

Irish Water – An Update

Presentation to Local Authority Members Association

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Government policy on water reform

April 2012, Government announced reform of public water services:

The creation of a public water utility, Irish Water, which will take over responsibility for delivering public water and waste water services from the Local Authorities

The appointment of a new economic regulator for the public water sector. The CER will be responsible for determining the cost of water services to the consumer

A new funding regime based on domestic water charges and raising capital on international markets, so that in the future, Irish Water will be financially self-sustaining

These measures represent one the most ambitious reform programmes undertaken in the history of the State.

The Vision and Values for Irish Water

“To deliver sustainable, high-quality and efficient water and wastewater services for the benefit of the citizens of Ireland.”

Responsibility

Stewardship, partnership, inclusion, safeguarding for the next generation

Expertise

Knowledge, quality, technical excellence, progressive, solutions-orientated

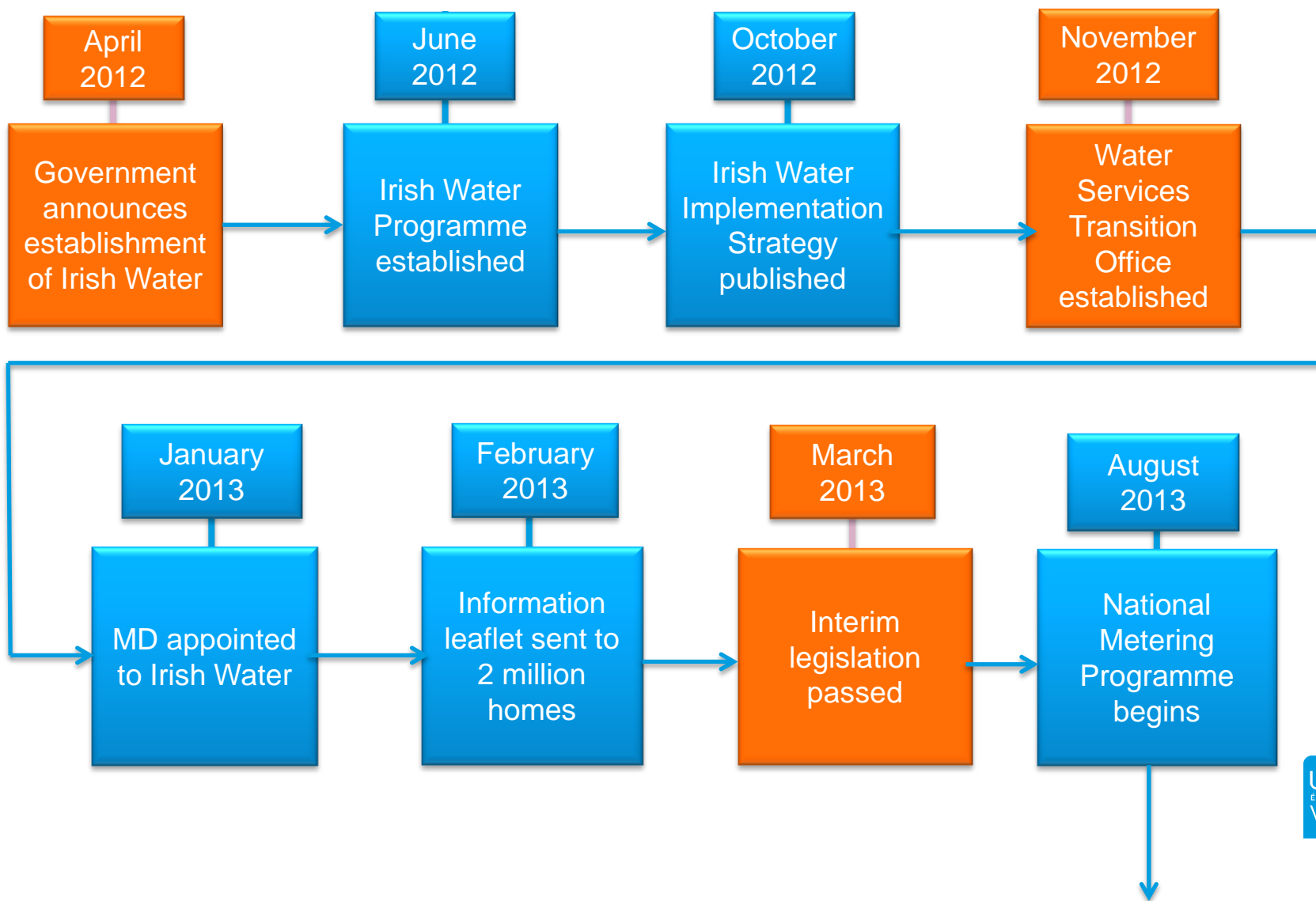
Efficiency

Responsive, fiscal responsibility, capital utilisation, customer service, delivering

