

1st October 2021

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Irish Water Charges Plan

Scheme of approved charges applicable from 1st October 2021
Water and Wastewater charging arrangements for Domestic
and Non-Domestic Customers

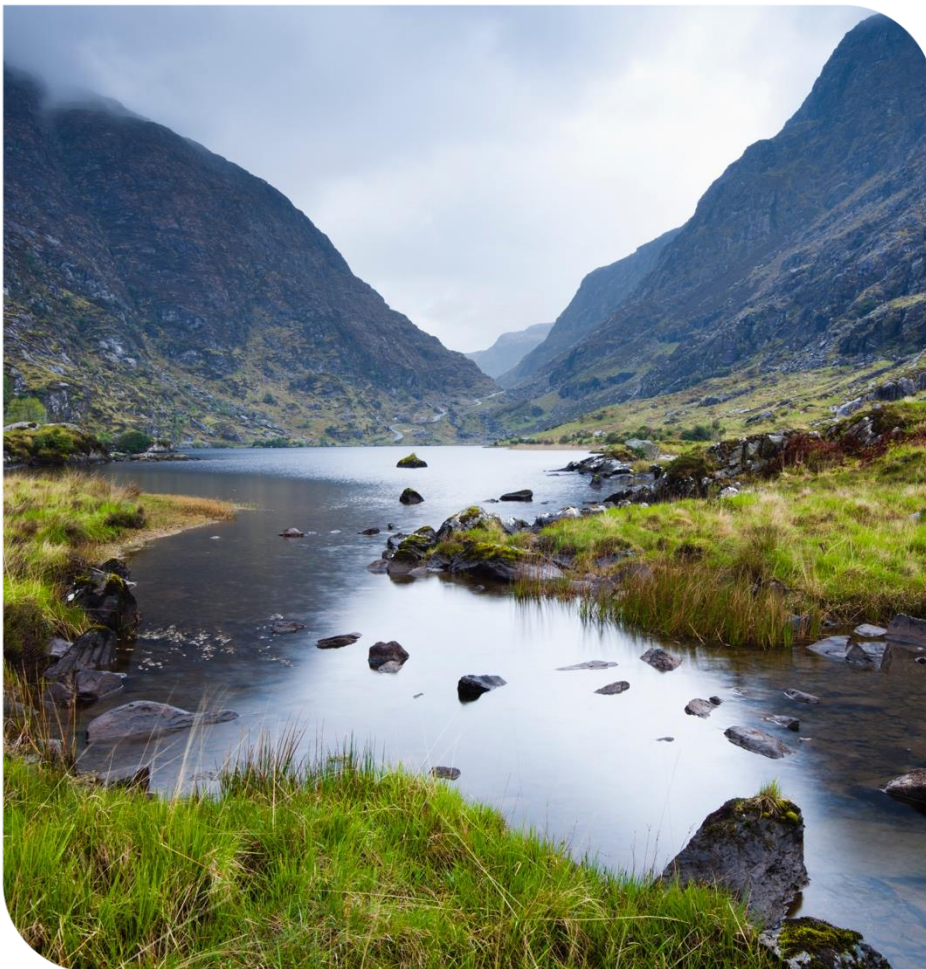


Table of Contents

1. Introduction to our charges	3
1.1. How to contact us	3
1.2. What does Irish Water charge for?.....	4
1.3. Water Charges Plan structure.....	4
2. Domestic Water Supply and Wastewater charging arrangements	6
2.1. Liability for charges	6
2.2. Allowances	8
2.3. Metered charges.....	9
2.4. Unmetered charges.....	10
2.5. Discounts for water not fit for human consumption	10
3. Non-domestic Water Supply and Wastewater charging arrangements	12
3.1. Liability for charges	12
3.2. Metered charges.....	13
3.3. Unmetered charges.....	15
3.4. Transition arrangements	16
3.5. Charging Metered Connections moving Tariff Class	18
3.6. Mixed Use Customers.....	19
3.7. Non-domestic discounts for water not fit for human consumption	20
3.8. Legacy Charging Arrangements.....	23
3.9. Leak allowances	24
4. Public group water schemes	27
5. Connections	28
5.1. Standard Connection Charges	28
5.2. Quotable Charge(s).....	31
5.3. Miscellaneous Connection Requests.....	32
6. Additional Services	34
7. Customer assistance	35
Appendix 1 – Definition of terms	37
Appendix 2 - The Water Charges Plan	45

1. Introduction to our charges

This Water Charges Plan outlines the manner and method by which Irish Water charges its customers. It has been approved by the Commission for the Regulation of Utilities (CRU). Under the Water Services (No 2) Act 2013¹ the approval of this Water Charges Plan by the CRU allows Irish Water to charge its customers the charges outlined herein.

This Water Charges Plan applies from 1st October 2021 and shall remain in effect until such date as it is superseded. The Water Charges Plan may be amended and updated, from time to time, to reflect any additional CRU decisions relating to charges (and to clarify or supplement any of its terms).

Consistent with the previous version, this water charges plan reflects the CRU's decisions on Irish Water's allowed revenue for the Revenue Control period from 1st January 2020 to 31st December 2024².

Irish Water's approach to charging customers will always be consistent with its required standards of customer service, as published in the CRU's Domestic³ and Non-Domestic⁴ Customer Handbooks.

