

Guidelines for the Provision of Temporary Drinking Water Supplies at Events in Northern Ireland

1/06/2019



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1. Acknowledgements

The information in this document has been adapted for Northern Ireland use from guidelines produced by the Water Health Partnership for Wales (“Guidelines for the provision of temporary Drinking Water Supplies at Events”). This guidance was produced by the Drinking Water and Health Liaison Group. The organisations and agencies involved in the Drinking Water and Health Liaison Group include:

- Department of Health (DoH)
- Public Health Agency (PHA)
- Northern Ireland Water (NI Water)
- Environmental Health Northern Ireland (EHNI)
- Drinking Water Inspectorate (DWI)
- Public Health Laboratory (PHL)

2. Scope of this document

This guidance is intended for use by organisers of events such as music festivals or agricultural shows where a temporary water supply may be required. It applies to all events that may require a connection to a new water supply as well as events that may require a connection to an existing supply, e.g. annual events taking place on the same showground.

This guidance applies to both licensed and unlicensed events. While the guidance is not aimed at volunteers running small events, for example local residents who come together to organise a village fête, it is important that such organisers are aware of the risks associated with temporary water supply used for drinking and food preparation.

The guidance outlines the measures that need to be taken by the organiser of an event to ensure a source of safe drinking water is available throughout the duration of the event. It also describes the roles and responsibilities of the relevant organisations involved. Insufficient water supply or tests which indicate that a water supply is contaminated pose a public health risk which could result in cases or outbreaks of infectious diseases e.g. *Cryptosporidium*, *Campylobacter* or *E. coli* O157 and could prevent an event from taking place.

Failure to properly plan for the provision of a safe source of drinking water for an event can have other significant consequences with organisers potentially facing:

- additional costs
- enforcement action (prosecution)
- civil action if anyone becomes ill
- loss of reputation and reluctance of the public to attend future events
- adverse media coverage

While this document is in the form of guidance, the main legislation that applies is:

- The Water Supply (Water Quality) Regulations (Northern Ireland) 2017
- The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009
- The Private Water Supplies Regulations (Northern Ireland) 2017

This legislation is intended to ensure events provide a wholesome and sufficient

water supply. Where water supplies are obtained from NI Water, the fittings and facilities on site and the way they are installed must comply with the requirements of The Water Supply (Water Fittings) Regulations 1999. This is to prevent waste, misuse, undue consumption, erroneous measurement and most importantly the contamination of water for drinking and food production purposes. There must be no risk of contamination of drinking water on site by backflow or any other means from one water outlet to another, the NI Water mains supply must be protected against backflow from temporary supplies and temporary events. This is regulated by The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009 and is enforced by NI Water, failure to comply with the requirements of the regulations is a criminal offence.

3. Steps that need to be taken by the event organiser in relation to temporary water supply

An outline of the necessary steps that organisers need to follow to arrange for a temporary water supply and the associated timings is given in [Appendix 1](#).

The provision of safe drinking water as part of an event should be considered by the event organisers at the earliest opportunity (it is advised that this is commenced at least 12 weeks prior to the event). It is important to remember that any direct access to the public water supply network can pose potential risk to the continuity of water supply and water quality for other consumers.

Before any plumbing work, alterations or extensions to systems in non-domestic premises can commence, advance notice must be given to NI Water. This is known as a Regulation 5 advance notification and can be submitted using a template form available on the NI Water web site. Work cannot

commence for a period of 10 days after the notification has been received by NI Water. NI Water will not unreasonably withhold consent but may attach certain conditions on the approval to ensure the proposals meet with the requirements of the regulations and backflow protection requirements.

The event organiser, if not the owner of the land or property holding the event, should in the first instance consult with the owner of the premises as to what facilities for the supply of water are currently in place and determine if these can be utilised. If there is no facility for a water supply connection in place at the site then a new connection to the public supply may be required.

Under no circumstances should a connection to a public water supply be undertaken by persons other than NI Water and for a private water supply without the prior knowledge of the owner of the private water supply and only by a person competent to make a connection to a drinking water supply. Competent person could be a WaterSafe Approved Plumbers (AP's) or a person familiar with the Principles of Water Hygiene.

3.1 Is a public water supply available?

Contact NI Water and establish if there is a connection to the public water supply already at the site;

- (i) If Yes – Existing connection available

If the water supply for the event is to be taken from an existing connection then NI Water must have a minimum of 28 days' notice.

