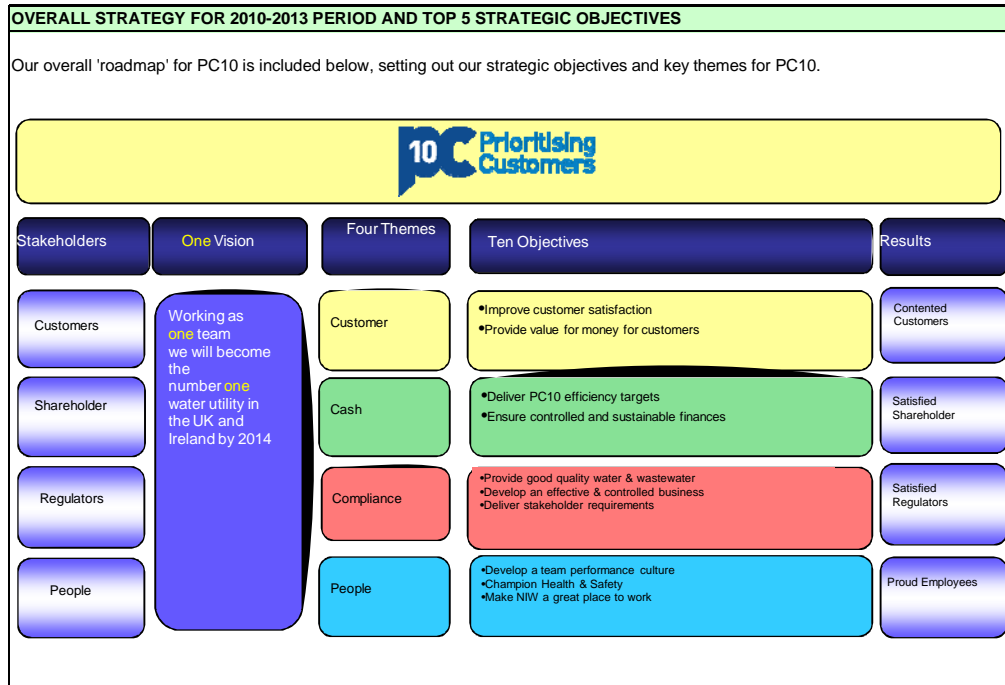


**Table D1-1 - NI Water - A summary of our business plan submission to NIAUR - 2009**



- TOP 5 QUALITY AND SERVICE IMPROVEMENTS IN 2010-2013 PERIOD**
- Maintain serviceability. **Key activities** (as per Tables A4 and A5):  
 Replace or renew more than 470 km of water mains and 80 km of sewers for maintenance.  
 Renew or refurbish two reservoirs, one service reservoir, one water treatment works, and four wastewater treatment works.  
 Renew or refurbish one sewage pumping station, and work on 390 district meters/ control valves.
  - Enhancements at wastewater treatment works to meet compliance standards. **Key activities**:  
 107 new or refurbished works.
  - Water supply trunk mains - supply demand balance driver (see 5 below for key activities).
  - Quality enhancements to sewerage infrastructure. **Key activities**:  
 77km of new or refurbished sewers, 117 intermittent discharges addressed.
  - Quality enhancements to the water network. **Key activities** for improvements 3 and 5:  
 370km new mains, 260km renewed mains, 9 new or refurbished service reservoirs, and 1 new or refurbished pumping station.