1.1. How to contact us

If Customers have queries about any of our charges, or if assistance is needed with any element of the provision of Water Services, Irish Water can be contacted by telephone, email or web as follows:

Account query	0818 778 778 or +353 1 707 2827
Lines Open	9am to 5.30pm Monday to Friday
Water or Wastewater emergencies	0818 278 278 or + 353 1 707 2828
Lines Open	24 hours a day, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IWCare
Website	www.water.ie

Figure 1.1 Irish Water contact details

¹ <http://www.irishstatutebook.ie/eli/2013/act/50/enacted/en/pdf>

² [Decision on Irish Water Revenue for 2020 to 2024.](#)

³ [Irish Water Domestic Customer Handbook CRU/20/116a](#)

⁴ [Irish Water Non-Domestic Customer handbook CRU/20/117b](#)

1.2. What does Irish Water charge for?

Irish Water does not apply charges for Water Supply and Wastewater services provided to Domestic Customers at present⁵. However, from the start of Q3 2022 (at the earliest), as required by the 2007 Act the following Excess Use Charges will apply to Domestic Customers:

- Water Supply charges – when a Dwelling is connected to the Water Supply Network and is liable for Excess Use Charges; and
- Wastewater charges – when a Dwelling is connected to the Wastewater Network and is liable for Excess Use Charges.

Irish Water's non-domestic service charges are:

- Water Supply charges – when a Non-Domestic Premises including a Non-Domestic Premises forming part of a Mixed Use Premises is connected (directly or indirectly) to the Water Supply Network; and
- Wastewater charges – when a Non-Domestic Premises including Non-Domestic Premises forming part of a Mixed Use Premises is connected (directly or indirectly) to the Wastewater Network.

Irish Water also charges Domestic and Non-Domestic Customers for other services such as:

- Connection services for Irish Water's Water Supply and Wastewater Networks; and
- Certain instances where a Customer requests that Irish Water carry out Additional Services (for example meter testing or special meter read requests).

1.3. Water Charges Plan structure

This Water Charges Plan is structured as follows:

- **section 2** sets out Domestic Customer Excess Use Charges for Water Supply and Wastewater services which will apply from Q3 2022 at the earliest;
- **section 3** sets out Non-Domestic Customer charging arrangements;
- **section 4** sets out the charging arrangements for group water schemes connected to the public Water Main;
- **section 5** sets out charging arrangements for Connections to Irish Water's Water Supply and Wastewater Networks;
- **section 6** sets out charging arrangements for Additional Services carried out by Irish Water at a Customer's request;

⁵ Connection charges and charging for Additional Services apply at present to Domestic Customers

- **section 7** sets out contact details if Customers require advice;
- **Appendix 1** sets out definitions of terms used in this Water Charges Plan;
and
- **Appendix 2** set out the legislative background to the Water Charges Plan.

2. Domestic Water Supply and Wastewater charging arrangements

This Water Charges Plan refers to an Annual Allowance. This phrase is not referred to in the legislation relating to Excess Use and Excess Use Charges and has been used in this Water Charges Plan to assist Irish Water's Customers in understanding how, in practice, Excess Use Charges may apply if applicable. The legislation relating to Excess Use and Excess Use Charges has primacy over this Water Charges Plan and to the extent that there is any conflict between this Water Charges Plan and the legislation relating to Excess Use and Excess Use Charges, the terms of the legislation will prevail.

2.1. Liability for charges

Domestic Customers are not liable for charges for domestic Water Supply and Wastewater services currently⁶. However, from the start of Q3 2022 at the earliest Domestic Customers will be liable for Excess Use Charges in certain circumstances⁷.

Legislation⁸ has been put in place which provides for Irish Water to apply Excess Use Charges. In practice liability for Excess Use Charges will only apply to Domestic Customers where the volume of Water Services provided to the Dwelling exceeds the Annual Allowance (and no exemption for medical need has been granted by Irish Water). See section 2.2 for further details on allowances.

In practice when Excess Use Charges are being implemented, Irish Water:

- i. shall not charge a Domestic Customer for Water Services provided over a 12-month period, unless the Water Services so provided exceed the Annual Allowance;
- ii. shall give a Notice to a Domestic Customer to whom, over a 12-month period, the Water Services so provided exceed the Threshold Amount;
- iii. shall inform the Domestic Customer, that Excess Use Charges shall apply if the Annual Allowance continues to be exceeded over the six-month period beginning on the day of the giving of the Notice; and
- iv. shall apply Excess Use Charges to Domestic Customers for any such Water Services that exceed the Annual Allowance
 - o during that six-month period, and
 - o during any period after the expiration of that six-month period.

For details on the Customer journey used to identify Excess Use and charge Domestic Customers please refer to the CRU's Household Water Conservation policy decision:

⁶ Other than for certain Additional Services and Connection related charge which are also referred to in this Water Charges Plan.

⁷ The rules and processes underpinning Excess Use Charges are currently being determined by the Minister for Housing, Local Government and Heritage, the CRU and Irish Water.

⁸ The Water Services Act 2017 amended the Water Services Act 2007 by inserting sections 53A-53F (and the Water Services No.2 Act 2013 was also amended).

