

Publication of the NI Water's Annual Information Return 2009

Each year, NI Water provides us with an Annual Information Return (AIR) which allows us to monitor the company's performance and progress over the previous financial year. It includes a range of cost information and comparative performance information which we use to determine future expenditure and output targets through our Price Control process. The information provided includes:

- A Board Overview
- Key Outputs
- Non-Financial Measures
- Sewerage Explanatory Factors
- Regulatory Accounts
- Financial Measures
- Health and Safety Information
- Service Target Report
- Level of service methodologies

A detailed list of the sections of the return provides an overview of the contents of the [Annual Information Return](#).

We have published a public domain version of the AIR09 covering the financial year 2008/09 to make the information available to other stakeholders. This is published in four Sections:

Excisions	An explanation of the Public Domain AIR09 differences.
AIR09	A copy of the Annual Information Return including all sections described above with supporting tables.
AIR09 Table 40 (CIM)	A detailed breakdown of the NI Water's Capital Works Programme.
AIR09 – Customer Research	A copy of customer research into the quality of telephone call handling which follows a methodology also adopted across the water industry in England, Wales and Scotland.

NI Water's submission is audited and commented on by an Independent Reporter and by the company's financial auditors. These independent professionals provide us with additional commentary based on their scrutiny of the company's submission. We have also published public domain copies of their reports which can be located at:

- [Report of the Independent Reporter on AIR09](#)
- [Financial Auditor's Report on AIR09](#)