However, event organisers are encouraged to contact NI Water at their earliest opportunity (recommended 12 weeks prior to the event). This notice is required as NI Water may need to make provision for the

additional water supply to ensure there is no risk to the water supply in the area. NI Water may choose to inspect the premises in advance of the event taking place to check on compliance with The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009.

NI Water will advise on flushing and sampling (if required) before the event;

(ii) If No – No existing connection available

(a) New Connection to the mains water supply

Contact NI Water as soon as possible to ascertain if NI Water can make a connection to a nearby mains supply and proceed as per NI Water advice.

NI Water should be contacted as early as possible and at least 12 weeks in advance of the event. NI Water will determine if a connection to the public water supply can be made and determine the most suitable point in their distribution system for the connection.

There will be a charge for the new connection. It is a criminal offence to misuse the mains water supply from an adjacent property.

(b) If no connection can be made to mains water supply an alternative source must be considered.

If a tankered water supply is proposed to be used for the event it is important to note that if tankers are proposed to be filled from the public mains supply that permission must be obtained from NI Water before the

tanker is filled.

NI Water have Standpipe License Procedures in place whereby they can provide water from a public main with a standpipe licence which grants permission to obtain direct access to the water supply network. This licence will allow, subject to local operating restrictions authorised persons to access NI Water mains and draw water from hydrants using a portable standpipe. NI Water should be contacted as soon as possible to arrange access to the mains supply via the Licensed Standpipe Procedure.

Where a tankered water supply is to be used the tank must be labelled with 'Boil before use'.

3.2 Is a private water supply available on site?

- (iii) Yes – The owner should then contact DWI to notify them of the proposed use and controls that will be put in place

3.3 No public or private water supply available

Consider other alternatives such as bottled water.

3.4 Campsites

Some temporary events may provide camping facilities that will require more extensive temporary water infrastructure that may increase potential risks to supply. It is the responsibility of the event organiser to ensure that there is an adequate supply of potable water for consumption and food preparation.

Increased usage of water, by campers, from the normal supply may result in backflow. This is when the water pressure decreases to the point that water flows in the opposite direction. Backflow is a contamination risk and can suck contaminated water back into the drinking water supply. NI Water will provide advice on reducing the risk of backflow due to increased usage. They will also provide advice on the disinfection of water pipes. It is recommended that the event organiser should have a schematic plan for the water supply and undertake an initial risk assessment before engaging with the appropriate authorities be it DWI, NI Water or EHOs.

3.5 Health and safety considerations

The event organiser is responsible for ensuring a safe event. An important part of this is the provision of safe drinking water. Some district councils have developed Safety Advisory Groups (SAGs) to provide independent advice to event organisers on how to ensure their events are safe and without risks to health. SAGs comprise of representatives from the local council (e.g. environmental health, building control and licensing officers, emergency planning), the PSNI, DfI Roads and emergency services.

Event organisers should determine if there is a SAG or similar multi-agency arrangement in the area in which the event is to be held and contact them for advice. This will include advice regarding drinking water, which may be considered under an Event, Health, Safety and Welfare Management Plan. Some SAGs have pages containing helpful resources on their local councils website. (See appendix 2 for District Council contacts)

4. Plans

Event organisers should provide the Environmental Health department at the relevant District Council and NI Water with detailed site plans and drawings for the event. These should include the following (this list is illustrative and is not exhaustive):

- The water supply distribution network and infrastructure (existing and proposed network), e.g. location and description of source, pipework and tankers (if used).

- Details of the plumber or plumbing firm being used and if applicable WaterSafe registration number.
- Billing arrangements for volumetric water used (NIW customer/meter reference details)
- Direction of flow.
- The location of:
 - pumps (specifying their size);
 - incoming water source(s);
 - toilet, wash hand basins and showering facilities;
 - drinking water points;
 - water supply points for food preparation;
 - additional facilities e.g. animal troughs, garden hoses;
 - redundant supplies or 'deadlegs';
 - tankers or bowsers;
 - standpipes;
 - back flow devices/meters;
 - connections;
 - treatment points e.g. for chlorine disinfection;
 - de-chlorination and water testing/measurements;
 - proposed sampling/monitoring points;
 - emergency infrastructure.