- www.cru.ie/document_group/household-water-conservation-excess-use-charges/

Domestic Customers that use Water Services in excess of the Threshold Amount, may be entitled to avail of the first fix scheme⁹ if the Excess Use at their Dwelling is due to a leak. Visit Irish Water's website for details on how to apply:

- www.water.ie/help/leaks/first-fix-free/

The use of Water Services by a Domestic Customer until the end of Q2 2022 (at the earliest) will never¹⁰ be subject to Excess Use Charges. Therefore, Irish Water's Domestic Customers will only be liable for Excess Use Charges for Water Services provided to a Dwelling from the start of Q3 2022 (and this is the earliest date on which a Notice will issue). Irish Water will not issue bills for Water Services provided to a Dwelling above the Annual Allowance before 1st October 2023, and these bills will cover a 12-month period commencing in Q3 2022 at the earliest (being the date on which the first Notices will issue)¹¹.

The 2007 Act provides for an additional Allowance Amount for each occupant above four if a Domestic Customer has been issued with a Notice¹². The Annual Allowance provided to a Dwelling is the Threshold Amount plus the additional Allowance Amount for each additional occupant above four. If a Domestic Customer has been issued with a Notice, the 2007 Act also provides for an exemption from Excess Use Charges on certain medical grounds.

The 2007 Act provides that the Minister for Housing, Local Government and Heritage:

- i. may prescribe minimum periods, within a specified period, during which an individual is required to reside in a Dwelling in order to be considered ordinarily resident in the Dwelling; and
- ii. shall prescribe matters relating to an application for, and confirming continued entitlement to, an exemption from Excess Use Charges on medical grounds.

These rules have not yet been prescribed by the Minister. Once prescribed a future version of the Water Charges Plan will set out the associated rules and processes including any direction provided by the Minister for Housing, Local Government and Heritage regarding (i) and (ii) above. The Minister will also prescribe procedures for a Customer to follow in applying for the additional Annual Allowance or exemption and set out all further information to be furnished by the customer.

⁹ See [here](#) the CRU's April 2021 First Fix decision (CRU/21/040a) expanding eligibility (e.g. to unmetered customers) and aligning the scheme with the Household Water Conservation (Excess Use Charges) policy CRU/19/086.

¹⁰ While usage prior to Q3 2022 will be not liable for Excess Use Charge it may be used by Irish Water for the purposes of considering whether a Notice under the relevant legislation in relation to Excess Use should issue.

¹¹ For the avoidance of doubt, there will be no liability for charges for domestic Water Services until Q3 2022 at the earliest.

¹² The rules around how a customer can apply for the additional allowance have not yet been prescribed by the Minister. These rules will be included in a future Water Charges Plan.

2.2. Allowances

In practice, each Dwelling will receive an Annual Allowance and there will be no liability for charges for all Water Services used within the Annual Allowance. The default annual allowance (also known as the Threshold Amount) is 213,000 litres (or 213m³) for all Dwellings. Dwellings with more than four occupants will be able to apply for additional Allowance Amounts. The process for applying for additional Allowance Amounts will be prescribed by the Minister for Housing, Local Government and Heritage, and will be included in a future version of the Water Charges Plan. The volume of Water Services used above the overall Annual Allowance will be considered under the Household Water Conservation Policy to be Excess Use and will be liable for Excess Use Charges.

Dwellings with occupancy greater than four will be able to apply for the additional Allowance Amount in accordance with the procedure prescribed by the Minister for Housing, Local Government and Heritage which is an extra 25,000 litres per annum (or 25m³) per additional occupant ordinarily resident in the Dwelling (Allowance Amount(s)). Table 2.1 summarises the Annual Allowance threshold for Dwellings with zero to 12 occupants.

Number of individuals ordinarily resident	Annual Allowance (litres p.a.)	additional Allowance Amount (litres p.a.)
0	213,000	-
1	213,000	-
2	213,000	-
3	213,000	-
4	213,000	-
5	238,000	25,000
6	263,000	50,000
7	288,000	75,000
8	313,000	100,000
9	338,000	125,000
10	363,000	150,000
11	388,000	175,000
12	413,000	200,000

Table 2.1 Annual Allowance per Dwelling

2.3. Metered charges

Table 2.2 sets out the Water Supply and Wastewater Volumetric Charges that will apply for Excess Use by Metered Domestic Customers from Q3 2022 at the earliest. The Water Supply Volumetric Charges and Wastewater Volumetric Charges are set at the same level.

Volumetric Excess Use Charges	€/m ³ (1,000 litres)
Volumetric Water Supply charge	1.85
Volumetric Wastewater charge	1.85
Volumetric combined Service charge	3.70

Table 2.2 Volumetric Excess Use Charges

Metered Domestic Customers will not be charged more than the maximum (or capped) annual Excess Use Charge. Where a water meter is installed by Irish Water at a Dwelling and the measured usage warrants a lower charge than the maximum charge, Water Supply and/or Wastewater Volumetric Excess Use Charges will be applied to consumption to derive the applicable charge. Table 2.3 sets out the maximum (or capped) annual Excess Use Charges that will apply for Metered Domestic Customers whose usage exceeds the Annual Allowance over the relevant 12-month period as from Q3 2022 at the earliest.

