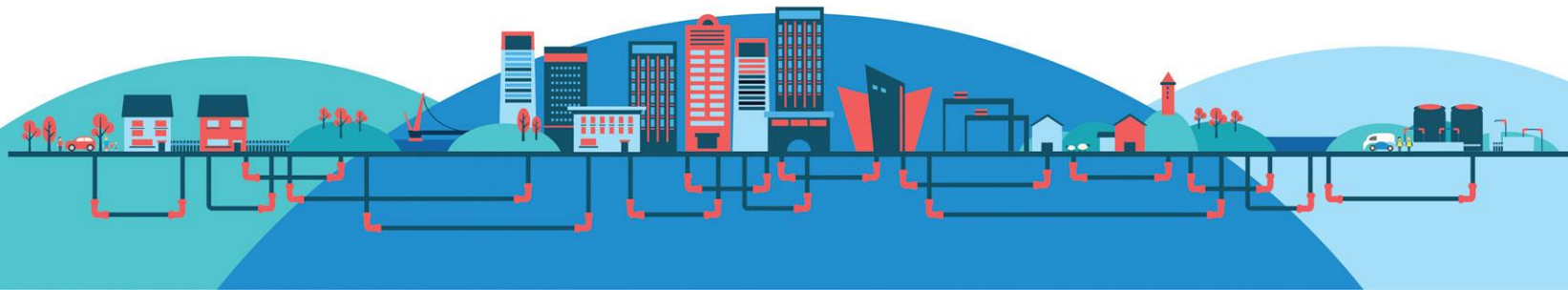


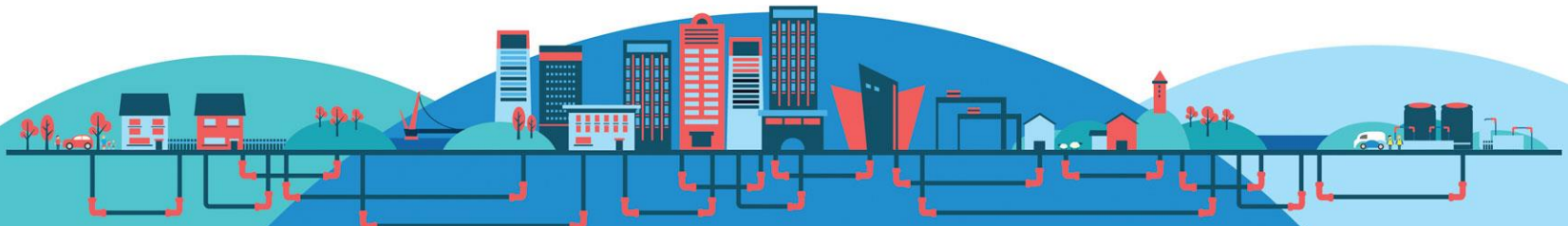
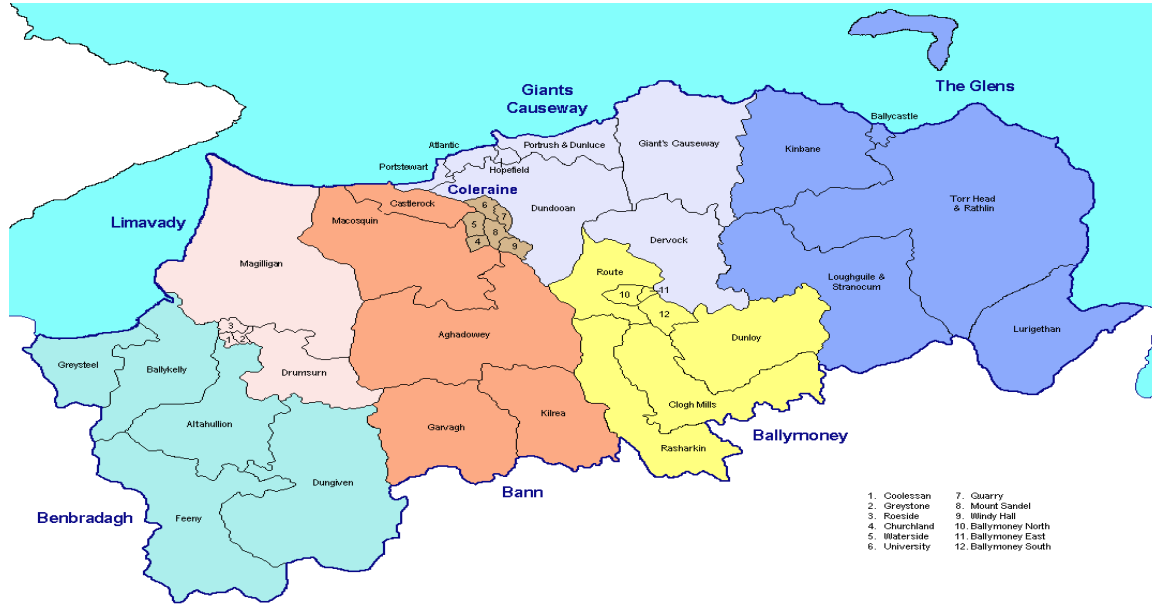
# Causeway Coast and Glens Borough Council

