

Irish Water our vision

Is to deliver world class water and wastewater services to our customers. This includes the delivery of a reliable and clean water supply as well as ensuring the safe disposal of wastewater. To support this we have developed a seven year business plan to ensure we can provide a quality service to all customers. Central to this vision is that

‘Through responsible stewardship, efficient management and strong partnerships, Ireland has a world-class water infrastructure that ensures secure and sustainable water services, essential for our health, our communities, the economy and the environment’.

Substantial improvements to water supply, water quality and reliability are required across the country. This will require significant capital investment over a number of years. We will work with our regulators, other stakeholders and our customers to prioritise investment. The plan outlines the following

- Transforming the previous service delivery model to deliver €1.1bn in efficiencies and cost savings
- Implementing best utility practices in operations, maintenance and capital investment delivery
- Investing €5.5bn to bring our water infrastructure and services to an acceptable level

The full plan can be viewed on our website www.water.ie along with updates on our projects, customer information and service and supply updates.

Background

Irish Water operates as a subsidiary company within the Eirvia Group. Included in the group is Aurora Telecom a bespoke fibre and bandwidth solutions provider and Gas Networks Ireland responsible for the gas network of Ireland.

Irish Water is accountable to two regulatory bodies. The Commission for Energy Regulation (CER) is Irish Waters economic regulator and the Environmental Protection Agency (EPA) is Irish Waters environmental regulator.

Business Updates

What's happening and how does it impact the business community?

Business billing transfer & dedicated customer service support.

Since January 2014 Local Authorities had been billing businesses on our behalf. We started a migration project in Q3 2016 where Irish Water would issue bills directly to businesses. To date we have migrated 30 of 31 Local Authorities, the last is Galway County which is due for migration in the coming weeks. On successful completion business bills nationwide will be issued directly by Irish Water.

To support this change a welcome pack has been issued to all customers who have migrated while further information is also available online. There is also now a dedicated customer service team to support business billing, payments and queries, they can be contacted Monday to Friday on 1850 778 778. If you have migrated to Irish Water please remember these key steps.

- If you wish to pay by Direct Debit please complete the SEPA Direct Debit Mandate
- Cancel existing standing orders for water services that are payable to your Local Authority
- If you have an accounts payable system, set up Irish Water as your water services supplier
- Log into your new online account through our website to view your bills.

If you still have an existing payment arrangement with your Local Authority, please call us on 1850 778 778 or + 353 1 707 2827.

Outages and Faults

The Operations and Faults line **1850 278 278** is a dedicated **24/7 365 days** a year support for all outage and supply information. The team now have a national view of planned and unplanned interruptions to supply. We publish all major outage information on our website www.water.ie and via social media @IWCare

A new key account management team

Key Account Management is a proactive customer engagement function responsible for establishing Irish Water as a trusted utility service provider for our key customers.

The team are responsible for delivering Key Account Management services to a large number of Industrial and Commercial Customers. They represent the face of Irish Water and are dedicated to supporting this segment of customers with the highest levels of customer service.

They achieve this by:

- Building and sustaining strong and enduring relationships with key accounts which result in high levels of customer satisfaction.
- Developing a detailed strategy and action plan which builds strategic partnerships with specific key customers that will deliver mutual benefits to both IW and the customer.
- Marrying the expertise of all IW stakeholders to present a solution to customers that effectively meets their need whilst working within business restraints.

The team have begun engaging with key customers and will continue this process throughout 2017.

A new national approach to connection & developer services

The objective of Irish Water's Connections and Developer Services is to facilitate both domestic and business customers connect to Irish Water's water and wastewater networks in an efficient and cost effective manner by

- Providing for early engagement with developers at a pre-planning stage through our new pre-connection enquiry process. This is to advise and support customers on the feasibility of a proposed connection.

- Enabling preliminary studies and design of infrastructure prior to developers seeking planning permission
- Providing a national process for applying for and entering into a connection agreement with Irish Water
- Establishing a robust quality assurance regime on all new housing development water and wastewater infrastructure and the development of a single set of Technical Guidance documents which are applicable across all local authority areas.
- A new national charging policy for new connections is currently being developed and this will be submitted to the CER for regulatory approval and public consultation later this year.

The Irish Water Connections and Developer Services team continue to work closely with the Water Services departments of the individual local authorities in providing these services. Further details can be found on the Irish Water website www.water.ie/connections

Business Charges

Current Business Charges

Irish Water is committed to maintaining non-domestic tariffs in accordance with the structures and arrangements applicable prior to 1st January 2014 until an enduring non-domestic tariff framework is in place.

Specifically, each customer is currently charged in line with non-domestic tariff levels and arrangements as applied by their relevant LA on 31st December 2013. There are over 500 different Tariffs nationally.

