

November 27th, 2017

## **Notice Of Meeting**

You are requested to attend the meeting to be held on **Monday, 27th November 2017** at **6:00 pm** in **Mourne Room, Downshire Civic Centre**.

# Agenda

## 1.0 Apologies & Chairperson's Remarks

## 2.0 Declarations of Interest

## 3.0 NI Water

The following officials will be in attendance:

Ronan Larkin - Director of Finance and Regulation

Lisa Hughes - Senior Project Sponsor

Declan Mathers - Distribution Field Manager

Graeme Smyth - Public Affairs and Media Officer

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# Invitees

Cllr Terry Andrews	<a href="mailto:terry.andrews@nmandd.org">terry.andrews@nmandd.org</a>
Cllr Naomi Bailie	<a href="mailto:naomi.bailie@nmandd.org">naomi.bailie@nmandd.org</a>
Cllr Patrick Brown	<a href="mailto:patrick.brown@nmandd.org">patrick.brown@nmandd.org</a>
Cllr Robert Burgess	<a href="mailto:robert.burgess@nmandd.org">robert.burgess@nmandd.org</a>
Cllr Stephen Burns	<a href="mailto:stephen.burns@nmandd.org">stephen.burns@nmandd.org</a>
Lorraine Burns	<a href="mailto:lorraine.burns@nmandd.org">lorraine.burns@nmandd.org</a>
Cllr Pete Byrne	<a href="mailto:pete.byrne@nmandd.org">pete.byrne@nmandd.org</a>
Cllr Michael Carr	<a href="mailto:michael.carr@nmandd.org">michael.carr@nmandd.org</a>
Mrs Dorinnia Carville	<a href="mailto:dorinnia.carville@nmandd.org">dorinnia.carville@nmandd.org</a>
Cllr charlie casey	<a href="mailto:charlie.casey@nmandd.org">charlie.casey@nmandd.org</a>
Cllr William Clarke	<a href="mailto:william.clarke@nmandd.org">william.clarke@nmandd.org</a>
Cllr Garth Craig	<a href="mailto:garth.craig@nmandd.org">garth.craig@nmandd.org</a>
Cllr Dermot Curran	<a href="mailto:dermot.curran@nmandd.org">dermot.curran@nmandd.org</a>
Ms Alice Curran	<a href="mailto:alice.curran@nmandd.org">alice.curran@nmandd.org</a>
Cllr Laura Devlin	<a href="mailto:laura.devlin@nmandd.org">laura.devlin@nmandd.org</a>
Cllr Sean Doran	<a href="mailto:sean.doran@nmandd.org">sean.doran@nmandd.org</a>
Cllr Cadogan Enright	<a href="mailto:cadogan.enright@nmandd.org">cadogan.enright@nmandd.org</a>
Cllr Gillian Fitzpatrick	<a href="mailto:gillian.fitzpatrick@nmandd.org">gillian.fitzpatrick@nmandd.org</a>
Cllr Glyn Hanna	<a href="mailto:glyn.hanna@nmandd.org">glyn.hanna@nmandd.org</a>
Mr Liam Hannaway	<a href="mailto:liam.hannaway@nmandd.org">liam.hannaway@nmandd.org</a>
Cllr Valerie Harte	<a href="mailto:valerie.harte@nmandd.org">valerie.harte@nmandd.org</a>
Cllr Harry Harvey	<a href="mailto:harry.harvey@nmandd.org">harry.harvey@nmandd.org</a>
Cllr Terry Hearty	<a href="mailto:terry.hearty@nmandd.org">terry.hearty@nmandd.org</a>
Cllr David Hyland	<a href="mailto:david.hyland@nmandd.org">david.hyland@nmandd.org</a>
Miss Veronica Keegan	<a href="mailto:veronica.keegan@nmandd.org">veronica.keegan@nmandd.org</a>
Mrs Sheila Kieran	<a href="mailto:sheila.kieran@nmandd.org">sheila.kieran@nmandd.org</a>
Cllr Liz Kimmins	<a href="mailto:liz.kimmins@nmandd.org">liz.kimmins@nmandd.org</a>
Cllr Mickey Larkin	<a href="mailto:micky.larkin@nmandd.org">micky.larkin@nmandd.org</a>
Mr Michael Lipsett	<a href="mailto:michael.lipsett@nmandd.org">michael.lipsett@nmandd.org</a>
Cllr Kate Loughran	<a href="mailto:kate.loughran@nmandd.org">kate.loughran@nmandd.org</a>
Cllr Jill Macauley	<a href="mailto:jill.macauley@nmandd.org">jill.macauley@nmandd.org</a>
Mrs Regina Mackin	<a href="mailto:regina.mackin@nmandd.org">regina.mackin@nmandd.org</a>
Colette McAteer	<a href="mailto:colette.mcateer@nmandd.org">colette.mcateer@nmandd.org</a>
Cllr Declan McAteer	<a href="mailto:declan.mcateer@nmandd.org">declan.mcateer@nmandd.org</a>
Patricia McKeever	<a href="mailto:patricia.mckeever@nmandd.org">patricia.mckeever@nmandd.org</a>
Cllr Oksana McMahon	<a href="mailto:oksana.mcmahon@nmandd.org">oksana.mcmahon@nmandd.org</a>
Cllr Andrew McMurray	<a href="mailto:andrew.mcmurray@nmandd.org">andrew.mcmurray@nmandd.org</a>
Eileen McParland	<a href="mailto:eileen.mcparland@nmandd.org">eileen.mcparland@nmandd.org</a>
Ms Carmel Morgan	<a href="mailto:carmel.morgan@nmandd.org">carmel.morgan@nmandd.org</a>
Cllr Roisin Mulgrew	<a href="mailto:roisin.mulgrew@nmandd.org">roisin.mulgrew@nmandd.org</a>
Cllr Mark Murnin	<a href="mailto:mark.murnin@nmandd.org">mark.murnin@nmandd.org</a>
Cllr Barra O Muiri	<a href="mailto:barra.omuiri@nmandd.org">barra.omuiri@nmandd.org</a>

