

PC21 Monitoring Plan

Table 1 - Commitments on Water Provision and Service Outputs

Line description			Units	DP	PC21					
					2021-22	2022-23	2023-24	2024-25	2025-26	2026-27
A	Consumer Service Water									
1	DG2 Properties at risk of low pressure removed from the risk register by company action	nr	0							
2	DG2 Properties receiving pressure below the reference level at end of year	nr	0							
3	DG3 Supply interruptions > 12hrs (unplanned and unwarned)	%	2							
4	DG3 Supply interruptions (overall performance score)	nr	2							
5	DG8 % metered customers received bill based on a meter reading	%	2							
6	Unwanted Contacts	nr	0							
7	First Point of Contact Resolved (FPOCR)	%	1							
8	Net Promoter Score (all contacts)	nr	0							
9	Total Leakage	MI/d	0							
10	Security of supply index	nr	0							
11	Percentage of NI Water's power usage derived from renewable sources	%	1							
B	Quality Water									
12	% overall compliance with drinking water regulations	%	2							
13	% compliance at consumers tap	%	2							
14	% iron compliance at consumers tap	%	2							
15	% Service Reservoirs with coliforms in >5% samples	%	2							
C	Water Outputs									
16	Water mains activity - Length of new, renewed or relined mains	km	1							
17	Completion of nominated trunk main schemes	nr	0							
18	Completion of nominated water treatment works schemes	nr	0							
19	Completion of nominated improvements to increase the capacity of service reservoirs and clear water tanks	nr	0							
D	Serviceability									
20	Water infrastructure serviceability	Text	N/A							
21	Water non-infrastructure serviceability	Text	N/A							
E	PC15 Additional Output Measures									
22	Number of lead communication pipes replaced under the proactive lead replacement programme	nr	0							
23	Number of school visits	nr	0							
24	Number of other education events	nr	0							
F	PC21 Additional Output Measures									
25	Number of catchments where management plan recommendations have been delivered.	nr	0							
26	Number of treatability studies completed	nr	0							

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Table 2 - Commitments on Sewerage Provision and Service Outputs

Line description			Units	DP	PC21					
					2021-22	2022-23	2023-24	2024-25	2025-26	2026-27
A	Consumer Service Sewerage									
1	DG5 Properties at risk of flooding - number removed from the 2 in 10, 1 in 10 and 1 in 20 risk register by company action	nr	0							
2	DG5 Properties on the 2 in 10, 1 in 10 and 1 in 20 risk register at the end of the year	nr	0							
B	Quality Sewerage									
3	% of WwTWs discharges compliant with numeric consents	%	1							
4	% of total p.e. served by WwTWs compliant with numeric consents excluding upper tier failures	%	1							
5	Small WwTW compliance (works greater than or equal to 20p.e. but less than 250p.e.)	%	2							
6	Number of high and medium pollution incidents attributable to NI Water	nr	0							
C	Sewerage Outputs									
7	Sewerage activity - Length of sewers replaced or renovated	km	1							
8	Delivery of improvements to nominated UIDs as part of a defined programme of work	nr	0							
9	Delivery of improvements to nominated WwTWs as part of a defined programme of work	nr	0							
10	Small wastewater treatment works delivered as part of the rural wastewater investment programme	nr	0							
D	Serviceability									
11	Sewerage infrastructure serviceability	Text	N/A							
12	Sewerage non-infrastructure serviceability	Text	N/A							
E	PC15 Additional Output Measures									
13	CSO and EO discharges at which event and duration monitoring equipment has been installed NIEA standards	nr	0							
14	WwTWs upgraded to comply with PPC Regulations	nr	0							
15	Impermeable surface water collection area removed from the combined sewerage network	m ²	0							
16	Number of sustainable WwTW solutions delivered (p.e. ≥ 250)	nr	0							
17	Number of sustainable WwTW solutions delivered (p.e. < 250)	nr	0							
F	PC21 Additional Sewerage Output Measures									
18	Number of current Economic Constraint Areas removed by PC21 investment	nr	0							
19	Number of current Serious Development Restrictions removed by PC21 investment	nr	0							