Maximum Excess Use Annual Charges	€ per year
Maximum Water Supply charge	250
Maximum Wastewater charge	250
Maximum Combined Water Supply and Wastewater charge	500

Table 2.3 Maximum annual Excess Use Charges (capped)

Water Services Volumetric Charges (as set out in table 2.2) will be applied to the volume of Excess Use to derive a Dwelling's Excess Use Charge if:

- i. A meter is installed at the Dwelling by Irish Water; and
- ii. Water consumption warrants a lower charge than the maximum annual Excess Use charge (as set out at table 2.3 above).

2.4 Unmetered charges

Irish Water will also notify unmetered customers if they identify excess use. Where possible Irish Water will seek to install a meter, enabling Irish Water to monitor use and charge for Excess Use, as per section 2.3 above. If installation of a meter is not viable, Irish Water will seek to connect a flow monitoring device¹³ to the service pipe to monitor consumption to the Dwelling and identify Excess Use. For more information please refer to Irish Water's Household Water Conservation Policy¹⁴.

Excess Use in respect of unmetered Dwellings will be charged the maximum annual Metered Excess Use Charge (table 2.4). As per section 2.1 above, in practice a Domestic Customer will not have a liability for Water Services provided over a 12-month period, unless the Water Services so provided exceed the Annual Allowance.

Unmetered Annual Excess Use Charges	€/year
Water Supply charge	250
Wastewater charge	250
Combined Water Supply and Wastewater charge	500

Table 2.4 Unmetered charges for Excess Use

2.5. Discounts for water not fit for human consumption

Irish Water is focused on providing water that is fit for human consumption, with the objective of providing this service uniformly across the country. Where this level of service is compromised and water is deemed unfit for human consumption, Irish Water provides a tariff discount in certain situations. Specifically, water quality related discounts are applied in the following instances:

- Where a Boil Water Notice is issued meaning it is essential for Domestic Customers to boil all water used in the preparation of food and for direct consumption; or
- Where a Drinking Water Restriction Notice is served on a Domestic Customer advising them not to use the water for drinking or food preparation.

Given that Boil Water and Drinking Water Restriction Notices imply that water is unfit for human consumption, Domestic Customers subject to such notices qualify

¹³ A flow monitoring device is a device that is temporarily installed on the service pipe of an unmetered Premises to measure water consumption.

¹⁴ [CRU Decision on Irish Water Household Water Conservation Policy \(CRU/19/086\)](#)

for a tariff discount if they are liable for Excess Use Charges (subject to certain qualifications). For Domestic Customers who are subject to an Excess Use Charge Irish Water will apply a discount of 100% to the Excess Use Charge for Water Supply, subject to the rules set out below for the period the Boil Water Notice or Drinking Water Restriction Notice is in place.

	Water Supply Charge for the relevant period	Unit the	Wastewater Charge	Unit
Domestic Metered and Unmetered Customers	100% discount		No discount on Wastewater charge	

Table 2.5 Discounts on Excess Use Charges for Domestic Customers on Boil Water or Drinking Water Restriction Notices

1. Domestic Customers qualifying for a discount will be subject to a discount for the Water Supply component of their Excess Use Charge bill only.
2. Discounts will only apply if a Boil Water/Drinking Water Restriction Notice is in place for greater than 24 hours (subject to note 4 below).
3. For Boil Water/Drinking Water Restriction Notices greater than 24 hours, a full day’s discount will be applied to each subsequent day for which a notice is in place.
4. Discounts will not be provided for Force Majeure events
5. Where possible, Irish Water will automatically apply the discount to each affected Excess Use bill. If a Domestic Customer is in receipt of a Boil Water/Drinking Water Restriction Notice but does not receive their applicable discount, that Domestic Customer should contact Irish Water as follows:

Account query	0818 778 778 or + 353 1 707 2827
Lines Open	9am to 5.30pm Monday to Friday
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IWCare
Website	www.water.ie

Figure 2.1 Irish Water contact details

3. Non-domestic Water Supply and Wastewater charging arrangements

3.1. Liability for charges

Irish Water applies charges for Water Supply and Wastewater services provided to Non-Domestic Customers. Charges are also applied to Mixed Use Customers in respect of the Non-Domestic Premises within a Mixed Use Premises.

Irish Water's Non-Domestic Tariff Framework, as approved by the CRU on 3rd July 2019¹⁵ and set out in this Water Charges Plan, applies on 1st October 2021 and will apply for three years, until midnight on 30th September 2024.

The term Connection is used in this section of the Water Charges Plan in order to set out, in a straightforward manner, how non-domestic charges will apply in relation to each connection. It is the Customer to whom Water Services are provided by Irish Water through or via each connection that is liable to pay the charges that arise (and this section of the Water Charges Plan should be interpreted on that basis).

3.1.1 Group water schemes and Trade Effluent Charges

The Non-Domestic Tariff Framework extends to Water Supply and Wastewater charges only; it does not include charges for Trade Effluent or group water schemes. Refer to section 4 for further details on group water schemes.

In line with the CRU's decision, Irish Water will maintain Trade Effluent tariffs in accordance with the structures and arrangements in place in each Local Authority area prior to 1st January 2014 until a new Irish Water Trade Effluent tariff framework has been approved by the CRU. Until a new Trade Effluent tariff framework is in place Irish Water will include a provision in all new contracts entered into with Non-Domestic Customers reflecting that Trade Effluent tariffs are liable to change in line with the CRU's approval of a new Trade Effluent tariff framework.

