

Our Ref: DWI 116/08 (**CPEO/08/03**)

Date: 21 July 2010

Mr G Butler  
Asset Management Director  
Northern Ireland Water Ltd Head Office  
Northland House  
3 Frederick Street  
BELFAST  
BT1 2NR

Dear George

**CLOSURE OF PROVISIONAL ENFORCEMENT ORDER CPEO/08/03  
MADE UNDER SECTION 30 OF THE WATER AND SEWERAGE  
SERVICES (NORTHERN IRELAND) ORDER 2006**

**CPEO/08/03: DORISLAND WATER SUPPLY ZONE – IRON CONTRAVENTIONS**

**1. Background**

- 1.1 CPEO/08/03 was issued to NI Water by the Drinking Water Inspectorate on 10 October 2008 and, subsequently, an agreed set of undertakings were accepted by us on 7 November 2008.
- 1.2 The undertakings provided by NI Water were required in respect of ongoing iron contraventions in the Dorisland Water Supply Zone identified during the period January 2007 to September 2008.
- 1.3 We have been monitoring progress with these undertakings through the Compliance Programmes' Quarterly Review Meetings.

**2. NI Water's Undertakings and Closure of CPEO/08/03**

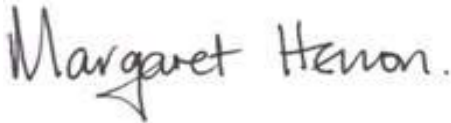
- 2.1 NI Water provided us with a series of undertakings on 27 October 2008. The completion date for the last undertaking was April 2010.
- 2.2 We have assessed NI Water's implementation of the actions required under these undertakings and are satisfied with the work that has been carried out. In addition, a new CPEO (CPEO/10/01) relating to further iron contraventions in four district metered areas within the Dorisland Whiteabbey and Dorisland Carrick Water Supply Zones during January 2009 to May 2010, issued to NI Water on 30 June 2010. The new CPEO/10/01 states that CPEO/08/03 is to be closed. **As of the 31 July 2010, CPEO/08/03 will no longer have affect.**
- 2.3 **Annex A** contains the details about the completion of the individual undertakings and provides comment on the closure of each one.

### 3. Enquiries

- 3.1 Any enquiries about this letter should be addressed to David O'Neill (028 9056 9243).
- 3.2 Copies of this letter are being sent to the Director of Water Policy Division, DRD; Director of Environmental Protection (Northern Ireland Environment Agency); the Director of Public Health; Consultants in Health Protection; the Chief Environmental Health Officer (DHSSPS); Chief Environmental Health Officers, district councils; Director of Water Regulation, NIAUR; and Head of Water, CCNI.

Please acknowledge receipt of this letter, by e-mail to:  
[DWI@doeni.gov.uk](mailto:DWI@doeni.gov.uk)

Yours sincerely



Margaret Herron  
**Chief Inspector of Drinking Water**  
Drinking Water Inspectorate

Enc: Annex A – Summary of Closure for CPEO/08/03 in Dorisland Water Supply Zone

**ANNEX A - Summary of Closure for CPEO/08/03 in Dorisland Water Supply Zone**

Reference Number	Location	Parameter	Notice of Acceptance Action Point	Additional Information	NIW Action and DWI Comment
<p><b>CPEO/08/03</b> issued 7/11/08.</p>	<p><b>Dorisland Water Supply Zone</b></p>	<p><b>Iron</b> Multiple recurring failures.</p>	<p>3 (i)  3 (ii)</p>	<p>DWSP: distribution risk assessment scores.</p> <p>Detailed zonal study of the Dorisland area. Outline details of work being undertaken. To commence January'09.</p>	<p>Pilot scheme to be completed by 31 December 2008. Three-monthly report updates. <b>Draft Distribution DWSP and risk scores received 23/03/09 [Closed].</b></p> <p>Three-monthly reports - detailed Zonal Study commenced February 2009 - completion by April 2010. Field testing for hydraulic models is being carried out along with investigations into structural and operational issues. Water quality testing commenced 7 September 2009 for a period of five weeks, sampling throughout the whole Dorisland supply area (approx. 1 sample per 1000 population). Draft WQ Report produced. Resampling to be carried out in selected areas to verify data (March/April 2010). Water quality needs will be reviewed following resampling.</p> <p>NIW has supplied up-to-date iron exceedences to the Zonal Study consultant.</p> <ul style="list-style-type: none"> <li>- WQ resampling commenced 12 April and was completed 23 April 2010. Sample results to be provided to Zonal Study consultants by NIW laboratory.</li> </ul> <p><b>Zonal Study undertaken· the final closure will be taken through the Compliance Programmes' Quarterly Review Meetings and may form part of CPEO/10/01 [Closed].</b></p>