Des Nevin – Head of Customer Service  
Maynard Cousley – Water Supply Senior Manager  
Paul Davison – Head of Water Capital Procurement

Tuesday 26 September 2017



# Causeway Coast and Glens Borough Council



# Delivering What Matters...

## Water services

24

### Impounding reservoirs

We collect water from the environment

23

### Water treatment works

We clean the water, making it safe to drink

370

### Service reservoirs

We store the drinking water in service reservoirs

335

### Pumping stations

We use pumping stations to get the drinking water to our customers

850,000 Households and businesses

Our customers rely on the services we provide

26,800km of water mains

We distribute the drinking water to our customers through water mains

570m Litres per day

680k

### Households and businesses

We collect wastewater from our customers

1,300

### Pumping stations

We use pumping stations to get the wastewater to our treatment works

1,030

### Wastewater treatment works

We treat wastewater and return it safely to the environment

60

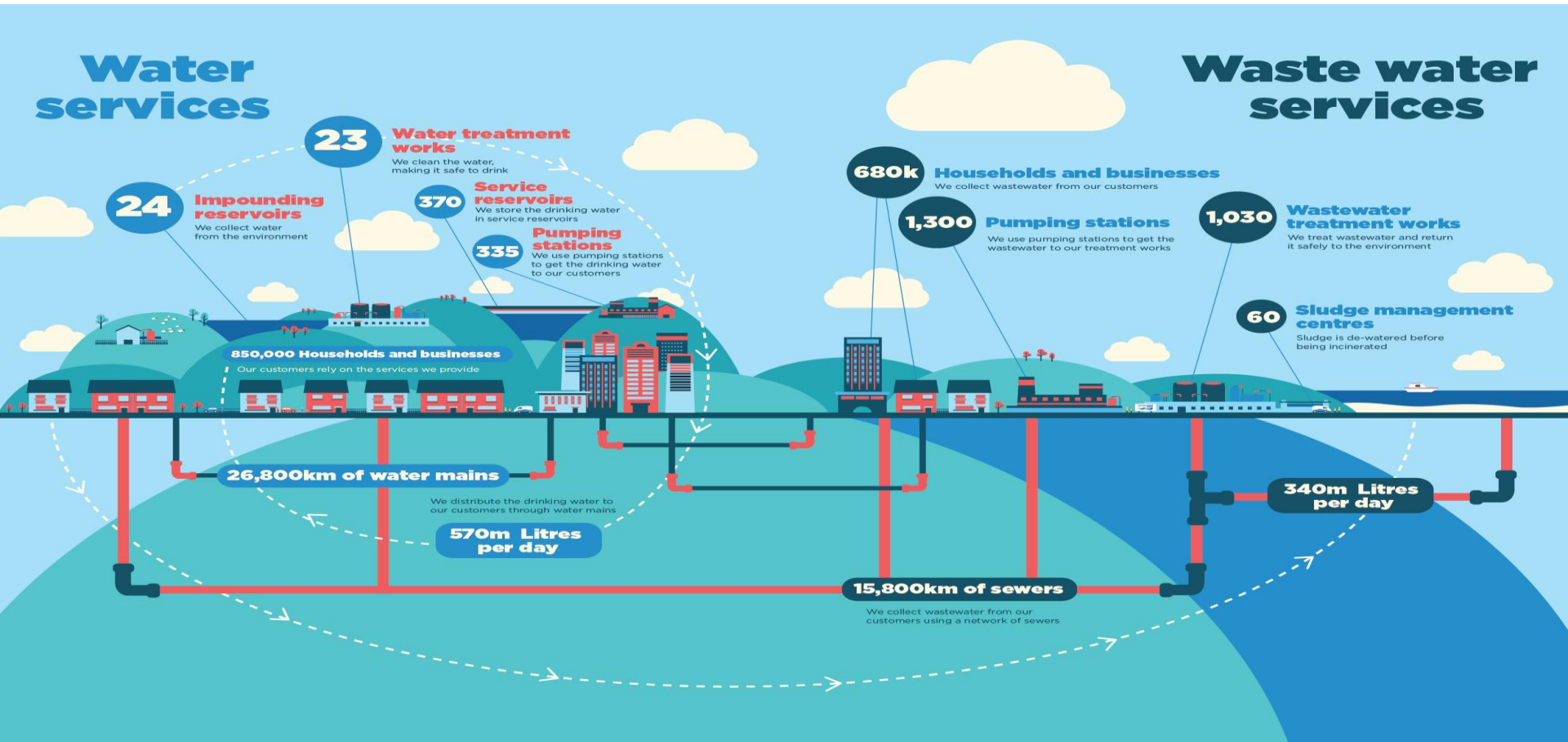
### Sludge management centres

Sludge is de-watered before being incinerated

15,800km of sewers

We collect wastewater from our customers using a network of sewers

340m Litres per day



# Capital Investments

Investment Year	Capital Project Spend	
	NIW	CC&G
2015/16	£95m	£4.6m
2016/17	£101.6m	£10.6m
2017/18	£112m	£17.3m
<b>Total</b>	<b>£308.6m</b>	<b>£32.5m</b>

Causeway Coast and Glens Borough Council benefits from 10.5% of all NI Water's capital spend. This compares favourably with the Borough's 7.7% share of Northern Ireland's population.

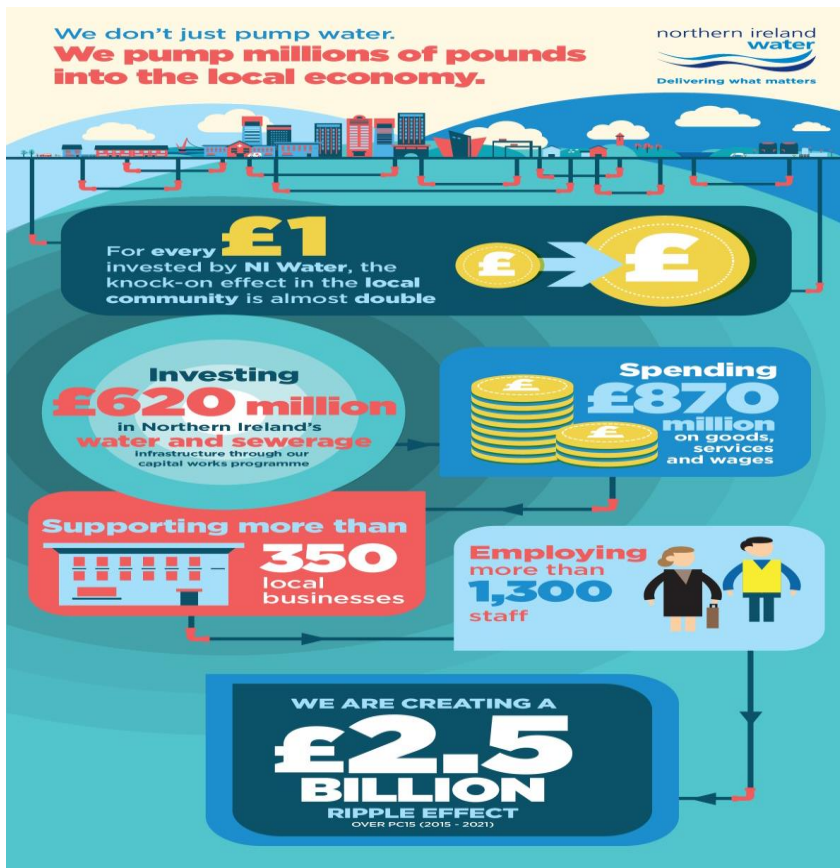
Causeway Coast and Glens Borough Council also benefits from a percentage of the £61m of NI Water's Water and Sewerage annual Capital Maintenance Expenditure for the PC15 period.