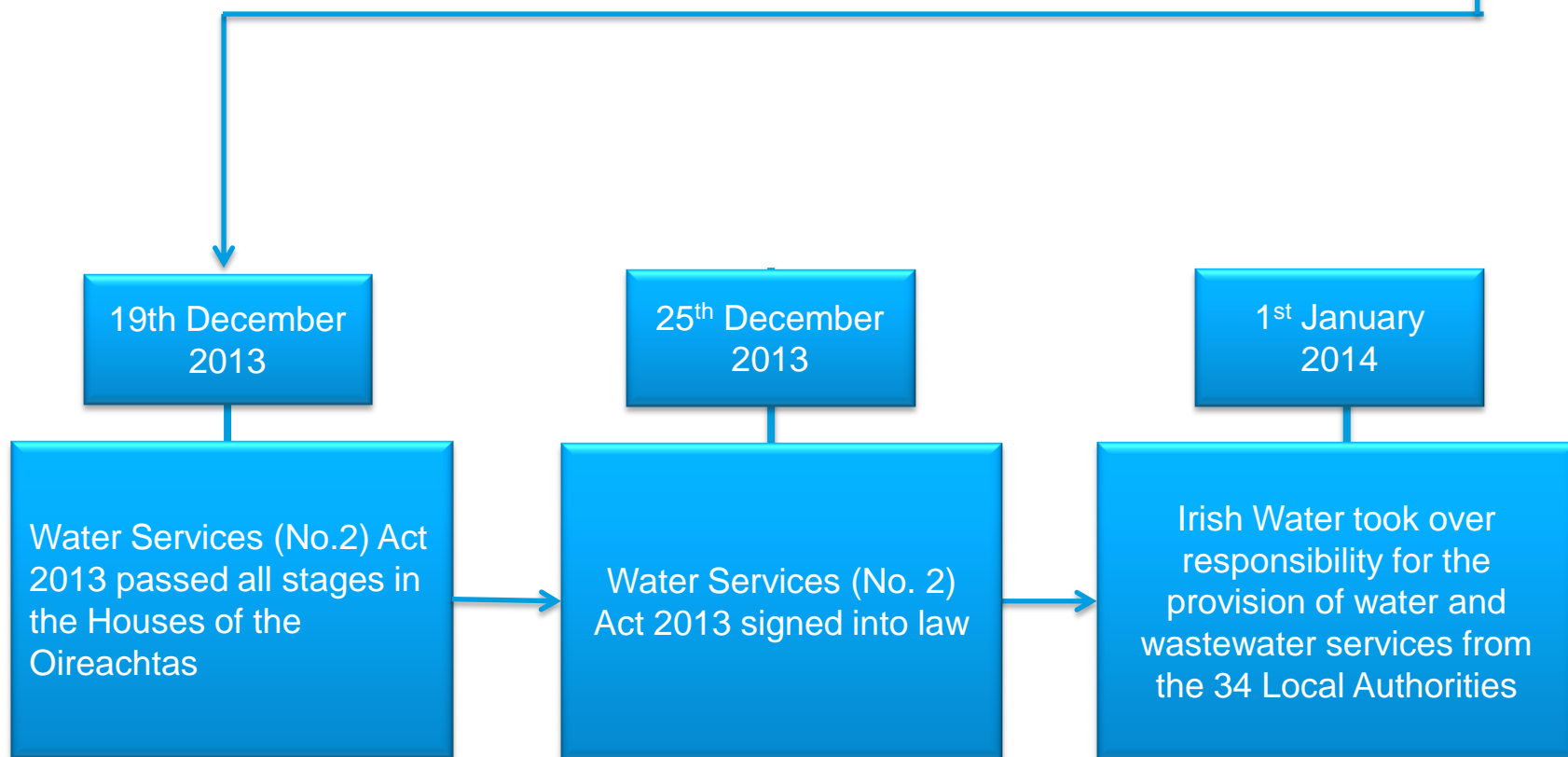
Integrity

Transparent, accountable, honest, fair

Key Milestones - Achievements to Date



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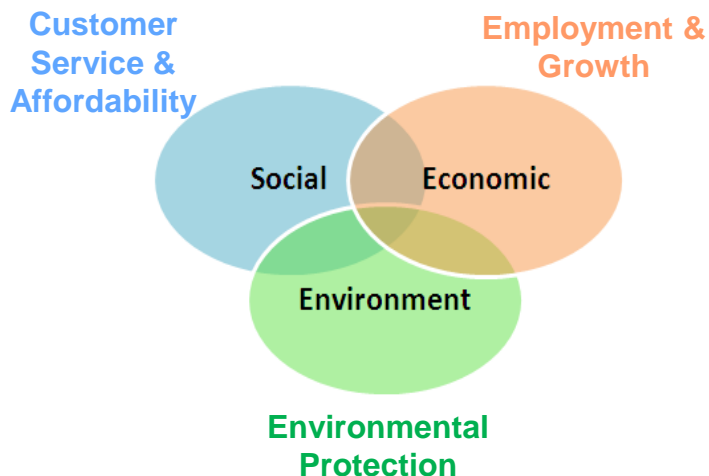
Water Services (No. 2) Act 2013

- Provides for the transfer of water services functions and assets from 34 LAs to Irish Water
- Service Level Agreements (SLA) with each LA
- Power to charge for water services
- Requirement to submit a Water Charges Plan to the CER for approval
- Requirement to prepare a 25 Year Water Services Strategic Plan to the Minister for approval
- Submit a Code or Codes of Practice to the CER for approval
- Prepare Investment Plans for water services infrastructure

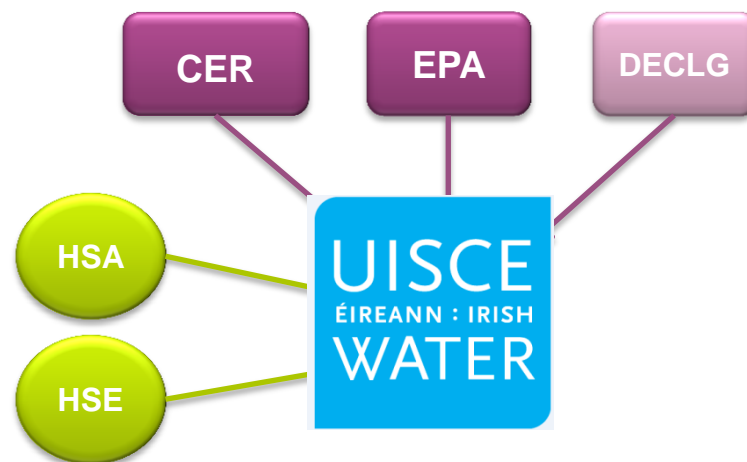
Irish Water will be working with the Local Authorities to continue to provide water services within the new delivery arrangements