5. Risk Assessments

Once the site has been planned, event organisers should carry out a risk assessment on the water supply arrangements that describes:

- The potential risks at the site that may cause contamination of the water supply or an insufficient water supply.
- The measures to be taken to control or prevent these risks.
- The checks and monitoring procedures to be undertaken to ensure these control measures are in place e.g. sampling and ongoing inspections.

- Actions to be taken should these control measures fail.

A person should be appointed to take responsibility for this risk assessment and their contact details made available to the relevant District Council

Environmental Health Department and NI Water when the public water supply is to be used and the Drinking Water Inspectorate when a private water supply is to be used.

All relevant employees should be made aware of this risk assessment and be trained to appropriately respond to situations where water quality or sufficiency may be compromised.

The Environmental Health department and NI Water (Water Fittings Inspectors) can advise on the risks and give assistance to event organisers.

An example of a risk assessment is given in Appendix 3.

6. Emergency Plans

Event organisers should document their emergency operating plan for dealing with the contamination or failure of the water supply e.g. close the event or have contingency in place for emergency water supplies. If the latter approach is planned, organisers should document the logistics of receiving and distributing emergency supplies in their emergency plans e.g. if the plan is to use tankers then consider if the site is accessible. Organisers cannot rely on emergency water supplies being provided for an event by the Environmental Health department or NI Water.

7. Commissioning of water supply

(a) Storage and disinfection of Distribution Pipework

- When not in use, pipes and fittings should be drained and stored off the ground, to avoid entry of dirt or vermin.
- All pipes should have close-fitting end caps and these should remain in place until the pipe is connected. Blue MDPE pipe is not suitable for above ground usage, this must be buried at the required depth as per The Water Supply (Water Fittings) Regulations 2009. All pipes must have pipe identification labels as per BS XXXXX
- All fittings and pipe connection points e.g. standpipes must be bagged or covered and sealed to prevent contamination or deliberate tampering.
- Any standpipe used to directly withdraw water from the public water supply must be disinfected before use and be of a type approved by NI Water with a double check valve in line to prevent backflow.
- All pipes and fittings (and in particular plastic pipes) should be kept clear of fuel oils and paints and any materials so contaminated should be discarded. Fuel oils can penetrate plastic pipes and result in water having an unpalatable taste and odour.
- Materials in water fittings which are in direct contact with water can cause contamination such as taste, odour or microbial growth if they are not suitable for use with drinking water. Non-metallic materials such as plastics and rubber in pipes and fittings must be approved for contact with drinking water, for example as specified in Regulation 33 of The Water Supply (Water Quality) Regulations (Northern Ireland) 2017 or The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009.
- Where water is derived from the public supply, all water fittings (meaning all pipes, pipe fittings, joints, water meters, all types of valves, backflow prevention devices, cisterns, hot water storage vessels and appliances which are directly connected to the site water supply system) must comply with The Water Supply (Water Fittings) Regulations 1999 requirements for mechanical performance and suitability for water quality. Water fittings which have been assessed and found to meet these requirements are listed in the Water Fittings and Materials Directory available free of charge on the website of the Water Regulations Advisory Scheme (WRAS)

www.wras.co.uk/directory. Where water comes from tankers or private supplies it is good practice to follow the same requirements.

- The laying, preparation and disinfection of drinking water supply pipe work and facilities should only be undertaken by personnel with the appropriate training and certification. Documented evidence should be made available to demonstrate that they have the appropriate training e.g. certificates.
- A recommended procedure for disinfecting pipe work is given in Appendix 2. Appendix 2 also provides information on when to take samples and what they should be analysed for.
- For public supplies, the correct backflow prevention device at the point of connection to the mains must be in place before disinfection goes ahead. This will need to be inspected by NI Water's Water Regulation team (Water fittings inspectors).
- Where pipework for an event is fitted in stages event organisers should ensure each stretch of pipework is disinfected.
- When the connection is to the public water supply, a temporary connection to the supply will be made by NI Water to facilitate disinfection. This supply will then be disconnected and only reconnected when confirmation is received that disinfection was successful.
- On-site measurements will need to be made of chlorine levels to check that the pipe work has been disinfected and then further measurements following de-chlorination carried out (see Appendix 2).
- Microbiological samples are required to be taken of the water after it has passed through the pipework. Recommended analyses include coliform bacteria including E.coli. Additional parameters such as pH, conductivity and turbidity will give a further indication that the water is of a suitable quality (see Appendix 2).
- Should the microbiological results be unacceptable, repeat disinfection and sampling will be required. Connection to the public supply or distribution of a private water supply will not be approved until the microbiological results are acceptable.
- Once microbiological results indicate the water quality is satisfactory a formal Certificate of Disinfection should be provided to either the Environmental Health department for private water supplies or where