¹⁵ [Decision on Irish Water's Non-Domestic Tariff Framework - CRU/19/074](#)

3.2. Metered charges

Table 3.1 sets out the Water Supply and Wastewater charges that apply to Metered non-domestic Connections on the 1st October 2021.

Metered Tariffs	Water Supply Charges		Wastewater Charges		Combined Service Charges	
	Annual Standing Charge (€/year)	Volumetric Charge (€/m ³)	Annual Standing Charge (€/year)	Volumetric Charge (€/m ³)	Annual Standing Charge (€/year)	Volumetric Charge (€/m ³)
Band 1 (<1,000m ³)	43.76	1.87	44.81	1.92	88.57	3.79
Band 2 (1,000m ³ – 19,999m ³)	113.31	1.30	135.79	1.82	249.10	3.12
Band 3 (20,000m ³ – 249,999m ³)	1,872.98	1.21	1,969.50	1.81	3,842.48	3.02
Band 4 Class (≥250,000m ³)	21,771.46	1.05	25,266.78	1.75	47,038.24	2.80

Table 3.1 Metered tariffs

For each Metered Connection, the above Water Supply and/or Wastewater Standing Charges and Volumetric Charges apply. The Water Supply and/or Wastewater Volumetric Charges are applied to the volume of water recorded on the meter or Wastewater recorded on the discharge meter, if applicable. The total bill for each Connection for each billing period is comprised of the (variable) Volumetric Charges together with the relevant proportion (based on billing period) of the annual Water Supply and/or Wastewater Standing Charges.

3.2.1. Annual Quantity

The Annual Quantity determines the Tariff Class that each Metered Connection is assigned to for the following Tariff Year. For example, a Connection with an Annual Quantity below 1,000m³ is assigned to Band 1. Tariff Classes are differentiated by Annual Quantity as per table 3.2.

Annual Quantity	Tariff Class
(<1,000m ³)	Band 1
(1,000m ³ – 19,999m ³)	Band 2
(20,000m ³ – 249,999m ³)	Band 3
(≥ 250,000m ³)	Band 4

Table 3.2 Tariff Class boundaries

Prior to the end of each Tariff Year Irish Water will calculate an Annual Quantity for each Connection which will determine the Tariff Class each Connection will fall into in the next Tariff Year. Due to a change in usage some Connections may change Tariff Class from one Tariff Year to the next.

3.2.2. Annual Quantity Challenge

Prior to the start of every Tariff Year, Irish Water will write to all Non-Domestic Customers, with at least 30 days' notice before any proposed changes take effect, to inform them of the Tariff Class and charges which Irish Water proposes to apply to each of their Connections for the next Tariff Year. The letter will inform customers that they may challenge the Annual Quantity and assigned Tariff Class; and inform customers that are changing Tariff Class what their annual bill will be at the new Tariff Class (with the same Annual Quantity).

Any Customer may challenge their Annual Quantity and their assigned Tariff Class for the next Tariff Year (even if it is not changing). Customers may challenge their Annual Quantity even after the Tariff Year in question has started. Customers wishing to challenge the Annual Quantity must provide supporting evidence to the satisfaction of Irish Water that the assigned Annual Quantity is not reflective of the expected water usage (or Wastewater discharge for Wastewater only Connections) in the next Tariff Year.

Customers wishing to challenge their assigned Annual Quantity should visit the following Irish Water webpage to access the Annual Quantity challenge form and for further details on the process:

- www.water.ie/business/billing/annual-quantity/

Customers may also contact Irish Water directly if they have a question about their Annual Quantity via the below email address or phone number:

- Email: aquery@water.ie.
- Account query: 0818 778 778 or + 353 1 707 2827.

(Lines are open 9am to 5.30pm Monday to Friday)

A Customer who submits an Annual Quantity challenge form must be prepared to facilitate one or more site visits by Irish Water and to answer any queries that

Irish Water may raise. Irish Water will make a final decision on Annual Quantity prior to the start of the next Tariff Year.

In cases where a request to change Tariff Class is refused, Irish Water will write to the Customer to explain the decision and give reasons for it. Where a Customer does not agree with the decision, the Customer can raise a complaint with the CRU under the CRU's non-domestic complaints process (see below link for further details):

- <https://www.cru.ie/home/complaint-form/water/>

3.3 Unmetered charges

Table 3.3 sets out the Water Supply and Wastewater charges that apply to Unmetered non-domestic Connections on 1st October 2021.

Unmetered Tariffs	Water Supply Fixed Charges	Wastewater Fixed Charges	Combined Service Fixed Charges
Tariff Class	(€/year)	(€/year)	(€/year)
Band 1	260.35	243.14	503.49
Band 2	1,413.31	1,955.79	3,369.10

Table 3.3 Unmetered tariffs

On 1st October 2021 Water Supply and/or Wastewater Fixed Charges apply to unmetered non-domestic Connections. Non-Domestic Customers with multiple unmetered Connections are charged a separate Fixed Charge per Connection.

