

[REDACTED]

Information Management Unit
IT Suite
Westland House
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Belfast
BT14 6TE

Tel: 03457 440088

Email: imu@niwater.com

Your reference:

Our reference: NIW 2425585

Date: 3 April 2025

Dear [REDACTED]

Environmental Information Regulations 2004

Thank you for your email of 26 February 2025, in which you requested information about the number of residents left without water during storms affecting Northern Ireland since 2014.

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

Please find attached as Annex A details of supply interruptions during the storms mentioned. NI Water is required to report from a regulatory perspective on interruptions to customers' water supply that are greater than three hours. Hence, we have provided figures based on regulatory reporting requirements. When reporting on interruptions to the water supply, NI Water does not distinguish between homes and businesses. As such, the numbers relate to total **properties** affected.

In the table, events/properties exceeding:

- Three hours also includes events/properties exceeding six hours;
- Six hours also includes events/properties exceeding 12 hours; and
- 12 hours also includes events/properties exceeding 24 hours

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 email imu@niwater.com or 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 us. Please remember to quote the reference number above in any future communications.

Yours sincerely

Information Management Unit
Northern Ireland Water

Storm Name	Date	Water Supply Interruption Events (No.)				Total Properties Affected (No.)				Comments
		> 3hrs	> 6hrs	>12hrs	>24hrs	> 3hrs	> 6hrs	>12hrs	>24hrs	
Storm Darwin	12 February 2014	2	0	0	0	35	0	0	0	Two water supply interruption events >3hrs, one on 12th as a direct effect of the storm and one on 13th to enable NIE and NIW to repair the damage. The Rostrevor Road and sea wall out of Warrenpoint collapsed in the storm following weeks of heavy rain, high tides and wind across Northern Ireland. A 12m section of 160mm diameter welded main was left hanging in mid air.
Storm Ophelia	09 October 2017	0	0	0	0	0	0	0	0	No water supply interruption events >3hrs caused by electricity supply failures/pump equipment failures/low service reservoirs.
Storm Emma	26 February 2018	0	0	0	0	0	0	0	0	No water supply interruption events >3hrs caused by electricity supply failures/pump equipment failures/low service reservoirs.
Storm Ellen	18 August 2020	0	0	0	0	0	0	0	0	No water supply interruption events >3hrs caused by electricity supply failures/pump equipment failures/low service reservoirs.
Storm Barra	05 December 2021	1	0	0	0	22	0	0	0	One water supply interruption event >3hrs caused by a pump equipment failure. Upward reports confirm that standby generators were operating at a number of sites as a precautionary measure.

Storm Eunice	18 February 2022	0	0	0	0	0	0	0	0	No water supply interruption events >3hrs caused by electricity supply failures/pump equipment failures/low service reservoirs. Upward reports confirm that Storm Dudley, Storm Eunice and Storm Franklin passed with no significant impact on Water or Wastewater assets.
Storm Isha	21-22 January 2024	3	2	0	0	61	38	0	0	Three water supply interruption events >3hrs caused by electricity supply failures.
Storm Darragh	07 December 2024	11	3	2	2	410	58	54	54	Eleven water supply interruption events in total >3hrs, seven caused by electricity supply failures, two caused by pump equipment failures and two caused by low service reservoirs.
Storm Éowyn	24 January 2025	57	53	41	30	2500	1938	1216	575	Fifty seven water supply interruption events in total >3hrs, forty caused by electricity supply failures, seven caused by pump equipment failures, eight caused by low service reservoirs and two caused by burst mains.