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PART D - PUBLIC SUMMARY

Table D2-1 - NI Water - Water service - Current performance & planned outputs

Line description		Units	Level of performance			Level of performance by 2012-13	Level of performance by 2017-18
			2007-08	2008-09	2009-10		
<b>A Service performance</b>							
1	DG2 Properties at risk of receiving low pressure	nr	10321	5783	4855	1550	160
2	DG3 Supply interruptions (overall performance score)	nr	1.43	1.41	1.14	1.01	0.97
3	DG6 % billing contacts dealt with within 5 days	%	95.0%	99.9%	98.0%	99.9%	99.5%
4	DG7 % written complaints dealt with within 10 days	%	90.5%	98.5%	98.0%	98.5%	99.0%
5	DG8 % metered customers receiving bill based on a meter reading	%	95.1%	92.5%	95.0%	99.6%	99.6%
6	DG9 % calls abandoned	%	1.1%	1.0%	1.0%	1.0%	1.0%
7	DG9 % calls receiving the engaged tone	%		0.0%	0.0%	0.0%	0.0%
<b>B Quality &amp; environmental compliance</b>							
8	% distribution input covered by Article 31 undertakings at water treatment works	%	29.302%	33.169%	36.149%		
9	% distribution input not affected by Article 31 undertakings or temporary relaxations or Authorised Departures	%	70.698%	66.831%	63.851%		
10	% props in water supply zones affected by Article 31 undertakings in distribution or Authorised Departures	%	38.025%	37.789%	44.546%		
11	% mean zonal compliance with drinking water regulations	%	99.300%	99.490%	99.650%	99.700%	99.800%
<b>C Serviceability to customers</b>							
12	Below ground asset assessment (infrastructure)	text	Stable	Stable	Stable	Stable	Stable
13	Surface assets assessment (non-infra)	text	Stable	Stable	Stable	Stable	Stable

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PART D - PUBLIC SUMMARY

Table D2-2 - NI Water - Sewerage service - Current performance & planned outputs

Line description	Units	Level of performance			Level of performance by 2012-13	Level of performance by 2017-18	
		2007-08	2008-09	2009-10			
<b>A Service performance</b>							
1	DG5 properties at risk of flooding (2 in 10 years)	nr	80	80	78	78	Not known
2	DG5 properties at risk of flooding ( 1 in 10 years)	nr	n/a	745	645	481	Not known
3	DG5 Properties at risk of internal flooding (1 in 20)	nr	n/a				
4	Not used						
5	Not used						
6	Not used						
7	DG5 Properties internally flooded in year due to overloaded sewers excluding severe weather	nr	195	3	3	3	3
8	DG5 Properties internally flooded in year due to other causes	nr	366	23	23	23	23
9	Areas flooded externally due to overloaded sewers, excluding severe weather	nr	889	1337	1270	1088	842
10	Areas externally flooded in year due to other causes	nr	4283	6374	6055	5191	4016
<b>B Quality &amp; environmental compliance</b>							
11	% Intermittent discharges unsatisfactory	%	12.9%	12.0%	11.6%	7.4%	0.7%
12	% Bathing waters not meeting mandatory standards	%	8.7%	4.2%	4.2%		
13	% Bathing waters not meeting guideline standards	%	52.2%	58.3%	29.2%	12.5%	12.5%
14	% of WwTWs non-compliant (Water (NI) Order numeric consents)	%	11.8%	9.4%	12.2%	7.0%	2.1%
15	% of WwTWs non-compliant (UWWTD consents)	%	10.3%	13.0%	8.1%	1.4%	1.4%
16	% of total p.e. served by WwTWs in breach of Water (NI) Order consent (LUT)	%	14.0%	9.4%	6.1%	2.3%	2.3%
17	% of total p.e. served by WwTWs in breach of UWWTD consent (LUT)	%	7.4%	9.4%	3.7%	1.5%	1.5%
<b>C Serviceability to customers</b>							
18	Infrastructure network assessment	text	Stable	Stable	Stable	Stable	Stable
19	Surface assets assessment	text	Stable	Stable	Stable	Stable	Stable

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PART D - PUBLIC SUMMARY

Table D2-3 - NI Water - Water service - Key activity projections

Line description	Units	Total activity in SBP (2007 to 2010 inclusive)		TOTAL ACTIVITY IN NIAMP3 (2010 to 2013 inclusive)	
		Activity	As a % of current stock	Activity	As a % of current stock
<b>A Key activity projections - water resources</b>					
1 Length of aqueducts refurbished	km	0	0.00	0	0.00
2 Work on dams and impounding reservoirs	nr	1	3.23	3	9.68
<b>B Key activity projections - water treatment</b>					
3 Number of refurbished or new treatment works	nr	12	36.37	8	24.24
4 MI/day of refurbished or new treatment works	MI/d	614.39	53.82	0	unknown
<b>C Key activity projections - water distribution</b>					
5 Length of mains renewed	km	610.1	2.29	458.8	1.72
6 Length of mains relined	km	4.0	0.02	3.1	0.01
7 Length of new mains	km	824.9	3.10	640.1	2.40
8 Nr of refurbished or new district meters & pressure control valves	nr	1129	46.27	1338	54.84
9 Number of refurbished or new pumping stations	nr	3	0.68	1	0.23
10 Number of refurbished or new service reservoirs	nr	63	14.00	10	2.22
<b>D Key activity projections - management &amp; general</b>					
11 Offices, labs, depots, workshops	m <sup>2</sup>	0	0.00	2550.0	14.68