There are two unmetered Tariff Classes for Non-Domestic Connections (unmetered Band 1 and 2). Unmetered Connections¹⁶ are assigned to a Tariff Class based on the following assessment of the unmetered tariffs that applied prior to implementation of the Non-Domestic Tariff Framework on 1st October 2021:

- Unmetered Non-Domestic Connections with a 'high' unmetered charge prior to 1st October 2021 are assigned to Band 2. A 'high' unmetered charge is defined by Irish Water as an annual unmetered bill (€/year) that is greater than the equivalent annual metered bill prior to 1st October 2021 (€/year)¹⁷ for a Connection with 1,000m³/year usage.
- All other unmetered Non-Domestic Connections are assigned to Band 1.

¹⁶ Including Mixed Use Customers in respect of the Non-Domestic Premises within a Mixed Use Premises.

¹⁷ The value of the annual Metered bill varied by Local Authority.

3.4 Transition arrangements

Transition arrangements apply to help the small number of Non-Domestic Customers that face significant bill increases under the Non-Domestic Tariff Framework mitigate those bill increases. Prior to 1st October 2021, Irish Water assessed the impact of the Non-Domestic Tariff Framework on each Connection's annual bill¹⁸. Depending on the impact, transition arrangements apply as follows:

1. If the change in a Connection's bill over the next Tariff Year is calculated to be less than a €250 increase¹⁹ as a result of the Non-Domestic Tariff Framework, the Framework Tariffs apply on the 1st October 2021.
2. If the change in a Connection's bill over the next Tariff Year is calculated to be an increase equal to or greater than €250 as a result of the Non-Domestic Tariff Framework, a three-year transition applies.
3. If the change in a Connection's bill over the next Tariff Year is calculated to be an increase equal to or greater than €750 as a result of the Non-Domestic Tariff Framework, a 10% cap²⁰ (if required) will automatically apply to the increase in the annual bill every year for the three-year transition period. Any change in the Annual Quantity over the transition period can lead to bill increases of more than 10% or less than 10% from one year to the next. Customers can opt-out of receiving this cap.

The transition arrangements are summarised in table 3.4 and detailed further in sections 3.4.1 and 3.4.2 (and in the CRU's decision on the Non-Domestic Tariff Framework).

¹⁸Irish Water used a Connection's Annual Quantity to calculate the difference between two bills: (i) a bill calculated using tariffs applicable prior to 1st October 2021; and (ii) a bill calculated using the Framework Tariffs (and the same Annual Quantity), to determine the transition path that applies to that connection.

¹⁹ This includes Connection's bills that are calculated to decrease.

²⁰ The cap ensures the bill, for a given level of usage (i.e. base year usage), will not increase by more than 10% per annum, assuming base year usage does not increase. Base year usage is the Annual Quantity calculated for a 12-month period prior to the implementation date of the Non-Domestic Tariff Framework.

Bill Impact	Transition Arrangements
Decrease	Move immediately to Framework Tariffs
Increase <€250	Move immediately to Framework Tariffs
Increase ≥€250 and <€750	Three-year transition
Increase ≥€750 and <10% increase in every transition year	Three-year transition
Increase ≥€750 and ≥10% increase in any transition year	Three-year transition with a 10% cap on the annual bill increase

Table 3.4 Transition arrangements

3.4.1. Three-year transition

A three-year transition (from the 1st October 2021) will gradually increase a Connection’s tariffs (Fixed Charge for Unmetered customer or Standing Charge and Volumetric Charge for Metered Connections) over a three-year period to the relevant Framework Tariffs. The graduated increase is designed to reduce the bill impact for Customers. Each tariff component (Fixed Charge or Standing Charge and Volumetric Charge) will increase in equal monetary amounts each year over the transition period. The annual increase is calculated using the following formula:

$$\text{Annual Increase} = (\text{Framework Tariff} - \text{Tariff charged prior to 1}^{\text{st}} \text{ October 2021}) / 3$$

If a Framework Tariff component (e.g. Metered Water Volumetric Charge) is lower than the corresponding tariff component charged prior to 1st October 2021 (e.g. Metered Water Volumetric Charge applicable prior to 1st October 2021), the Connection will get the benefit of the lower Framework Tariff component from the start of the transition period.

For details of how a Connection on a three-year transition path will be charged over the transition period please visit the case studies published on Irish Water’s website²¹ and the CRU’s decision on the Non-Domestic Tariff Framework.

3.4.2. Three-year transition with opt-out 10% cap

If a Customer’s annualised bill for any one of their Connections, calculated using the Framework Tariffs, results in an increase of €750 or more they will be entitled to a 10% cap on the annual bill increase. The cap ensures the bill will not increase by more than 10% per annum, assuming base year usage does not increase.

²¹ [Transition Case Studies](#) – worked examples
17 | Irish Water | Water Charges Plan

Base year usage is the Annual Quantity calculated prior to implementation of the Non-Domestic Tariff Framework on 1st October 2021.

The cap will result in a gradual bill increase and is designed to reduce bill impact for those non-domestic Connections most adversely affected by the Non-Domestic Tariff Framework. A 10% cap on each annual increase will apply for three years until the end of the transition period²².

If a Framework Tariff component (e.g. Metered Water Volumetric Charge) is lower than the corresponding tariff component charged prior to 1st October 2021 (e.g. Metered Water Volumetric Charge applicable prior to 1st October 2021), the Connection will get the benefit of the lower Framework Tariff component from the start of the transition period.