# Top Investments

Type	Projects In Construction / Recently Complete	Projects about to Commence
<i>Infra</i>	Benone Upgrade of Vacuum Sewerage Network & Foul Vacuum Station	Ballycairn CSO , Coleraine, Upgrade.
	Ballysally CSO Coleraine - Works Package	Dunluce Road, Flood Alleviation
	WIIM Phase 2 Altnahinch Bushmills 2 WP	
	WIIM Phase 2 Altnahinch Bushmills WP	
	Donaghbrook, Ballymoney - Flooding Alleviation	
	WIIM Phase 2 Ballinrees Limavady WP	
<i>Non Infra</i>	Glenedra Water Intake Refurbishment & Access Road Repair	Kilrea WwTWs Appraisal
	Clooney WwPS Upgrade Magilligan	Dernaflaw WwTW
	Caugh Hill WTW FAS Storage	Ballyvoy WwTW
	Ballycairn WwPS Screw pump No2	Aghanloo WwTW
	Monaclogh SR Capacity Extension	Ballybogy WwTW Appraisal for Upgrade or replacement
	Glenlough Pumping Station & Pumping Main	WTW - Treatability Appraisal of Caugh Hill WTW
	Ballykelly WwTW	
	Ballintoy WwTW	
	Caugh Hill WTW - Upgrade of Wash Water Treatment Facilities	
	Ballycastle WwTW	
	Dungiven WWTW Inlet Sewer Hydraulic Assessment/Upgrade.	

# Our £2.5bn Ripple Effect



# The Scale of Capital Investment & Constraints

## The funding challenge



Six year price control period (15/16-20/21)

6-year plan endorsed  
by Utility Regulator



Lower bills for most  
water and sewerage  
customers



Improved efficiency



Continued significant  
investment in water and  
sewerage services



Improvements in  
levels of service

Funding uncertainty to  
back the 6-year plan

What we need

**£2.8bn**

What we  
could spend  
**£1.7bn**

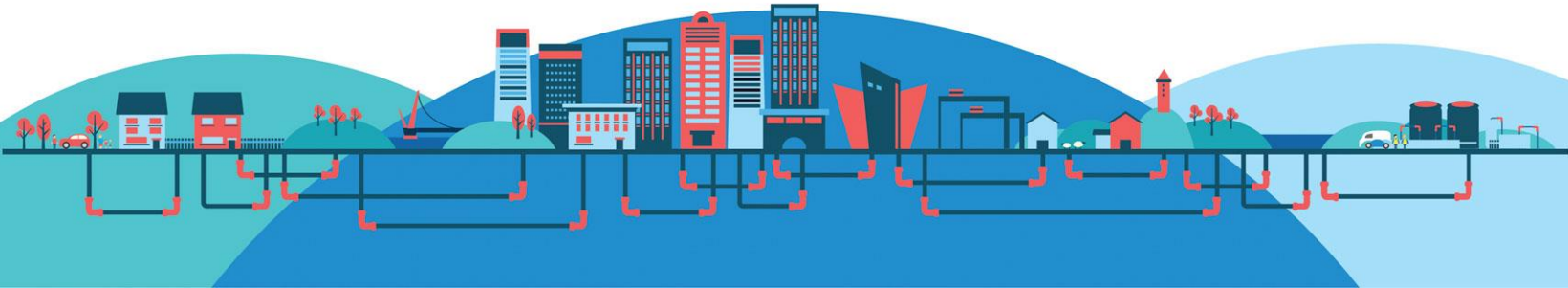
Shrinking  
funding  
allocation

**£990m**





# Customer improvements





**We have spoken to almost 7,000 customers in the last 12 months.**

## **Feedback**

- Septic tank service – 98% were happy with the service.
- New connections – 93% were happy with the service.
- Bill payment (by telephone) – 98% were happy with the service.



76% of septic tank customers did not know that this could be booked on the website.  
60% of those customers said that they would be happy to use this service.

80% of new connections customers said that they would use an on-line application (NI Water do not have this option at this stage)

# Customer feedback

## Development areas

### Key messages

#### Being kept informed

- Website
- Texts
- Digital is key!

#### Website promotion

- Septic tank
- Payments
- Information

#### Use customer feedback

- Call backs
- Voice of the Customer



# Customer communication

## New website

Home > What's happening in your area > Your bill and our charges > Need our help? > northern ireland water  
About your water > Services for developers > Education and the community > Contact us > Delivering what matters

Water problem? Pay Your Bill Septic Tank Empty New Connections Report a Leak No Water/ Low Pressure Blocked Sewer Cloudy Water

Every day we deliver **560 million litres** of clean, fresh water to homes and businesses

The image shows a navigation bar with links to various services. Below it is a row of eight service icons: Water problem?, Pay Your Bill, Septic Tank Empty, New Connections, Report a Leak, No Water/Low Pressure, Blocked Sewer, and Cloudy Water. A large orange arrow points from the 'Water problem?' icon down to a graphic of a city skyline with water pipes. The graphic includes the text 'Every day we deliver 560 million litres of clean, fresh water to homes and businesses'.