Building a Sustainable Water Service

Balance Sustainability Objectives



Within New Water Services Regulation



Asset
Management
Approach

Key
Investment
Drivers

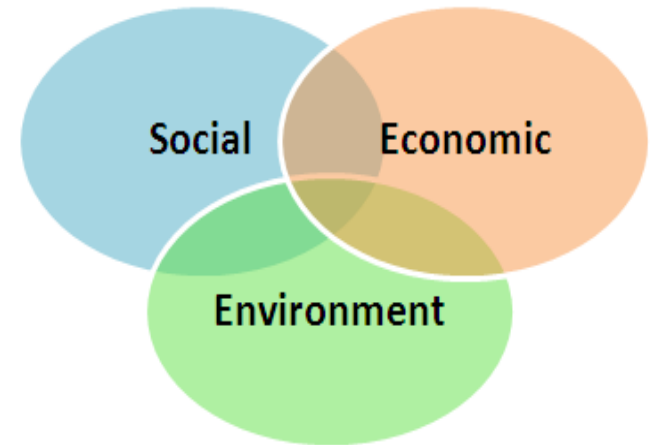
Development
of Investment
Programmes

Asset Management – A new approach

Asset Management Approach

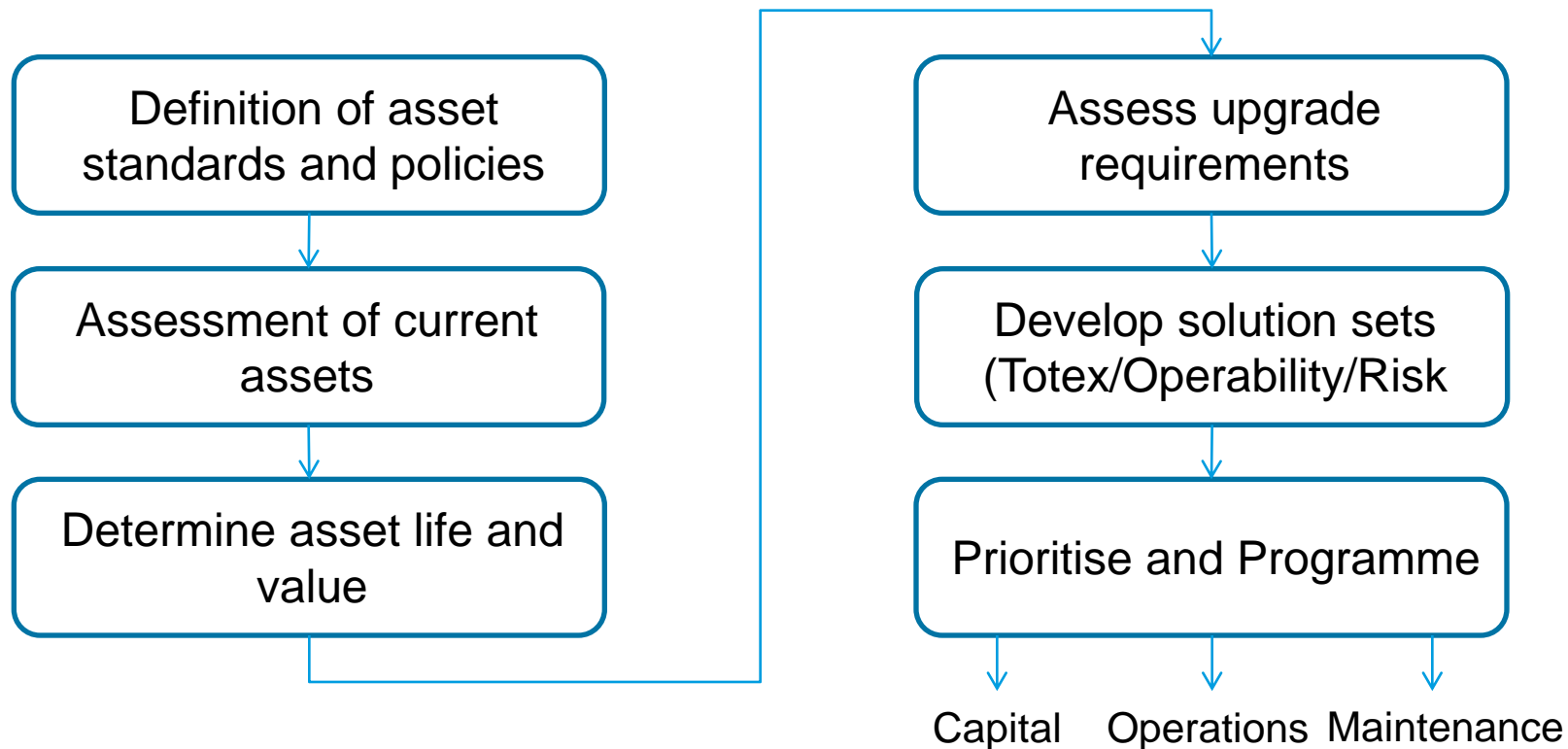
Key Investment Drivers

Development of Investment Programmes



SUSTAINABILITY

Developing the Asset Management Approach



Priorities for future investment

Drinking Water Quality: Ensuring safe drinking water for all

Water Conservation: Reducing leakage and conserving water

Water Availability: Ensuring a sufficient supply of water for the future

Wastewater Treatment: Including a sufficient capacity for wastewater treatment and ensuring compliance with environmental standards

Energy Efficiency: Reducing running costs through improved efficiencies

New Connections: Enabling new development

Priorities for 2014

- **Drinking water quality:**

- Team appointed with specific responsibility for tackling issue of drinking water quality
 - Most immediate risk to public health includes 'Boil Water Notices'
 - In recent years, upwards of 50,000 people affected
 - Number currently affected estimated at 20,000 people
 - Tackle current Boil Water Notices by end of 2014
-

- **Water Conservation:**

- Target unaccounted for water
- Map the national network of underground pipelines by the end of 2014

Priorities for 2014

- **Water Availability:**

- Vital for attracting new industry
 - Define water supply needs and project needs for the next 25 years
 - Develop plans to ensure that these needs can be satisfied
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- **Wastewater Treatment:**

- Ireland referred to the ECJ for non-compliance for wastewater schemes
- Will be fined by European Union if these schemes are not improved