A Customer may opt-out of the 10% cap by contacting Irish Water.

For details of how a Connection on a three-year transition path with a 10% cap will be charged over the transition period please visit the case studies published on Irish Water's website²³ and the CRU's decision on the Non-Domestic Tariff Framework.

3.5 Charging Metered Connections moving Tariff Class

As set out in section 3.2.1 Irish Water will calculate an Annual Quantity for every Metered Connection prior to the start of each Tariff Year. A change in a Connection's usage may result in that Connection moving Tariff Class in the next Tariff Year. In general, these Connections will be charged the tariffs of their newly assigned Tariff Class. In some exceptional cases²⁴ the charging arrangements outlined below will apply to Connections that move Tariff Class.

- If a Metered Connection's water use (or Wastewater discharge for Wastewater only Connections) reduces to the extent that it moves down a Tariff Class, that change may result in a higher annual bill in the next Tariff Year. Affected Customers will be informed of the impact on their bill prior to the start of the next Tariff Year. A Customer on a Framework Tariff can request to remain on the tariff rates (i.e. Standing Charge and Volumetric Charge) that applied in the previous Tariff Year for the next Tariff Year. A Customer on a transition path can request to remain on that transition path for the next Tariff Year. A request will automatically be accepted by Irish Water. This will apply to Connections on Framework Tariffs or transition tariffs and is effective until the end of the three-year transition period.
- If a Metered Connection on a transition tariff increases its water use (or Wastewater discharge for Wastewater only Connections) to the extent that it moves up a Tariff Class, that change can result in a higher annual bill by

²² The CRU will hold a public consultation on the need for any further transitional arrangements for any Connection that has not reached the Framework Tariffs by the end of the three-year transitional period.

²³ [Transition Case Studies](#) – worked examples

²⁴ [CRU decision on Non-Domestic Tariff Application Rules CRU/20/072](#)

charging the Framework Tariff (at the newly assigned Annual Quantity) compared to its original transition tariff rates (at the same newly assigned Annual Quantity). New transition tariffs will automatically be recalculated for affected Connections to gradually move them to the Framework Tariff of their newly assigned Tariff Class over the remaining years of the three-year transition period.

For clarity, any Metered Connection charged a Framework Tariff (i.e. not on a transition tariff), that increases its annual water use (or Wastewater discharge for Wastewater only Connections) and moves up to a new Tariff Class under the Annual Quantity process, shall pay the tariff rates of the new Tariff Class in the next Tariff Year irrespective of the magnitude of the increase in its annual bill.

3.6 Mixed Use Customers

Mixed Use Customers are Customers who occupy a Mixed Use Premises.

On 1st October 2021, Non-Domestic charges as set out in the Non-Domestic Tariff Framework apply in relation to the provision by Irish Water of Water Services to Mixed Use Premises. Liability for such charges only applies to the Mixed Use Customer occupying the Non-Domestic Premises that is part of a Mixed Use Premises. This section of the Water Charges Plan should be interpreted accordingly.

When Excess Use Charges are introduced (at the start of Q3 2022 at the earliest) they shall not be applicable to the provision of Water Services to any part of a Mixed Use Premises.

Each metered Mixed Use Customer receives the Domestic Allowance of 213,000 litres (or 213m³) per annum for each of their Mixed Use Connections and no charges apply for all Water Services used up to the Domestic Allowance(s). In certain circumstances more than one Domestic Allowance might be applicable in respect of a Mixed Use Premises.

Only where the volume of Water Services used by the metered Mixed Use Premises exceeds the Domestic Allowance is a metered Mixed Use Customer liable for non-domestic volumetric charges. Metered Mixed Use Customers are liable to pay the non-domestic Standing Charge commensurate with the Annual Quantity at that Connection regardless of the volume of water supplied or Wastewater discharged.

Unmetered Mixed Use Customers do not receive a Domestic Allowance. An unmetered Mixed Use Customer is liable to pay the Fixed Charge. The Fixed Charge is reflective of an assumed level of non-domestic usage²⁵.

²⁵ As set out in the CRU's decision on the Non-Domestic Tariff Framework Band 1 unmetered charges are reflective of a relatively small non-domestic user with low non-domestic usage in the Band 1 metered class. Band 2 unmetered charges are reflective of an assumed non-domestic usage of 1,000m³ per annum.

The charging arrangements for Mixed Use Connections are as follows:

- i. Metered Mixed Use Connections in receipt of one Domestic Allowance are charged the volumetric tariffs as set out in the Non-Domestic Tariff Framework on the metered volume in excess of the Domestic Allowance²⁶ (213,000 litres per annum);
- ii. Metered Mixed Use Connections are liable to pay the applicable non-domestic Standing Charge commensurate with the Annual Quantity at that Connection as set out in the Non-Domestic Tariff Framework regardless of the volume of water supplied or Wastewater discharged in excess of a Domestic Allowance;
- iii. Metered Mixed Use Connections granted more than one Domestic Allowance²⁷ (e.g. a shop with two Dwellings above) are charged the volumetric tariffs as set out in the Non-Domestic Tariff Framework on the metered volume in excess of the sum of all granted Domestic Allowances²⁸.
- iv. Unmetered Mixed Use Connections are charged the relevant unmetered charge (i.e. Band 1 Unmetered charge or Band 2 Unmetered charge) as set out in the Non-Domestic Tariff Framework; and
- v. Domestic Allowances are not applicable for unmetered Mixed Use Connections.

