD, UREGNI, DWI, CCNI & Councils
- Engagement with these key stakeholders is being undertaken by business as usual contacts but also via the Stakeholder Engagement Team and Communications unit as appropriate.
- Political stakeholders, agencies, representative groups and those aligned to vulnerable groups are also included.
- Party Conferences- Engagement with Political Reps.
- Education visits- winter campaign will be mentioned.
How To Reach Us

• **Telephone:**
  – For fault reports, service requests, enquiries and complaints, customers should use **Waterline 03457 440088**
  – For billing matters, customers should use **Billing Line 03458 770030**
  – To report a leak, customers can use **Leakline 08000 282011**
  – NIW operate an **Elected Representatives hotline**, this number is reserved for exclusive use by Councillors and other elected representatives.

• **Email:** [waterline@niwater.com](mailto:waterline@niwater.com)

• **Website:** [www.niwater.com](http://www.niwater.com) - contains the latest information on service interruptions as well as extensive information on the services we provide.
Any Questions?