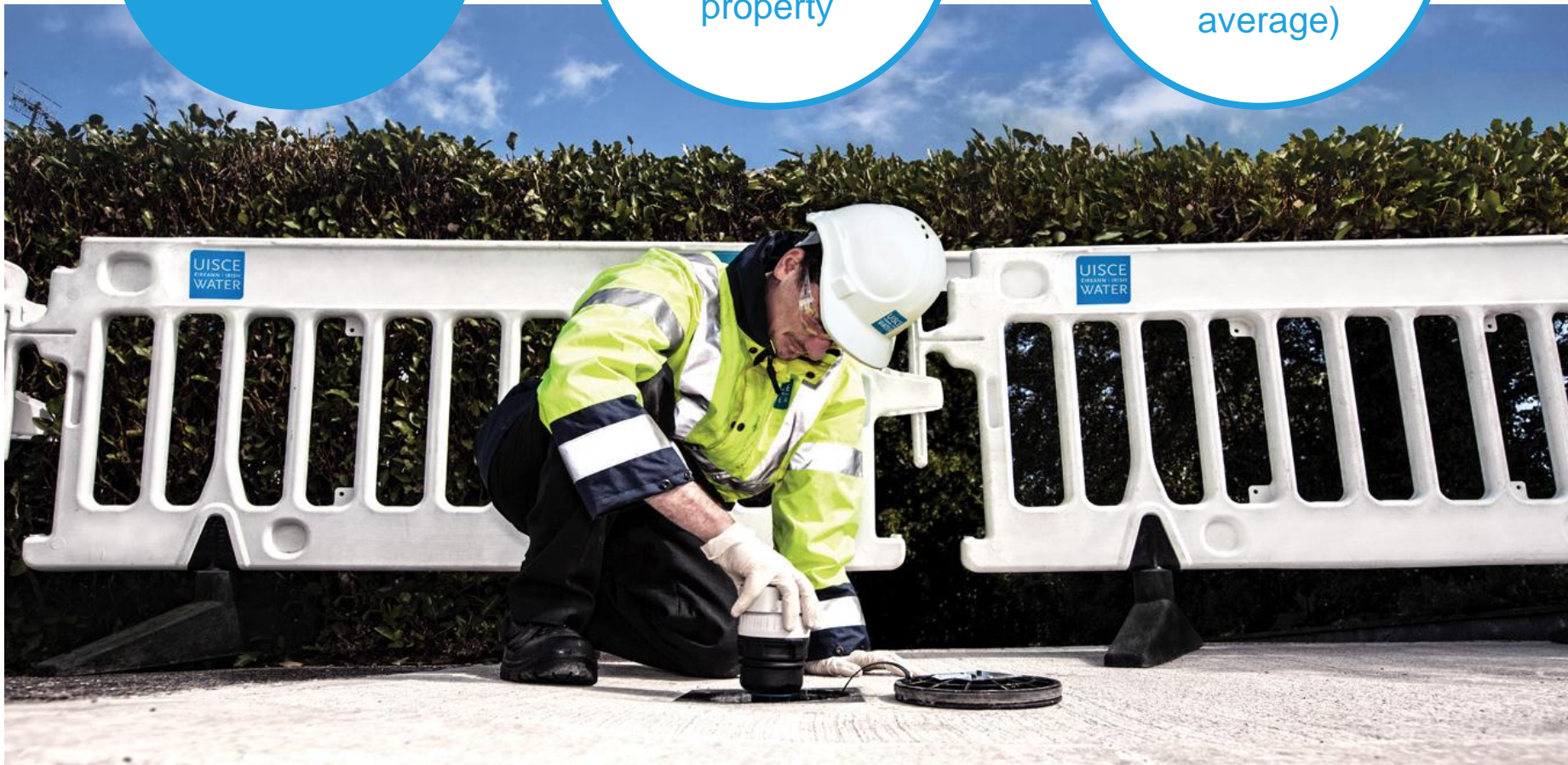
Domestic Metering Programme

Overview of Metering Programme

Phase 1 – 1.05m
meters by end 2016

Meters will be
installed outside
the homeowners
property

Scale –
27,000 meters
installed safely
per month (on
average)