Cllr Pol O'Gribin	<a href="mailto:pol.ogribin@nmandd.org">pol.ogribin@nmandd.org</a>
Ms Patricia Oakes	<a href="mailto:patricia.oakes@nmandd.org">patricia.oakes@nmandd.org</a>
Cllr Brian Quinn	<a href="mailto:brian.quinn@nmandd.org">brian.quinn@nmandd.org</a>
Cllr Henry Reilly	<a href="mailto:henry.reilly@nmandd.org">henry.reilly@nmandd.org</a>
Cllr Michael Ruane	<a href="mailto:michael.ruane@nmandd.org">michael.ruane@nmandd.org</a>
Cllr Michael Savage	<a href="mailto:michael.savage@nmandd.org">michael.savage@nmandd.org</a>
Cllr Gareth Sharvin	<a href="mailto:gareth.sharvin@nmandd.org">gareth.sharvin@nmandd.org</a>
Cllr Gary Stokes	<a href="mailto:gary.stokes@nmandd.org">gary.stokes@nmandd.org</a>
Sarah Taggart	<a href="mailto:sarah-louise.taggart@nmandd.org">sarah-louise.taggart@nmandd.org</a>
Cllr David Taylor	<a href="mailto:david.taylor@nmandd.org">david.taylor@nmandd.org</a>
Caroline Taylor	<a href="mailto:Caroline.Taylor@downdc.gov.uk">Caroline.Taylor@downdc.gov.uk</a>
Cllr Jarlath Tinnelly	<a href="mailto:jarlath.tinnelly@nmandd.org">jarlath.tinnelly@nmandd.org</a>
Cllr John Trainor	<a href="mailto:john.trainor@nmandd.org">john.trainor@nmandd.org</a>
Central Support Unit	<a href="mailto:central.support@nmandd.org">central.support@nmandd.org</a>
Cllr William Walker	<a href="mailto:william.walker@nmandd.org">william.walker@nmandd.org</a>
Mrs Marie Ward	<a href="mailto:marie.ward@nmandd.org">marie.ward@nmandd.org</a>
Mr Adam Wilkinson	<a href="mailto:adam.wilkinson@nmandd.org">adam.wilkinson@nmandd.org</a>



# Newry, Mourne and Down District Council

Ronan Larkin – Director of Finance and Regulation  
Lisa Hughes – Senior Project Manager  
Keith Henderson – Wastewater Area Manager  
Declan Mathers – Networks Water