If a business has any queries in relation to their current bill they can contact the dedicated customer service team on 1850 778 778

Future Business Charges

A project for the establishment of the enduring Non-domestic Tariff Framework has been publicised by the Commission for Energy Regulation (CER). They have issued an Information Paper setting out the key elements of this Project and set out the project approach and papers to be published by the CER for public consultation and corresponding timelines. The key principles of any new Tariff are listed below.

- Equity and no undue discrimination
- Efficiency in the use of water services
- Cost reflectivity
- Cost recovery
- Stability & Simplicity

The timeframes for the delivery of the project are subject to change and there has been a change to the dates originally published by the CER due to the complexity of the project and the work of the Joint Oireachtas Committee on the future funding of water services. We will endeavour to communicate any new dates as they become available, a recent statement from the CER suggested that the public consultation won't take place to January 2018. We would encourage all stakeholders to take the opportunity to engage with the process during the CER consultation period. Further details are available on the CER website www.cer.ie

Published CER dates (subject to change)

Phase	Publication	Due Dates
Phase 1	CER Information Paper & Irish Water Information Paper	2017
Phase 2	<div> CER Consultation Paper on Irish Water's Proposals on: <ul style="list-style-type: none"> • National v Regional Tariffs • Customer classification • Tariff Structure • Cost Allocation Methodologies • Transitional Arrangements </div> <div> CER Decision Paper on: <ul style="list-style-type: none"> • National v Regional Tariffs • Customer classification • Tariff Structure • Cost Allocation Methodologies • Transitional Arrangements </div>	2017
Phase 3	CER Consultation on proposed changes to Non-Domestic Customer Handbook <ul style="list-style-type: none"> • Codes of Practice • Non-Domestic Standard Terms and Conditions 	2017
Phase 3	CER Decision Paper on Approved changes to Non-Domestic Customer Handbook <ul style="list-style-type: none"> • Codes of Practice • Non-Domestic Standard Terms and Conditions 	2018
Phase 4	Consultation Paper on Irish Water's proposals for Non-Domestic Tariff rates	2017
Phase 4	CER Decision paper on the approved water charges plan	2018
Phase 5	Planned implementation of enduring Tariff rates	2018

Irish Water Business Briefing Note

Wastewater Source Control & Licensing

Overview

Trade effluent (TE) typically has a different composition to domestic wastewater and may contain additional pollutants that proves difficult to treat. The management of extra matter contained in TE such as organic wastes, soluble or insoluble chemicals or compounds, including nutrients or metals, can lead to increased costs associated with the monitoring, treatment and disposal of the TE or its by-products.

Irish Water aspires to the sustainable management of trade effluent and imported waste water in order to protect treatment assets and the environment. This includes the appropriate control of wastewater at the point of generation.

Some examples of trade effluent producers include the food & drink industry, breweries, pharmaceuticals, restaurants, cafés, take aways, manufacturing firms, car washes, hospitals, prisons and universities.

To support sustainable management Irish Water operates an interim source control and licensing strategy for trade effluent. This interim strategy, which runs from 2017 to 2018, includes two programmes

1. Overloaded Agglomerations

An agglomeration is a collection of housing, industry and general trade wastewaters associated with one wastewater treatment facility (possibly in a village town or city)

The strategy must tackle agglomerations where there are known overloads and therefore likely to be

- (1) Assets under pressure
- (2) Excess operational spend
- (3) Discharges of trade effluent or other matter where the charges aren't covering the cost of treating the load to the wastewater treatment system.

We will be liaising directly with businesses in these areas to find solutions to the overloads.

2. A sampling programme for high risk/load businesses

Some sectors have been flagged as having very strong effluent e.g. many times stronger than normal domestic sewage or containing toxic or corrosive chemicals requiring a specific type of treatment. Other businesses have shown that their effluent is discharged irregularly and these shock loads of highly polluting effluent increases the risk of damage to wastewater treatment systems and ultimately the environment.

A sampling programme for these sectors will provide Irish Water with the information required to manage these trade effluents, to ensure that the wastewater treatment system is not damaged and there is no negative impact on the environment. As part of the sampling programme we will be engaging and educating customers on the impacts of TE on the waste water network and environment.

Team Deliverables

With regard to wastewater source control and licensing (WWSCSL) the structure is based on 3 pillars of operation

1. Licensing

Sectors that discharge TE require a license; we support the review of existing and new licences and ensure relevant licencing is in place for all trade effluent discharges to the network. We will support a campaign to ensure businesses understand the license process and importance of source control. In the long term we will review how licenses are managed to be most effective.

2. Compliance

We ensure that regular monitoring of all licensed trade effluents takes place and that the conditions of the trade effluent licence are being complied with. Where non - compliance is detected we will work collaboratively to ensure a solution can be found.

3. Enforcement

In certain circumstance where the risk to assets or the environment is high and engagement hasn't been successful, enforcement may be required. We will develop an enduring enforcement policy over time.

Further updates to wastewater source control and licensing can be found at www.water.ie.