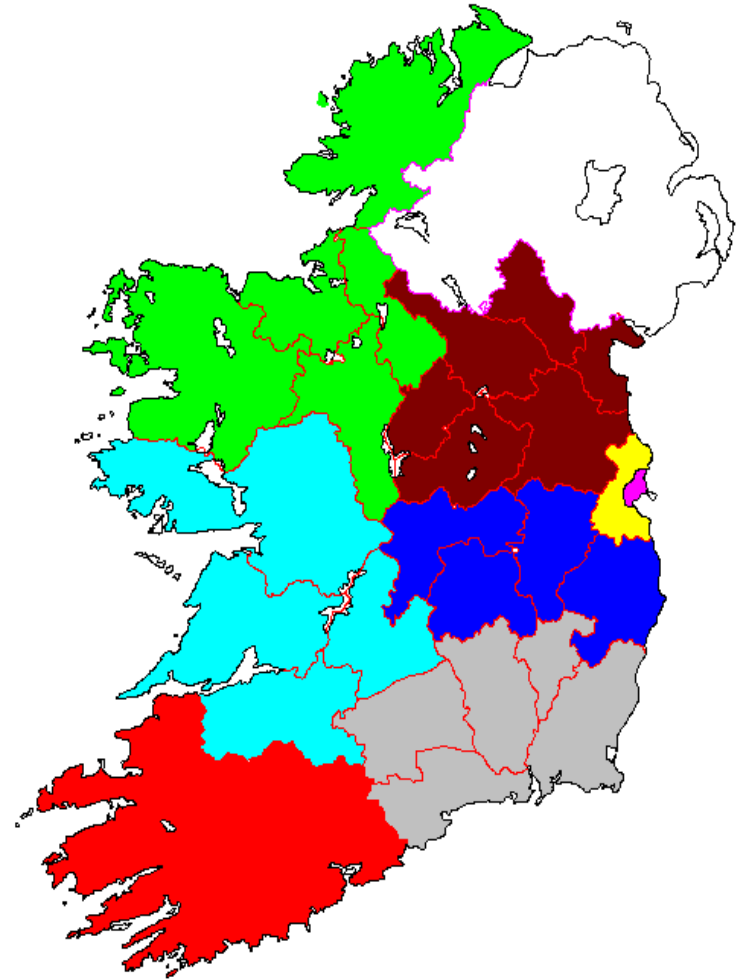
Irish Water Metering Programme

To install over 1 million domestic water meters in a safe, economic, efficient manner while meeting the high expectations of our customers.

- **Safety is our number one priority**
- The **customer is the core** of our business
- The metering team is the first face of Irish Water. All staff working on the metering programme are Irish Water ambassadors – importance of 1Day cards and co-branding
- To date we have installed over 100, 000 meters across the Country.