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## PART D - PUBLIC SUMMARY

Table D2-4 - NI Water - Sewerage service - Key activity projections

Line description	Units	Total activity in SBP (2007 to 2010 inclusive)		TOTAL ACTIVITY IN NIAMP3 (2010 to 2013 inclusive)	
		Activity	As a % of current stock	Activity	As a % of current stock
<b>A Key activity projections - sewers</b>					
1 Length of critical sewers renewed	km	8.7	0.30	15.0	0.52
2 Length of critical sewers renovated	km	7.1	0.25	70.3	2.43
3 New critical sewers	km	17.3	0.60	12.0	0.41
4 Length of non critical sewers renewed	km	17.2	0.15	3.7	0.03
5 Length of non critical sewers renovated	km	8.8	0.08	7.8	0.07
6 New non-critical sewers	km	109.6	0.95	48.2	0.42
7 Number of refurbished or new intermittent discharges	nr	39	1.77	117	5.08
<b>B Key activity projections - sewage treatment &amp; disposal</b>					
8 Number of refurbished or new treatment works	nr	100	9.28	111	10.30
9 Number of refurbished or new sludge treatment works	nr	2	3.77	0	0.00
<b>C Key activity projections - sewerage service</b>					
10 Number of refurbished or new pumping stations	nr	70	5.58	40	3.33
11 Number of refurbished or new sea outfalls	nr	6	25.00	2	10.00
<b>D Key activity projections - management &amp; general</b>					
12 Offices, labs, depots, workshops	m <sup>2</sup>	0	0.00	2550.0	14.68
<b>E Key activity projections - sewer flooding</b>					
13 Internal property flooding to be solved by company action	nr	102	12.36	200	24.24
14 External property/area flooding to be solved by company action	nr	unknown	unknown	unknown	unknown

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Table D2-5 - NI Water - Water service - Expenditure projections

Line description	Units	Average annual expenditure in SBP period (2007 to 2010)		Average annual expenditure in NIAMP3 period (2010 to 2013)	
		£/property	Profile over period	£/property or £ or nr as appropriate	Profile over period
<b>A Maintaining services and serviceability to customers</b>					
1 Base service operating expenditure	£/prop	£122.37	R	£119.03	F
2 Capital maintenance expenditure	£/prop	£52.40	P2	£47.34	F
<b>B Meeting new quality requirements</b>					
3 Additional operating expenditure	£/prop	£0.00		£0.14	R
4 Additional capital expenditure	£/prop	£20.80	P2	£14.72	F
<b>C Enhanced service levels</b>					
5 Additional operating expenditure	£/prop	£0.00		£0.44	R
6 Additional capital expenditure	£/prop	£0.54	R	£8.15	F
<b>D Supply/demand balance</b>					
7 Additional operating expenditure	£/prop	£0.00		£0.20	R
8 Additional capital expenditure	£/prop	£25.73	P3	£36.77	T2
<b>E Totals for the water service (£/property/annum)</b>					
9 Total operating expenditure (2007-08 prices) (exc PPP capital element)	£/prop	£122.38		£119.81	F
10 Total capital expenditure before deducting grants and capital contributions (2007-08 prices)	£/prop	£99.47	R	£106.98	F
11 Average connected properties (per annum)	000	786.30		789.49	
<b>F Totals for the water service (£m/annum)</b>					
12 Total operating expenditure (2007-08 prices) (excl. PPP capital element)	£m	£96.215		£94.555	F
12a Total operating expenditure (2007-08 prices) (PPP)	£m	£6.584	R	£13.655	S
13 Total capital expenditure before deducting grants and capital contributions (2007-08 prices)	£m	£78.230	R	£84.423	P1
14 Total grants and contributions (SDB plus maintenance)	£m #	£3.331	P2	£2.659	R