connection to the public supply is to be used, to NI Water. A copy of the laboratory report on the analysis of the microbiological samples should also be provided. The laboratory report should give the dates/ time of sampling, any on-site measurements taken at the time of sampling and the results of samples taken for microbiological and any other relevant analyses.

8. Roles and Responsibilities

8.1 Northern Ireland Water

Northern Ireland Water Ltd (NI Water) is a government-owned company, with the Department for Infrastructure (DfI) being its sole shareholder. DfI is responsible under the Water and Sewerage Services (Northern Ireland) Order 2006 to supply and distribute water, and NI Water performs the Department's water supply functions. NI Water is therefore responsible for providing all public water and sewerage services in Northern Ireland. Water supplied for domestic or food production purposes, must meet the standards contained in the "Drinking Water Regulations" NI Water aims to provide high quality drinking water, in a cost-effective manner, to meet the requirements of existing and future customers. By doing this it contributes to the health and wellbeing of the community, the needs of commerce and the protection of the environment.

NI Water has responsibility for the quality of the water into the public supply from all WTW's in operation. All reporting arrangements to the PHA, DWI and EHD's are the responsibility of NI Water.

NI Water is also responsible for regulating customers' compliance in relation to

The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009. It does this by proactively and reactively inspecting customers premises, these inspections apply to new and existing domestic and non-domestic premises including temporary events.

8.2 Drinking Water Inspectorate

The Drinking Water Inspectorate for Northern Ireland (the “Inspectorate”) is a business unit within the Northern Ireland Environment Agency (NIEA), part of the Department of Agriculture, Environment and Rural Affairs (DAERA). It is one of the United Kingdom regional regulatory bodies which has statutory duties in terms of drinking water.

The Chief Inspector is a statutory appointee, acting on behalf of the Department of Agriculture, Environment and Rural Affairs (DAERA) The Order also confers enforcement powers on the DWI in matters arising with NI Water.

The Inspectorate’s role is to ensure regulatory compliance and provide independent reassurance that human health is safeguarded through the provision of drinking water supplies in Northern Ireland.

The Inspectorate has a regulatory responsibility for private water supplies which are used for: drinking, cooking, food preparation or other domestic purposes; or those used in commercial food production; the manufacture, processing, preservation, or marketing of food or drink for sale for human consumption. This includes monitoring and enforcement at these supplies; however the regulations exclude such provisions at single domestic dwellings.

8.3 District Council Environmental Health Departments

District Council Environmental Health Departments in Northern Ireland are responsible for enforcing a variety of statutory provisions that have an impact on safety at events and in particular the safety of food and water. There are many different types of events which take place in NI each year. The event organiser is responsible for and has legal duty to ensure the health and safety and wellbeing of the people attending the event as well as contractors and employees working there.

8.3.1 Health and Safety Enforcement

Environmental Health Officers (EHOs) working for local district council Environmental Health departments, enforce a wide variety of health and safety at work laws (in specified workplaces). In certain circumstances such laws may extend to events (subject to the existence of and the extent of any associated employment).

Where employment exists at an event, health and safety at work laws will apply, depending on the nature and extent of the associated employment and the undertaking of the event organisers. Clearly defining the roles and responsibilities of all those involved and in particular the event organisers, is very important to the planning and delivery of a safe event. This can be done by the event organiser producing an Event, Health, Safety and Welfare Management Plan which should include proper arrangements for the provision of safe drinking water.

Under the Local Government (Miscellaneous Provisions) (NI) Order 1985, Council may grant a licence for the provision of entertainments. When granting a licence, council may specify terms, conditions and restrictions under which the licence is held including requirements for safe drinking water. Further advice on licensing requirements regarding drinking water can be obtained from the Licensing Officer at your local council.