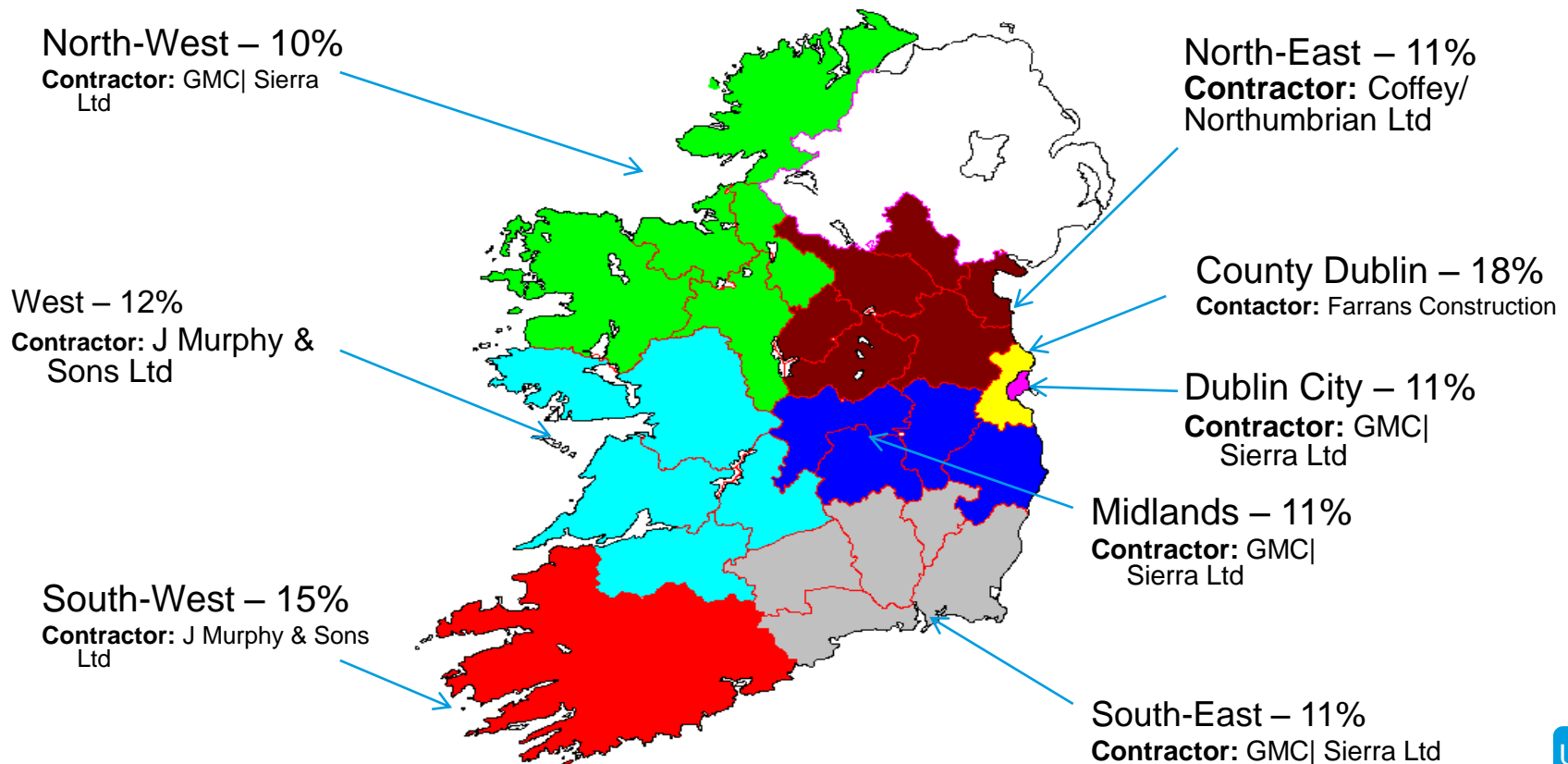
Irish Water Metering Programme

- Under the delivery plan, the country has been sub-divided into 8 regions, each comprising approximately 125k planned installation points.
- 8 regional contracts have been awarded and 4 Regional Contractors (RCs) have been appointed.






Metering Services and Works Contracts Regions

. Each regions comprises circa 125k connection points.

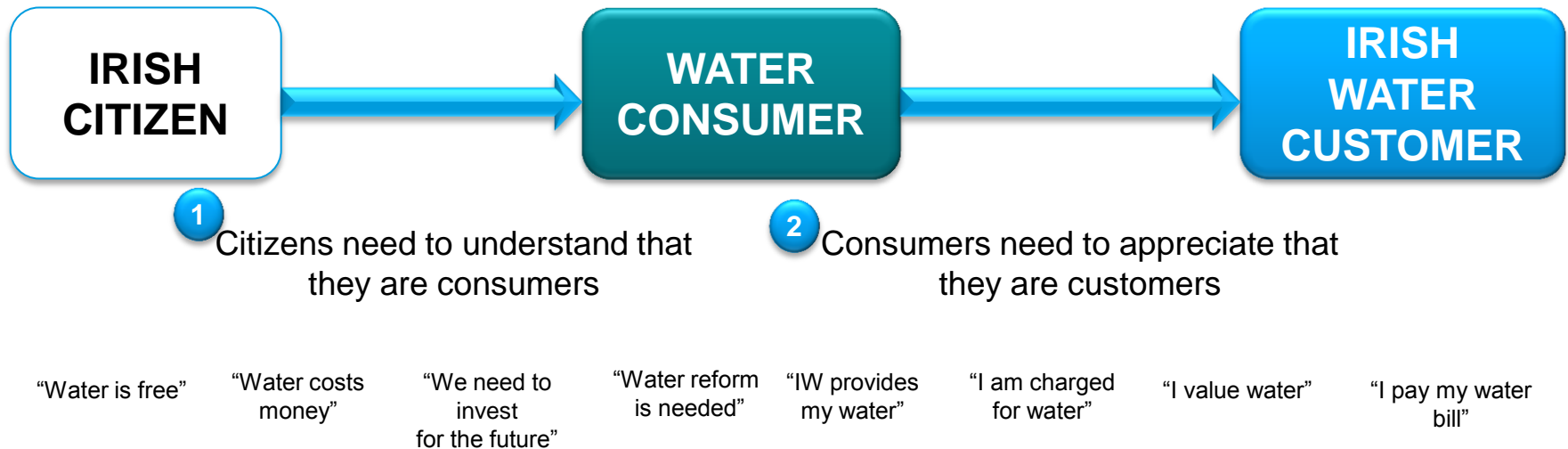


Metering communications is essential for ensuring customer awareness and acceptance

	Objective	
Media	Advance media, public affairs and stakeholder campaign (including contacting Elected Representatives)	
Pack 1 (d-14)	<p>Inform the customer at least 14 days prior to a contractor visiting their property with the objective of installing a water meter</p> <p>Inform them what this will involve and who to contact if they have an issue</p>	
Pack 2 (d-2)	<p>An information card will be given to the customer at least 2 days prior to installing a water meter informing the customer that a contractor will be visiting their property with the objective of installing a water meter. This card includes a window of 3 days.</p>	
Day 0 Cards	<ul style="list-style-type: none"> • Install complete - Meet Customer and prove supply • Work Cancelled • Work Postponed • Sorry we missed you (here is how to contact us to prove supply) 	

Communications Strategy – Building awareness, understanding and acceptance for a New Utility

Key Objective for Irish Water - Change how people think and act in relation to water...

