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Information Management Unit

IT Suite

Westland House

40 Old Westland Road

Belfast

BT14 6TE

Tel: 9035 4813 ext 20242

Email: john.collins@niwater.com

Your reference:

Our reference: NIW 2021180

Date: 22 September 2020

Dear Mr Windle,

*Environmental Information Regulations 2004*

Thank you for your email of 22 September 2020, in which you requested information about how NI Water disinfects the public water supply (i.e. with chloramine or chlorine).

As your query falls under the definition of an environmental request, NI Water is replying under the disclosure provisions of the Environmental Information Regulations 2004 ("the EIR").

Chloramine is not used as a disinfectant at any NI Water Water Treatment Works. The current disinfectant is based on Chlorine in either a gaseous or a liquid form at levels to ensure the bacteriological quality of the final water.

With regards to the levels of Chlorine for your particular area, you might wish to consult the Water Quality Report for your water supply zone. You can do this by entering your postcode at [this link](#). Chlorine levels are listed under 'Free Residual Disinfectant' and 'Total Residual Disinfectant'.

You have the right to request that NI Water formally review this response within forty working days of the date of this letter. If you wish to do so, please write to NI Water Information Management Unit, IT Suite, Westland House, 40 Old Westland Road, Belfast, BT14 6TE.

If, after such an internal review, you are still unhappy with the response, you have the right to appeal to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, CHESHIRE, SK9 5AF, who will undertake an independent review.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'John Collins', with a stylized flourish underneath.

John Collins

Head of Corporate Information & Data Protection Officer  
Northern Ireland Water