8.4 Food business operators

Food business operators must ensure that they have an adequate supply of 'potable' water (i.e. water that is safe to drink). Only potable water should be used to ensure foodstuffs are not contaminated and must be used for cleaning food, food contact surfaces, hands, for including in foods and drinks, cooking foods and any other operations where there is a risk of contaminating foodstuffs. If mains supply is not available then food businesses may use containers of water which can be filled from the mains supply, water tanks/bowsers, or a private water supply. The food business operator must ensure water is potable.

Where containers of water are used they must be:

- (i) Made of food grade materials and be enclosed
- (ii) Kept clean and disinfected frequently to avoid the risk of contamination
- (iii) Emptied and filled regularly so as to avoid unacceptable contamination by micro-organisms
- (iv) Of sufficient capacity to store enough water for the potable water needs

The health and safety implications, including providing safe drinking water as

part of an event, should be considered at the earliest opportunity by the event organisers.

9. Legislation

The main statutory requirements to be taken into account when consideration is being given to providing safe drinking water at events are as follows:

- The Water Supply (Water Quality) Regulations (Northern Ireland) 2017
- Drinking Water Directive 98/83/EC, amending Directive (EU) 2015/1787 and Directive 2013/51/Euratom
- The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009
- The Private Water Supplies Regulations (Northern Ireland) 2017
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- The Water and Sewerage Services (Northern Ireland) Order 2006
- The Food Hygiene Regulations (Northern Ireland) 2006
- The Food Safety (Northern Ireland) Order 1991
- The Health and Safety at Work (Northern Ireland) Order 1978
- Management of Health and Safety at Work Regulations (Northern Ireland) 2000
- The Workplace (Health, Safety and Welfare) Regulations (Northern Ireland) 1993
- Local Government (Miscellaneous Provisions) (NI) Order 1985
- Regulation (EC) 852/2004 on the hygiene of foodstuffs

10. Useful links

<http://www.hseni.gov.uk>

<http://www.hse.gov.uk>

<http://www.hse.gov.uk/event-safety/managing-an-event.htm>

<http://www.legislation.gov.uk/>

[CIEH National Guidance for Outdoor and mobile Catering-](#)

http://www.cieh.org/policy/guidance_outdoor_mobile_catering.html

[A Guide for Event Organisers-Derry City Council Area-SAG Document](#)

<http://www.wras.co.uk/directory/>

<http://shop.bsigroup.com/ProductDetail/?pid=000000000030193122>

<http://www.water.org.uk/home/policy/publications/archive/drinking-water/principles-of-water-supply-hygiene/principles-of-water-supply-hygiene-finaldec2010.pdf>

http://www.who.int/water_sanitation_health/publication_9789241562638/en/

<http://www.epa.ie/pubs/advice/drinkingwater/epadrinkingwateradvicenote-advicenoteno8.html>

Appendix 1. - Checklist and timeline for organising an event when a temporary water supply is required

In summary here is a checklist and timeline for the organiser of an event requiring a temporary water supply.

Action	When Required
<p>If the organiser is not the owner of the land/premises where the event is take place information on the type of water supply available should be sought from the owner.</p>	<p>At earliest opportunity</p>
<p>The organiser should contact:</p> <ul style="list-style-type: none"> a. NI Water if the water to be used is from a public supply – or; b. Event organisers are obligated to provide advance notification of any alterations, extensions and changes of use associated with plumbing systems in non-domestic premises. This is known as a Regulation 5 notification, template forms can be download from the NI Water web site c. If dual supplies exist both NI Water and DWI should be contacted d. DWI if the water to be used is from a private water 	<p>Minimum 12 weeks in advance</p>
<p>If public water supply to be used submit application to NI Water for either;</p> <ul style="list-style-type: none"> (a) Existing connection available (b) New connection required 	<ul style="list-style-type: none"> (a) Minimum of 28 days in advance (b) Minimum of 12 weeks in advance

Action	When Required
If private water supply to be used submit application to DWI and Environmental Health at the relevant district council	Minimum of 28 days in advance
If a public supply is used, make fixtures and fittings available for a NI Water water regulations inspection.	On request. Minimum of 7 Days in advance
Disinfect pipework & de-chlorinate Samples to be taken to demonstrate that water quality satisfactory	Minimum of 7 Days in advance
Submit copy of microbiological results report to either: (a) Environmental Health and NI Water if public water supply (b) Environmental Health and DWI if private water supply	As soon as available. Minimum of 5 days in advance.
Flush all pipework to charge it with fresh water	Maximum of 1 day in advance
As well as water there may be other health and safety implications when organising such events. Advice should be sought from local Safety Advisory Groups and/or Environmental Health departments	Should be considered at the earliest opportunity

Appendix 2 - Recommended procedure for disinfection of pipework – this is the responsibility of the organiser to ensure this is undertaken.