**Profile codes**

S - Stable  
R - Rising  
F - Falling  
P - Peaking in a particular year (\* = 1 to 5)  
T - Trough in a particular year (\* = 1 to 5)

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Table D2-6 - NI Water - Sewerage service - Expenditure projections

Line description	Units	Average annual expenditure in SBP period (2007 to 2010)		Average annual expenditure in NIAMP3 period (2010 to 2013)	
		£/property	Profile over period	£/property £ or nr as appropriate	Profile over period
<b>A Maintaining services and serviceability to customers</b>					
1 Base service operating expenditure	£/prop	£130.47	P2	£115.14	F
2 Capital maintenance expenditure	£/prop	£77.30	F	£57.32	F
<b>B Meeting new quality requirements set by Government</b>					
3 Additional operating expenditure	£/prop	£0.00		£0.90	R
4 Additional capital expenditure	£/prop	£99.20	P2	£52.75	F
<b>C Enhanced service levels</b>					
5 Additional operating expenditure	£/prop	£0.00		£0.43	R
6 Additional capital expenditure	£/prop	£0.53	R	£11.25	F
<b>D Supply/demand balance</b>					
7 Additional operating expenditure	£/prop	£0.00		£0.18	R
8 Additional capital expenditure	£/prop	£21.70	F	£14.52	F
<b>E Totals for the sewerage service (£/property/annum)</b>					
9 Total operating expenditure (2007-08 prices) (excl. PPP capital element)	£/prop	£130.47		£116.66	F
10 Total capital expenditure before deducting grants and capital contributions (2007-08 prices)	£/prop	£198.74	P2	£135.84	F
11 Average connected properties (per annum)	000	702.83		815.55	
<b>F Totals for the sewerage service (£m/annum)</b>					
12 Total operating expenditure (2007-08 prices) (excl. PPP capex element)	£m	£91.361		£95.133	F
12a Total operating expenditure (PPP)	£m	£11.141	R	£22.344	S
13 Total capital expenditure before deducting grants and capital contributions (2007-08 prices)	£m	£137.339	F	£110.773	F
<b>iwater.com</b>					
14 Total grants and contributions (SDB plus maintenance)	£m #	£1.403	P2	£1.238	R

Profile codes
S - Stable
R - Rising
F - Falling
P - Peaking in a particular year (* = 1 to 3)
T - Trough in a particular year (* = 1 to 3)

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PART D - PUBLIC SUMMARY

Table D2-7 - NI Water - Financial projections

Line description	Units	SBP			NIAMP3			NIAMP4	
		2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	Avg 5yr Period	
<b>A</b>	<b>Current cost profit &amp; loss and financial indicators</b>								
1	Turnover	£m	294.056	328.289	360.342	358.353	366.495	373.420	374.910
2	Operating costs	£m	-183.749	-211.690	-221.165	-215.328	-201.906	-193.406	-175.668
3	Capital charges	£m	-97.017	-111.507	-120.637	-125.088	-130.568	-134.497	-151.289
4	Operating profit	£m	17.076	7.494	21.055	18.120	35.833	48.243	50.468
5	Regulatory capital value-year end	£m	1,008.731	1,205.983	1,371.199	1,501.280	1,612.857	1,712.888	2,327.662
6	Pre tax return on regulatory capital value	%	5.438%	6.665%	6.626%	4.699%	4.627%	4.717%	4.871%
7	Cash interest cover	Nr.	12.26	7.59	5.28	3.91	3.95	3.99	3.25
8	Adjusted cash interest cover I (maintenance charges)	Nr.	2.170	2.418	2.153	1.645	1.953	2.149	1.836
9	Adjusted cash interest cover II (maintenance expenditure)	Nr.	5.12	2.16	2.78	1.35	1.86	2.09	1.71
10	Funds from operations:debt	%	43.00%	27.89%	26.71%	20.61%	20.78%	20.99%	17.47%
11	Retained cashflow:debt	%	54.00%	20.05%	20.16%	15.59%	17.78%	18.17%	15.04%
12	Gearing	%	24.89%	39.16%	49.78%	54.66%	55.76%	55.50%	59.29%