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<p><b>CPEO/08/03</b> issued 7/11/08.</p>	<p><b>Dorisland Water Supply Zone</b></p>	<p><b>Iron</b> Multiple recurring failures.</p>	<p>3 (iii)</p>	<p>Provide outline scheme proposals of resulting remedial action.</p>	<p>By April 2010. Three-monthly reports - analysis and modelling of results to be completed by end of December 09. Draft WQ Report produced December 09.  <b>Needs Report received by NI Water on 26 Feb 2010.</b>  <b>Options Report due 30 July 2010.</b>  <b>The proposed schemes identified under Carrickfergus DZS have been agreed by NI Water. Superseded in part by CPEO/10/01 [Closed].</b></p>
			<p>3 (iv)</p>	<p>Analysis of customer complaint (CC) data for discoloration and iron. Map to be provided by 30 November 08.</p>	<p>By April 2010. Three-monthly report update - CC data received 10/11/08. Map of iron exceedences received 04/12/08. Map of 'Appearance Complaints' received 09/12/08. Ongoing monitoring of complaints and sample results for discoloration and iron within the Dorisland supply area.  <b>Ongoing within zone; DWI to monitor this data [Closed].</b></p>
			<p>3 (v) (a)</p>	<p>Implement a flushing programme of areas identified.</p>	<p>In place and managed by networks field manager.  <b>Ongoing operationally within zone [Closed].</b></p>
			<p>3 (v) (b)</p>	<p>Carry out survey of iron pick-up to identify localized sections of mains.</p>	<p><b>Completed December 2009 (Closed).</b></p>

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<p><b>CPEO/08/03</b> issued 7/11/08.</p>	<p><b>Dorisland Water Supply Zone</b></p>	<p><b>Iron</b> Multiple recurring failures.</p>	<p>3 (v) (c)</p>	<p>Implement a schedule of strategic mains replacement. To be completed by 31 Jan '09 - list of strategic mains identified 18/12/08.</p>	<p>Site inspection commenced May 2009, mains laying June '09. Programme of mains replacement ongoing. Carrickfergus mains rehabilitation schedule received 28/04/10. <b>Whiteabbey Lower - all schemes were completed by 16 May 2010.</b> <b>Carrickfergus - mains replacement schemes commenced 19 April 2010 to end 7 August 2010.</b> <b>All schemes under this replacement programme either completed or nearing completion (Closed).</b></p>
			<p>3 (v) (d)</p>	<p>Refurbishment of Forthill, Gransha, Muldersleigh and North Road SRs as part of the SR Integrity Programme.</p>	<p>Forthill completed 30/01/09 <b>(Closed)</b>. Gransha completed 30/03/09 <b>(Closed)</b>. North Road completed 09/10/09 <b>(Closed)</b>. Muldersleigh completed 21/10/09 <b>(Closed)</b>.</p>
			<p>3 (v) (e)</p>	<p>Clean Ballyhowne SR. To be completed by 31 December '08.</p>	<p>Completed 9 December 2008 <b>(Closed)</b></p>
			<p>3 (vi)</p>	<p>Monitor iron levels throughout distribution system.</p>	<p>Three-monthly analytical data summary report - latest update received 29 April 2010. Monitoring of audit and customer complaint sample results by Water Quality Scientist carried out. <b>Iron contraventions for 2009/2010 covered by CPEO/10/01 (Closed).</b></p>