<ul style="list-style-type: none"> • Spray all fittings etc. with a solution containing a minimum of 1000 mg/l chlorine during assembly.
<ul style="list-style-type: none"> • If a new connection of greater than 50mm is made then NI Water must be provided with a disinfection certificate before the system can be changed and brought into use
<ul style="list-style-type: none"> • Swabs can be used to clear dirt or debris from pipe work before disinfection.
<ul style="list-style-type: none"> • Inject sodium hypochlorite into the pipe work to achieve at least 20 mg/l throughout and allow to stand in the pipe work for 16 hours. Alternatively disinfect with 50 mg/l for 1 hour. Chlorine concentrations should be checked using a suitable high range test kit. <p>Ensure water is not accessible during the disinfection period e.g. label taps as not to be used.</p>
<ul style="list-style-type: none"> • Thoroughly flush the chlorinated water from the pipe work until the chlorine concentration of the water in the main is reduced to a level equivalent to that in the supply water. <p>Sodium Hypochlorite is VERY toxic to aquatic life and will kill fish at very low concentrations.</p> <p>Chlorinated water must be de-chlorinated before disposal. Before making any discharge from the water supply system, you should seek advice from the Northern Ireland Environment Agency through their Customer Contact Centre well in advance of the event. In general, any direct discharges to a water body should be avoided.</p>
<ul style="list-style-type: none"> • Fill the pipe work with fresh water and allow to stand for at least 16 hours before taking a sample for microbiological analysis. This 16 hour standing period will ensure that microbial re-growth has not occurred.
<ul style="list-style-type: none"> • Samples should be taken at representative points in the distribution system i.e. at near, midway and end points in the pipe work in relation to the incoming water. It is strongly advised that the sample point is disinfected before a sample is taken to ensure that it does not contaminate the samples. <p>For private water and tankered supplies, a sample of the incoming water will also be required.</p> <p>Microbiological samples must be taken to be analysed for coliform bacteria, including E.coli. Additional parameters such as turbidity, pH and conductivity should be considered and will give a further indication that the water is of suitable quality.</p> <p>Samples should be analysed by an accredited laboratory.</p>
<ul style="list-style-type: none"> • Flush the pipe work then take an on-site measurement of chlorine at representative points to check that it matches the chlorine levels of the supply water and that there has been no deterioration in the pipe work. <p>A visual check of clarity using a transparent glass container will indicate if there is any debris in the pipe work.</p>

Appendix 3 – Example of risk assessment for the provision of a temporary water supply for an event

No	Risk	Action taken to control/manage risk	Date of Action	Responsible Officer	Date completed	Signed
1	Contamination of water supply from the pipework and water fittings	Check the pipework and water fittings to ensure they meet the requirements of the Water Supply (Water Fittings) Regulations 1999				
2	Contamination of water through cross connection between the incoming mains supply and a private water supply	Describe the arrangements to be put in place to prevent the private water supply from entering the mains supply e.g. disconnection				
3	Contamination of the water supply with fuel	Mark on plans the location of fuel stores near water pipes. Use bunding if there is risk of spillage and contamination				
4	Water for drinks or food preparation being taken from non-drinking water points	Label taps i.e Drinking Water / Non Drinking Water				
5	Etc.					

Appendix 4 – Contact Details

NI Water, Drinking Water Inspectorate, Public Health Agency and local council contact details

<p>Northern Ireland Water PO Box 1026 Belfast BT1 9DJ</p> <p>Phone: 08457 440088</p> <p>E-mail: waterline@niwater.com</p> <p>Useful links:-</p> <p>Water Fittings https://www.niwater.com/water-fittings-regulations/</p> <p>Water Quality https://www.niwater.com/drinking-water/</p> <p>New Connections https://www.niwater.com/water/</p>
<p>Drinking Water Inspectorate – Northern Ireland (DWI(NI))</p> <p>Phone: 028 9056 9282</p> <p>E-mail: dwi@daera-ni.gov.uk</p> <p>Website: www.daera-ni.gov.uk/topics/water/drinking-water</p>
<p>Public Health Agency 12-22 Linenhall Street Belfast BT2 8BS</p> <p>Phone 0300 555 0119</p> <p>E-Mail: pha.dutyroom@hscni.net</p> <p>Website: http://www.publichealth.hscni.net/</p>