## Supply interruptions

Water Supply Interruption  
Last updated: 01 June 2017 13:21

**Ballynahinch, Castlewellan - BT24, BT31**  
Last updated: 01 June 2017 13:21 | Estimated restoration time: 01/06/2017 14:00:00

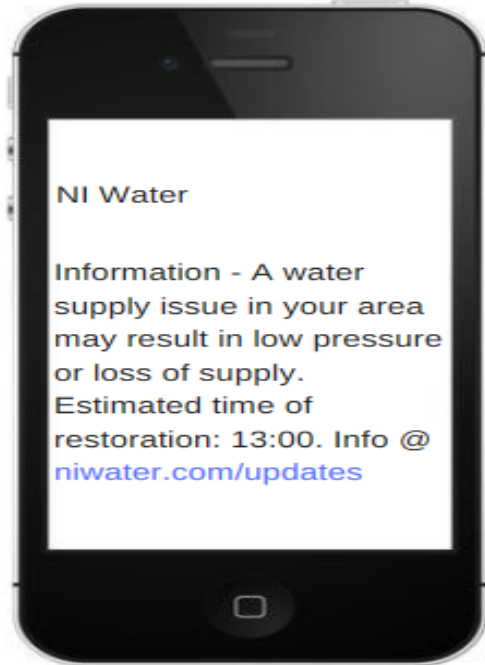
Search [Type your postcode here] [MAP VIEW] [LIST VIEW]

Refine  
[x] Water Supply Interruption  
[x] Planned Maintenance  
Last updated: 30 May 2017 12:34  
[x] Indicated resolved events

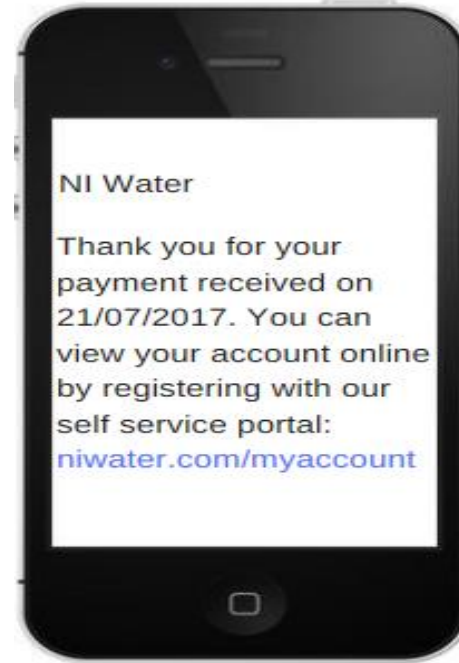
The image shows a map of the region with several water supply interruption markers. A red circle highlights the 'Estimated restoration time: 01/06/2017 14:00:00' text. The map includes a search bar and a 'Refine' section with checkboxes for 'Water Supply Interruption', 'Planned Maintenance', and 'Indicated resolved events'. The 'Water Supply Interruption' checkbox is checked. The map shows various locations in Northern Ireland, including Ballynahinch, Castlewellan, and Belfast.

# Customer communication

## Texts – No Water



## Texts – Payments received



**Call backs have identified 80% satisfaction with the text messages**

# Current Public Initiatives



Water Theft -  
unauthorised  
connections.



FOG - Fats  
Oils and  
Grease




Bag it & Bin it  
Campaign




Winter  
Awareness  
Campaign—  
Pipe  
Protection

# Water Theft

- Water Theft includes illegal activity such as unauthorised connections to the public main; misuse of domestic supplies; bypassing water meters; abusing fire hydrants.
  - Water theft also carries a risk of contaminating the public water supply.
  - NI Water has launched a major PR campaign to change attitudes to what many see as a 'victimless' crime.
  - Compliance Investigation Team (CIT) established in 2016 to detect, prevent and deter fraud while also assuring compliance with relevant legislation.
  - CIT will work to recover any revenue that may be owed to NI Water as a result.
  - Full support from other agencies, including CCNI and Utility Regulator.
  - NI Water encourages the public to contact us in confidence if they are aware of any misuse of the public water supply.
- 

# How To Reach Us

- **Dedicated 24/7 Elected Representative Hotline:** 0345 3006461
  - **Email :** [waterline@niwater.com](mailto:waterline@niwater.com)
  - **Website:** [www.niwater.com](http://www.niwater.com)
  - **Twitter:** @niwnews
  - **Facebook:** [www.facebook.com/niwater](http://www.facebook.com/niwater)
  - **24/7 Waterline for public:** 03457 440088.
  - #deliveringwhatmatters
- 

northern ireland  
**water**



**Delivering what matters**