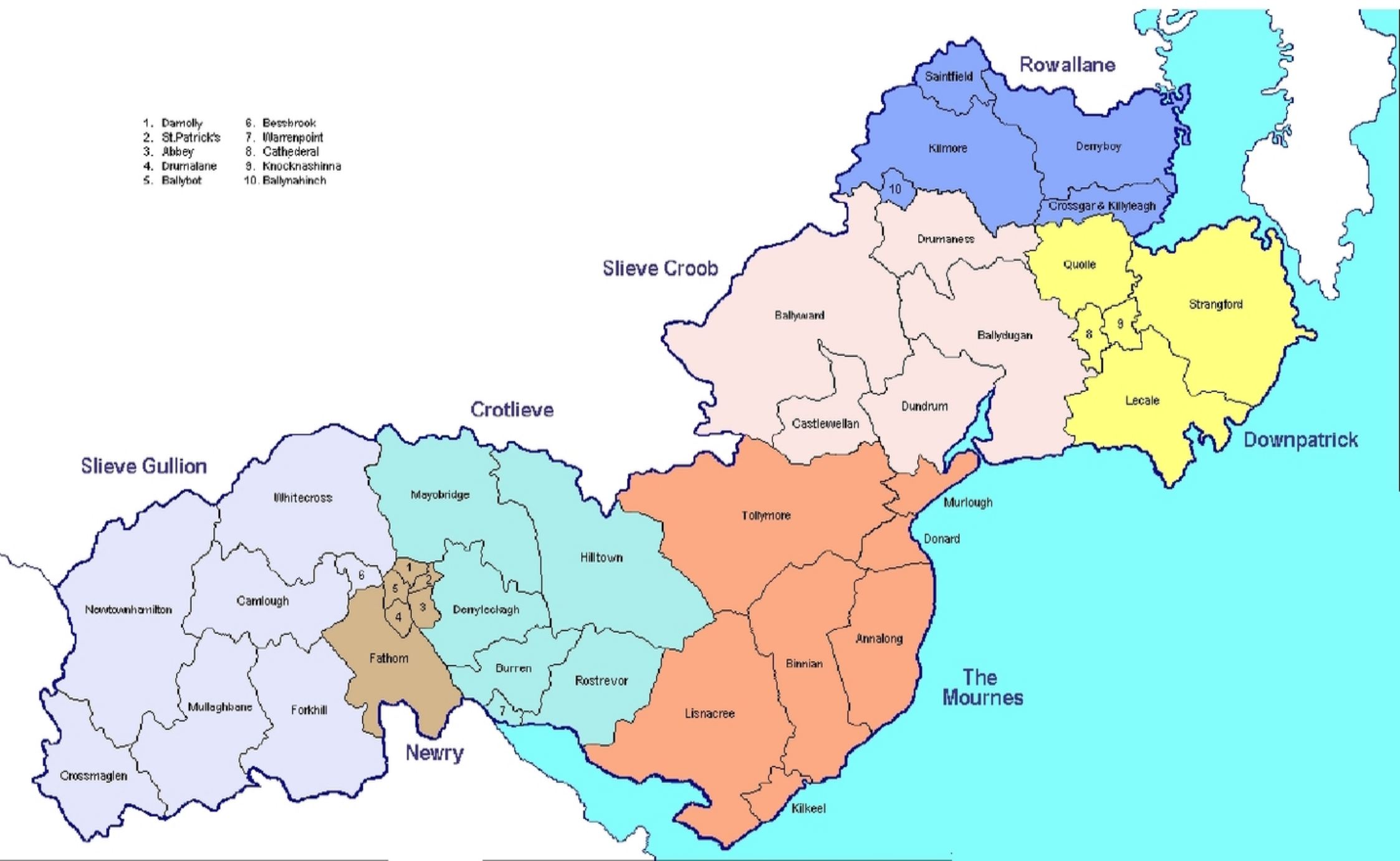
Monday 27 November 2017



# Newry, Mourne and Down District Council

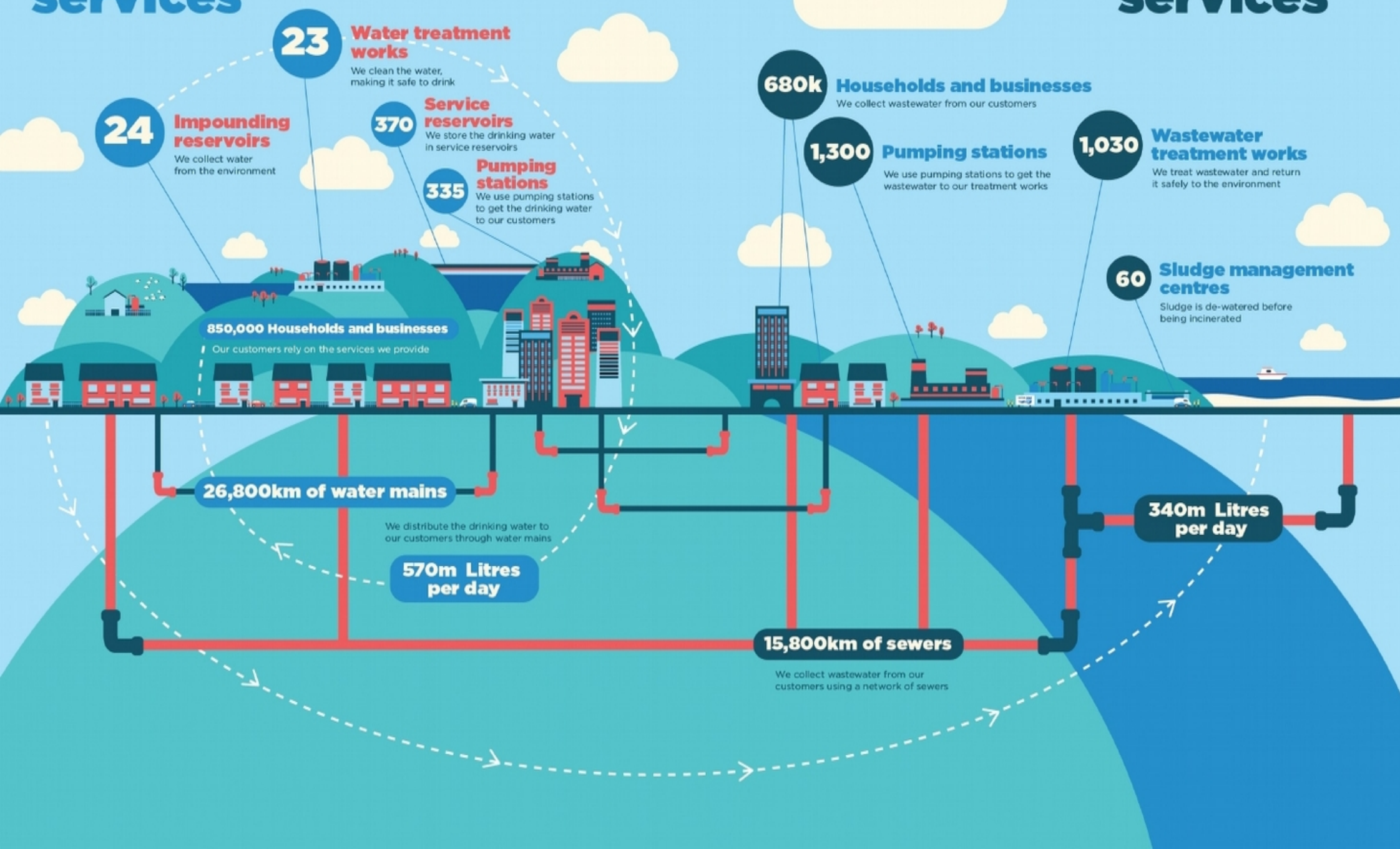
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- |                 |                  |
|-----------------|------------------|
| 1. Damolly      | 6. Bessbrook     |
| 2. St.Patrick's | 7. Warrenpoint   |
| 3. Abbey        | 8. Cathedral     |
| 4. Drumlane     | 9. Knocknashinna |
| 5. Ballybot     | 10. Ballynahinch |



# Water services

# Waste water services





# Capital Investments

Investment Year	Capital Project Spend	
	NIW	N,M&DDC
2015/16	£95m	£11.4m
2016/17	£101.6m	£9.2m
<b>Total</b>	<b>£308.6m</b>	<b>£31.4m</b>

Newry, Mourne and Down District Council benefits from 10.2% of NI Water's capital spend and a considerable percentage of NI Water's Water & Sewerage £61m annual Capital Maintenance Expenditure for the PC15 period. This compares favourably with the District's 9.6% share of Northern Ireland's population.

