
**LICENCE CONDITION J
LEVELS OF SERVICE INFORMATION CERTIFICATE**


I refer to the documents dated July 2011 prepared by Northern Ireland Water as the Annual Information 2011 Return to the Northern Ireland Authority for Utility Regulation, which have been reviewed under my direction.

The Annual Information Return, for which Northern Ireland Water is solely responsible, includes Condition J (of the Instrument of Appointment) Levels of Service information.

In my professional opinion, based on and to the extent disclosed by sample monitoring carried out and as described in my Report to the Authority dated July 2011:

1. the Annual Information Return, in so far as it relates to Condition J Levels of Service information, has been properly compiled by Northern Ireland Water, and in accordance with reasonable methods and procedures which are adequate for providing information to the appropriate degree of accuracy and to enable the Authority to make a fair assessment of the company's performance against Levels of Service indicators; and
2. subject to the qualifications expressed in my Report referred to above, the Annual Information 2011 Return, in so far as it relates to Condition J Levels of Service information, has been prepared in accordance with the methodologies described in the submission dated July 2011 to the Authority and that these methodologies are adequate for the purpose of obtaining Levels of Service information in accordance with the relevant reporting requirements.

Signed



CWJ Turner
Reporter for Northern Ireland Water Ltd
For and on behalf of Halcrow Management Sciences Ltd
29 July 2011