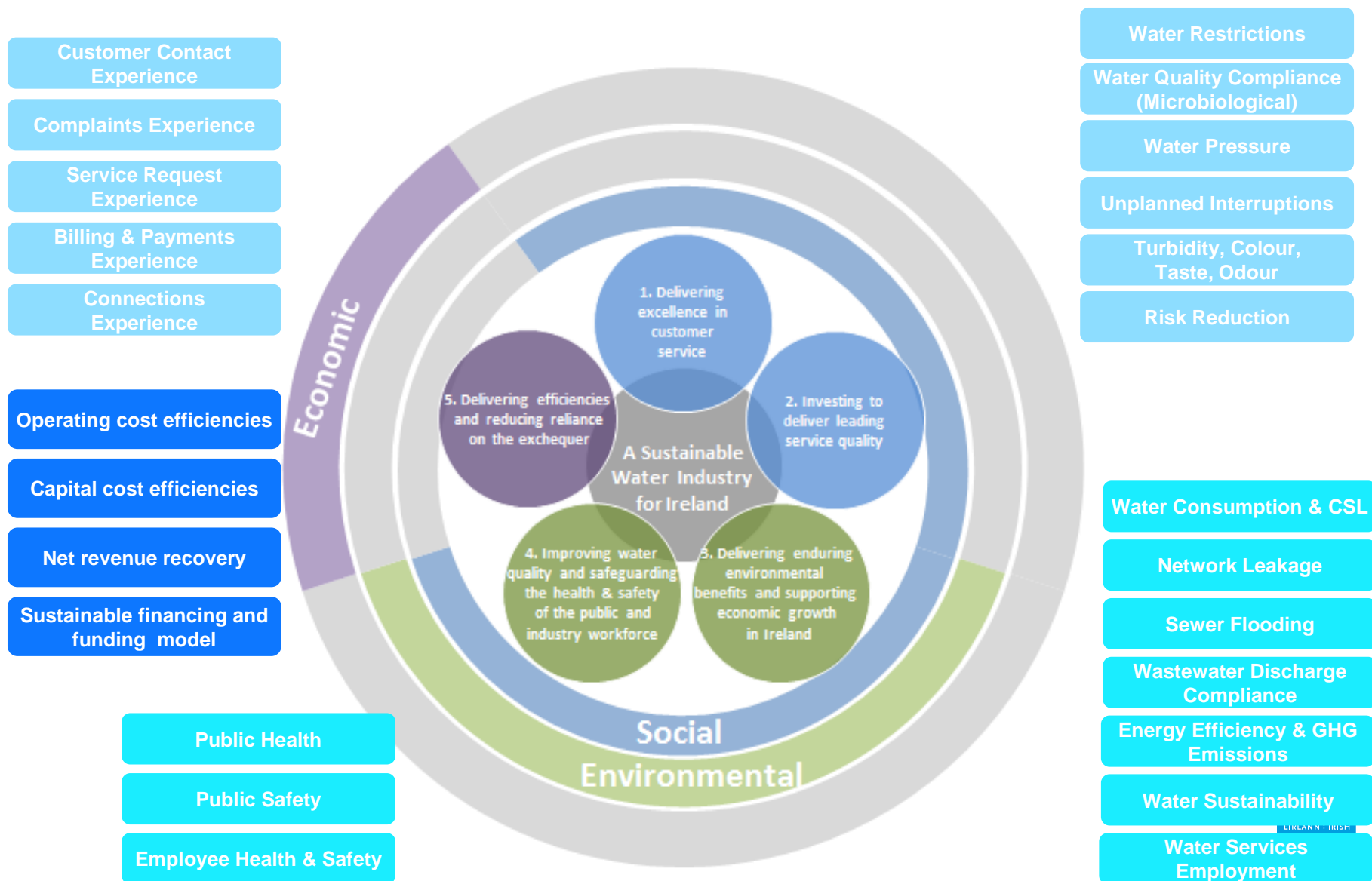


Priorities for 2014: Customer Operations

- 2014 agenda focuses on ***Valuing Water & Water Services*** in terms of:
 - Understanding the need for investment in the water sector
 - Being conscious of consumption volumes
 - Being conscious of consumption practices
- Introduce domestic tariff regime and maintain non-domestic tariffs (following public consultation by CER)
- Validate consumer information to establish billing database
- Develop web & social media as key reference channels
- Deliver customer services in line with standards, charters, codes & terms
- Monitor customer satisfaction

Looking Forward

Irish Water will be central to the delivery of five key benefits for the Irish Water industry...



...Each benefit will be driven by a combination of macro-level changes within the industry...