# Top Investments

Major Projects In Construction / Recently Complete	Programmed/Prospective Projects (subject to funding)
Market Street SPS Upgrade, Downpatrick	Newry West Water Pumping Station, Fire Damage
Dundrum Drainage Area Plan, UIDs Upgrades.	Drumaroad WTW Clear Water Tank
Dublin Road Newry Out of Sewer Flooding	Banbridge South Armagh WIIM 2.1 Work Package
Warrenpoint Flooding Investigations	CSO Monitoring Within Shellfish and Bathing Water Areas
Central Promenade, Newcastle CSO Upgrade (Pattons Bridge)	
Newry Depot Premises Upgrade	
Mourneview, Newcastle, Flood Alleviation	
Quoile Crescent, Downpatrick, Foul and Storm Sewer Replacement	
Ardglass Wastewater Treatment Works	
Crieve Service Reservoir	
Ballymartin & Blackrock Wastewater Treatment Works	
Kilmore & Annacloy Wastewater Treatment Works	
Kilkeel Wastewater Treatment Works	
Camlough Impounding Reservoir Dam Survey	
Silent Valley Recreational Facilities Appraisal	
Newpoint Wastewater Pumping Station Screen Upgrade	
Sewers Structural Rehabilitation Package 2	
Dundrum Wastewater Treatment Works	
Kilkeel Drainage Area Plan Phase 1	
Ballydugan to Newry Main Link Reinforcement	
WIIM 1 Phase 2 Carran Hill Crossmaglen Work Package	
Hunter's Mill Storm Attenuation and Network Improvements, Downpatrick	

# 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



Shrinking  
funding  
allocation

**£990m**



# Camlough Lake

- NI Water recently completed a major programme of work worth £3m at Camlough Lake – full co-operation with the Council and other stakeholders.
- This project will improve the facility to provide an enhanced recreational resource for the area.
- Reservoir embankment strengthened to provide extra security in the event of heavy rainfall.
- Valve tower constructed to control water flows.
- Designed to further enhance the lake as a major leisure site within the area.
- Featured on front cover of NI Water's 2016/17 Annual Report.









# Mourne Wall

- Ongoing refurbishment of a 2.5km stretch of the Mourne Wall – built in early 20<sup>th</sup> Century by the Belfast Water Commissioners in the High Mournes.
- Intended to define boundary of Water Commission land – NI Water is the successor company.
- Wall crosses 15 peaks and took nearly 20 years to build.
- Highly experienced local stonemasons carrying out the work under NI Water supervision.
- Some of the work will be undertaken in areas where there is no readily available natural stone – in these circumstances, carefully controlled helicopter drops in agreed areas will provide the material.
- Featured on UTV Life on Friday 11 August.



# Silent Valley

- As well as producing 140m litres of water per day, Silent Valley continues to be the jewel in NI Water's crown in Newry, Mourne and Down.
- 3 family fun days have been hosted at the site during the spring and summer months, in co-operation with the Council. 1000+ attendees at each.
- Significant programme of ongoing investment to improve the infrastructure of the site, including recreation of part of the 'Watertown' site, which existed during the 1920s as the dam was being constructed. The village was
- Silent Valley and Watertown will feature on BBC Springwatch in early 2018 - date of broadcast TBC.







# A Decade of Delivery

- In 2017, NI Water marks ten years of delivering what matters for our customers.
- Water and wastewater treatment sites opened to the public included Camlough Lake, Drumaroad WTW and Fofanny WTW.
- Local representatives and others visited the sites in the spring to learn more about what NI Water does.
- Drumaroad WTW supplies 140m litres of water per day to customers from Silent Valley, with Fofanny supplying 52m litres from Spelga and Lough Island Reavey.







