

NI WATER
PRICE CONTROL 2010
MONITORING PLAN

Following agreement of the PC10 final determination and a subsequent review of capital budgets, we asked NI Water to provide a Monitoring Plan for PC10 which describes the outputs the company will deliver in the PC10 period covering the three years 2010/11 to 2012/13.

[NI Water's PC10 Monitoring Plan](#)

In the Monitoring Plan, NI Water describes its overall strategy for the period 2010-13 and then outlines its commitments in five areas:

- Drinking water quality and environmental improvements.
- Service to consumers.
- Maintaining serviceability.
- Delivering sustainable services.
- Improving information.

The commitments set out in the Monitoring Plan are underpinned by four tables of information which summarise the Plan and provide key output targets and financial projections for 2010/13.

Since we issued our final determination for PC10, NI Water's ability to deliver all the outputs envisaged in the final determination has been affected by: an under-spend of the capital budget in 2010/11, real cuts in the 2012/13 capital budget and constraints on its approach to capital procurement which are described in the Monitoring Plan. This resulted to some changes to the PC10 outputs which have been challenged and agreed through a Change Control process with the relevant stakeholders. The Utility Regulator has indicated the action it will take at the next Price Control (PC13) to protect the interest of those non-domestic consumers who pay directly for their water services to ensure that they do not continue to pay for PC10 outputs which have not been delivered.

We will continue to monitor the performance of the company through our Annual Information Returns and publish our annual Cost and Performance Report to keep you informed on the delivery of the PC10 outputs.