

Presentation to:

# Causeway Coast and Glens Borough Council

Sean McAleese, Director of Customer Service Delivery  
Paul Davison, Head of Water Capital Procurement  
Gavin McCready, Wastewater Networks Area Manager

Tuesday 22 September 2015

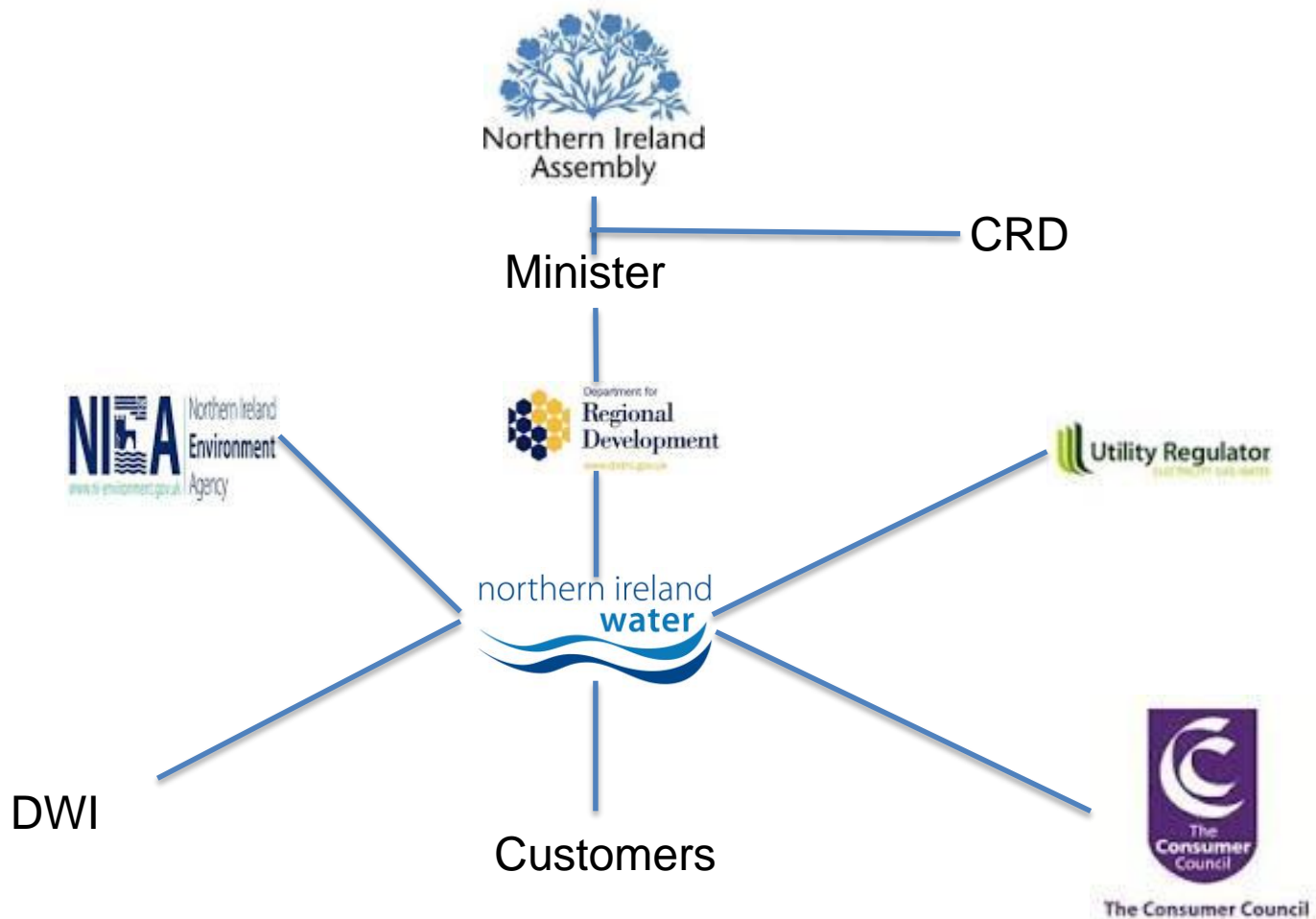
# Our Vision

“To be a valued and trusted provider of one of Northern Ireland’s most essential services; an organisation our customers and staff are proud of.”

# Who we are ?

- 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).

# Regulatory Structure



# What We Do?

## Water Services



**818,000**

households and businesses

**24**

water treatment works

**26,700 km**

of water mains

Over  
**37**  
pumping stations

**559m**  
litres per day

**23**  
impounding  
reservoirs

Over  
**340**  
service  
reservoirs

## Wastewater Services



**663,000**  
households and organisations

Over  
**1,270**  
pumping stations

**1,034**  
wastewater  
treatment  
works

**15,250km**  
of sewers

**57**  
sludge  
management  
centres

**318m**

litres per day

# Price Controls

- Price Control 2015 (PC15) determine NI Water's spending until 2021 and states NI Water's ambitions and plans.
- PC15 commenced April 2015 until March 2021.
- Theme is 'Prioritising Customers.'
- NI Water investment constrained by Public Expenditure Limitations.
- The Utility Regulator Final determination on funding required has been agreed although year 1 funding has been re-profiled into later years.

# 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.

# Top Investments

## In Construction / Recently Complete Projects:

Wastewater Pumping Station Refurbishment/Maintenance Programme

Benone Area Sewerage Scheme

Drumsurn WwTW Refurbishment/Upgrade

Gortnahey WwTW Refurbishment/Upgrade

Ballysally CSO's, Coleraine Refurbishment/Upgrade

Liscolman WwTW Refurbishment/Upgrade

Garvagh WwTW Refurbishment/Upgrade

Maddybenny Service Reservoir Refurbishment

## Projects about to start:

Ballycastle WwTW, new treatment works

Caugh Hill Water treatment Works Upgrade

Ballintoy WwTW, new works

Glenlough Pumping Station & Pumping Main Refurbishment/Replacement



# Capital Investments

	Capital Project Spend	
Investment Year	NIW	CC&G
PC13	£226.4M	£14M*
2015/16	£94.9M	£8M
<b>Total</b>	<b>£321.3M</b>	<b>£22M</b>

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

Causeway Coast and Glens benefits from 6.8% of all NI Water's capital spend. This compares favourably with the Borough's 7.7% share of Northern Ireland's population.

# Current Public Initiatives

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

# Upcoming Dirty Dozen Campaign

- Ongoing issues re: out of sewer flooding at Christie Park.
- Public awareness campaign w/c 5 October.
- 'Dirty Dozen' theme – what not to flush.
- Public information stands at Sainsbury's and Diamond Centre.
- Help sought from community groups and elected representatives.



# Winter Campaign

- Fifth year of the Campaign – starting soon.
- 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 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.

# How To Reach Us

- **Dedicated Elected Representative Hotline:** 0345 3006461
- **Email :** [waterline@niwater.com](mailto:waterline@niwater.com)
- **Website:** [www.niwater.com](http://www.niwater.com)

**Any Questions?**