# Ex-Hurricane Ophelia, 16 October

- Amber Warnings for wind in place across Northern Ireland.
- Silent Valley and Spelga Dam closed as a precaution.
- Bronze reaction team stationed at Newry depot in preparation.
- NI Water on full alert – precautionary major incident.
- Co-operation with Councils and other stakeholders meant that the situation was kept under control from NI Water's perspective.
- Briefing reports issued to full range of stakeholders throughout
- Incident stood down early on 17 October – useful exercise for NI Water
- Grateful for co-operation and goodwill of the Council.



# Customer improvements





# Customer feedback

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**e spoken to almost 7,000 customers in the last 12**

## 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)



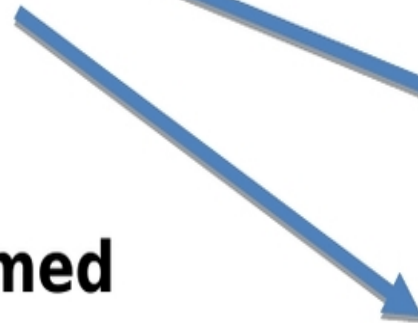
# Customer feedback

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## Development areas

### Key messages



### Being kept informed

- Website
- Texts
- Digital is key!

### Website promotion

- Septic tank
- Payments
- Information

### Use customer feedback

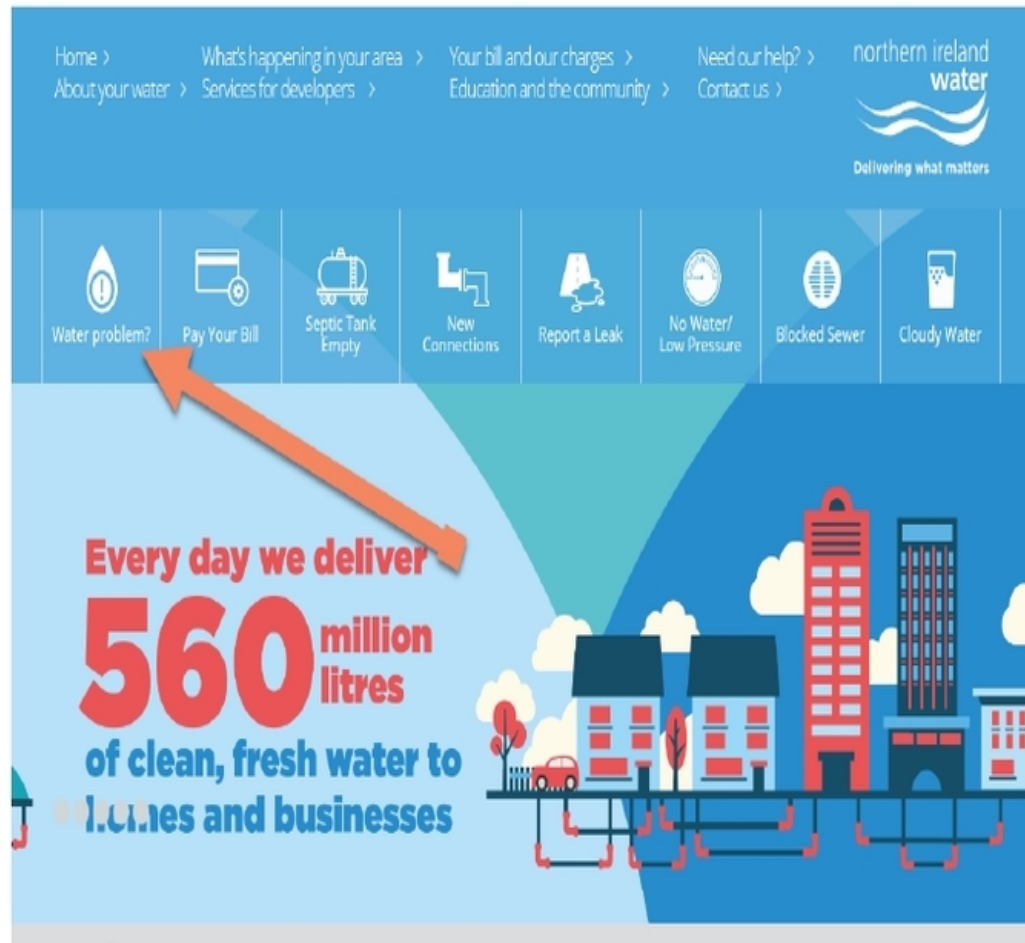
- Call backs
- Voice of the Customer



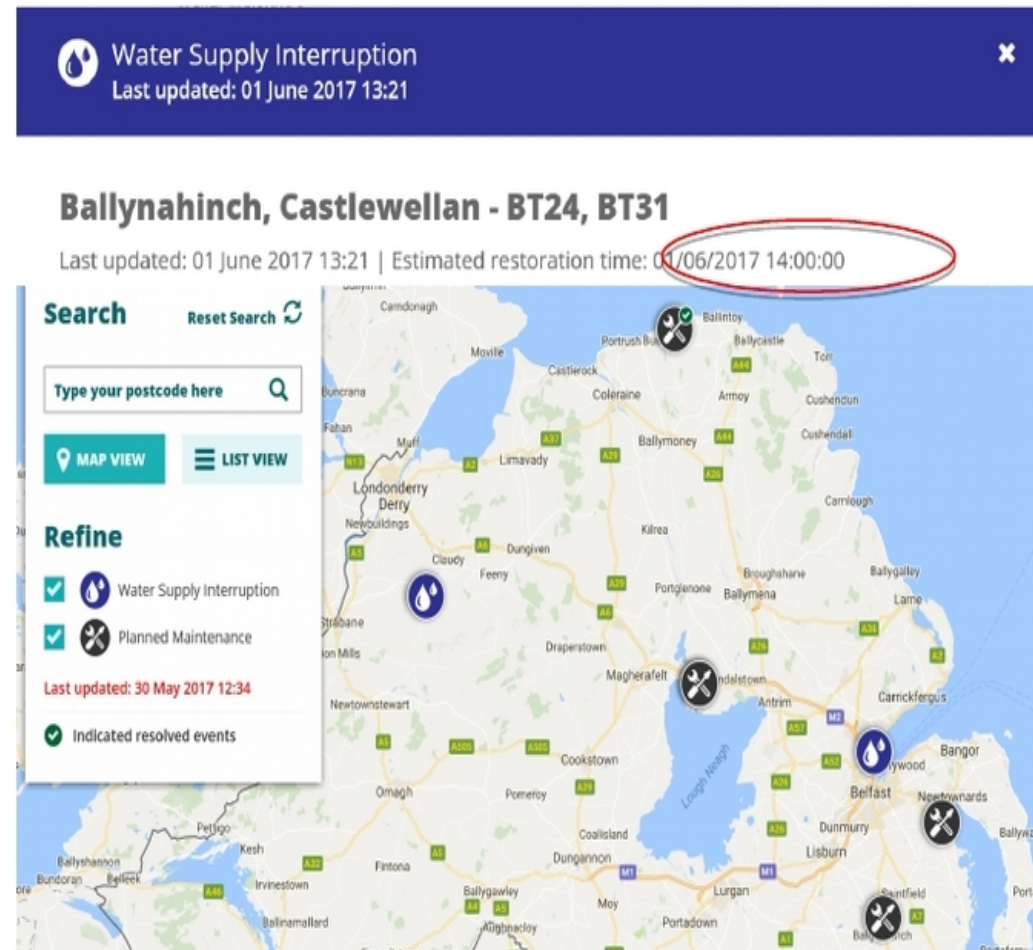
# Customer communication

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## New website



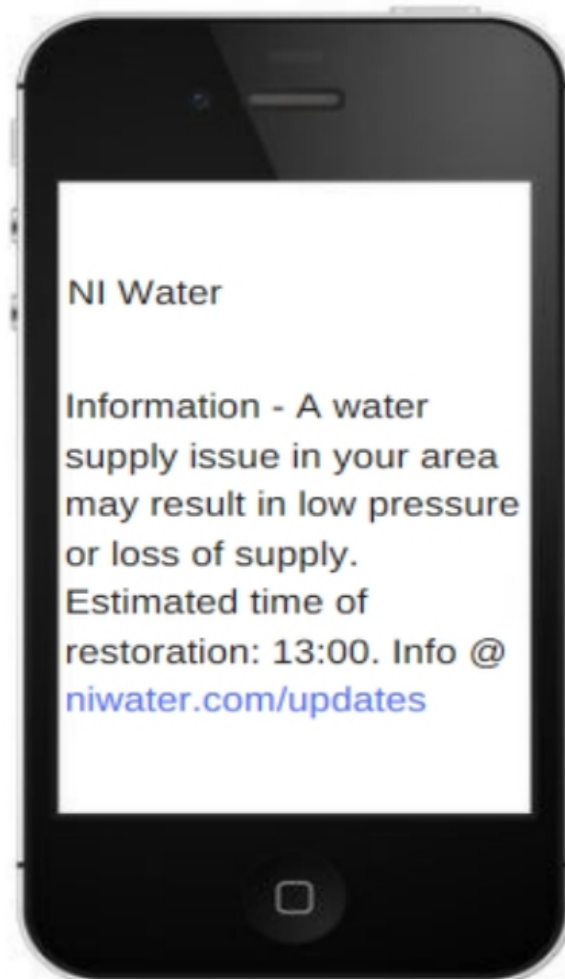
## Supply interruptions



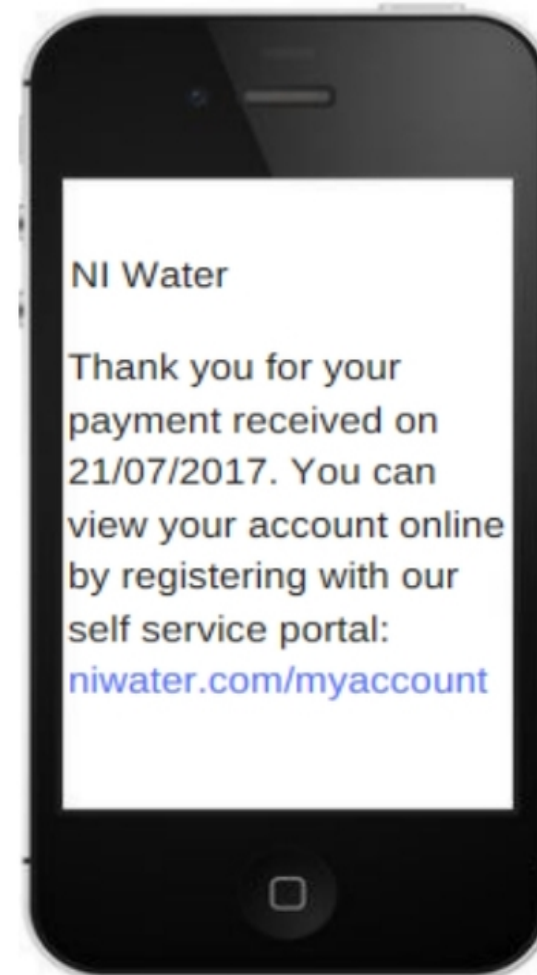
# Customer communication

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## Texts - No Water



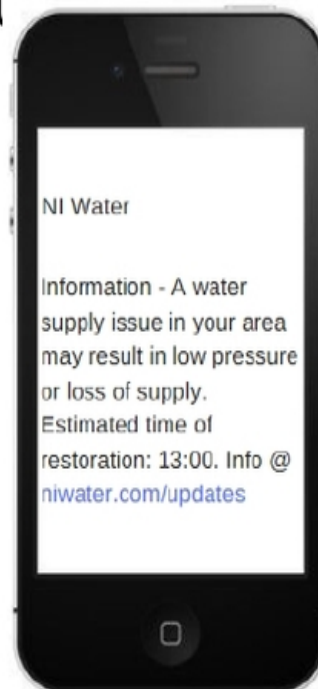
## Texts - Payments received



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

# NI Water Text Message Services

- A total of **21,817** Text messages have been sent to customers from 1 October – 31 October 2017
- 18,833 related to No Water Incidents
- 2,984 related to Confirmation of Payment
- Almost **85,000** messages have been sent to customers since the text service went live on 1 August 2017



# Current Public Initiatives








NI Water continues to invest in infrastructure across the District – working alongside the Council, we are delivering what matters for all 170,000+ people in the area, from Saintfield to Newtownhamilton.

# 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**