<p>Antrim and Newtownabbey Borough Council</p> <p>Contact details</p> <p>Mossley Mill Carnmoney Road North Newtownabbey BT36 5QA</p> <p>Phone: 028 9034 0000</p> <p>Email: info@antrimandnewtownabbey.gov.uk</p> <p>Website: http://www.antrimandnewtownabbey.gov.uk</p>	<p>Ards and North Down Borough Council</p> <p>Contact details</p> <p>Town Hall The Castle Bangor BT20 4BT</p> <p>Phone: 0300 013 3333</p> <p>Email: enquiries@ardsandnorthdown.gov.uk</p> <p>Website: http://www.ardsandnorthdown.gov.uk</p>
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<p>Armagh City, Banbridge and Craigavon Borough Council</p> <p>Contact details</p> <p>Craigavon Civic and Conference Centre PO Box 66 Lakeview Road Craigavon Co. Armagh BT64 1AL Phone: 0300 0300 900 Email: info@armaghbanbridgecraigavon.gov.uk</p> <p>Website: http://www.armaghbanbridgecraigavon.gov.uk</p>	<p>Belfast City Council</p> <p>Contact details</p> <p>Belfast City Hall Belfast BT1 5GS</p> <p>Phone: 028 9032 0202 Text number: 028 9027 0405 (for deaf and hard of hearing users only)</p> <p>Email: generalenquiries@belfastcity.gov.uk</p> <p>Website: http://www.belfastcity.gov.uk</p>
<p>Causeway Coast and Glens Borough Council</p> <p>Contact details</p> <p>Civic Headquarters Cloonavin 66 Portstewart Road Coleraine BT52 1EY</p> <p>Phone: 028 7034 7034 Fax: 028 7034 7026</p> <p>Email: info@causewaycoastandglens.gov.uk</p> <p>Website: http://www.causewaycoastandglens.gov.uk</p>	<p>Derry City and Strabane District Council - Derry Office</p> <p>Contact details</p> <p>Council offices 98 Strand Road Derry BT48 7NN</p> <p>Phone: 028 7125 3253</p> <p>Email: info@derrystrabane.com</p> <p>Website: http://www.derrycityandstrabanedistrict.com</p>

<p>Fermanagh and Omagh District Council</p> <p>Enniskillen Office</p> <p>Contact details</p> <p>The Townhall 2 Townhall Street Enniskillen Co. Fermanagh BT74 7BA</p> <p>Phone: 0300 303 1777</p> <p>Email: info@fermanaghomagh.com</p> <p>Website: http://www.fermanaghomagh.com</p>	<p>Lisburn and Castlereagh City Council</p> <p>Contact details</p> <p>Island Civic Centre Lagan Valley Island The Island Lisburn BT27 4RL</p> <p>Phone: 028 9250 9250</p> <p>Email: enquiries@lisburncastlereagh.gov.uk</p> <p>Website: http://www.lisburncastlereagh.gov.uk</p>
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<p>Mid and East Antrim Borough Council</p> <p>Contact details</p> <p>The Braid 1-29 Bridge Street Ballymena BT43 5EJ</p> <p>Phone: 0300 124 5000</p> <p>Email: enquiries@midandeastantrim.gov.uk</p> <p>Website: http://www.midandeastantrim.gov.uk</p>	<p>Mid Ulster District Council – Dungannon</p> <p>Contact details</p> <p>Dungannon Office Circular Road Dungannon BT71 6DT</p> <p>Phone: 0300 013 2132</p> <p>Email: info@midulstercouncil.org</p> <p>Website: http://www.midulstercouncil.org</p>
<p>Newry, Mourne and Down District Council</p> <p>Contact details</p> <p>District Council Offices O'Hagan House Monaghan Row Newry BT35 8DJ</p> <p>Phone: Council - 0300 013 2233 / Planning 0300 200 7830</p> <p>Email: council@nmandd.org</p> <p>Website: http://www.newrymournedown.org</p>	