3.7 Non-domestic discounts for water not fit for human consumption

Irish Water's objective is to provide potable water for human consumption uniformly across the country. Where this level of service is compromised and water is deemed unfit for human consumption, Irish Water will provide a discount in certain situations. Specifically, water quality related discounts will apply for Non-Domestic Customers in the following instances:

- Where a Boil Water Notice is issued meaning it is essential for Non-Domestic Customers to boil all water used in the preparation of food and for direct consumption; or
- Where a Drinking Water Restriction Notice is served on a Non-Domestic Customer advising the occupants not to use the water for drinking or food preparation.

Given that Boil Water and Drinking Water Restriction Notices imply that water is unfit for human consumption, Non-Domestic Customers subject to such notices qualify for a tariff discount (subject to certain qualifications set out below).

²⁶ The non-domestic tariffs only apply to the volume in excess of the Domestic Allowance plus any extra 25m³ granted per additional occupant above four ordinarily resident in the Dwelling.

²⁷ Irish Water will determine whether Connections granted more than one Domestic Allowance prior to 1st October 2021 will continue to be entitled to the same number of allowances consistent with the Customer definitions in appendix 1.

²⁸ The non-domestic tariffs will only apply to the volume in excess of the Domestic Allowance plus any extra allowances of 25,000 litres per annum (or 25m³) granted per additional occupant above four ordinarily resident in the Dwelling.

For non-domestic Connections on Boil Water or Drinking Water Restriction Notices, Irish Water will apply a discount of 40% to the Water Supply Volumetric Charge, subject to certain conditions.

Billing status	Water Supply Volumetric Charge for the relevant period	Wastewater service Volumetric Charge
Non-domestic Metered and unmetered Connections	Up to 40% discount	No discount on Wastewater service Volumetric Charge

Table 3.5 Tariff discounts for non-domestic Connections on Boil Water or Drinking Water Restriction Notices

Conditions:

1. Non-domestic Connections whose annual consumption is less than 50,000m³ will have a 40% discount applied.
2. Non-domestic Connections whose annual consumption is greater than or equal to 50,000m³ (i.e. identified as a Large Water User) will be assigned a discount of up to 40% on their Water Supply Volumetric Charge. Some non-domestic Large Water Users typically use a large portion of water for industrial process purposes rather than for human consumption purposes and it is only in the event of such circumstances that Irish Water will apply a lower (than 40%) discount. The level of discount applied will be in proportion to the volume of water intended for human consumption. A CRU decision has set out the following key aspects for how the appropriate discount will be determined for Large Water Users^{29,30}:
 - A. Large Water Users involved in the provision and manufacture of food and drink products will have a 40% discount applied;
 - B. Large Water Users not involved in the provision and manufacture of food and drink products will have a default discount of 5% applied; and
 - C. Labour intensive Large Water Users who believe a 5% discount may underestimate the proportion of their water which is used for human consumption may request to be treated on a case-by-case basis according to the following formula:

Percentage discount =

Number of FTE employees x (average daily water consumption per employee x365)

²⁹ See [CER Decision – Method for Applying Discounts for Water not Fit for Human Consumption to Large Non-Domestic Customers – CER/15/182](#).

³⁰ See [Water Quality and Large Non-Domestic Customer Tariff Discounts – CRU approved process – CER/15/183](#).

Total annual water consumption sourced from Public Water Main

where the average daily water consumption per employee is assumed to be 22 litres.

3. 40% is the maximum discount applicable to a non-domestic Connection in receipt of a Boil Water or Drinking Water Restriction Notice.
4. Tariff discounts for non-domestic Connections apply from 1st October 2014.
5. Non-domestic Connections qualifying for a discount will be subject to a discount for the Water Supply volumetric component of their bill only.
6. Discounts will only apply if a Boil Water/Drinking Water Restriction Notice is in place for greater than 24 hours (subject to condition 8 below).
7. For Boil Water/Drinking Water Restriction Notices greater than 24 hours, a full day's discount will be applied to each subsequent day for which a Notice is in place.
8. Discounts will not be provided for Force Majeure events.

Irish Water will automatically apply the discount as a credit to each applicable Non-Domestic Customer's account in the next billing cycle. If a Non-Domestic Customer is in receipt of a Boil Water/Drinking Water Restriction Notice but does not receive their applicable credit, that Non-Domestic Customer can request their credit from Irish Water as follows:

Account query	0818 778 778 or +353 1 707 2827
Lines Open	9am to 5.30pm Monday to Friday
Water or Wastewater emergencies	1800 278 278 or + 353 1 707 2828
Lines Open	24 hours a day, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IWCare
Website	www.water.ie

Figure 3.1 Irish Water contact details

3.8 Legacy Charging Arrangements

Section 7.1 of the CRU's decision on the Non-Domestic Tariff Framework requires Irish Water to set up a process for dealing with Customers who claim to have an existing agreement or contract for the provision of Water Services which may contain terms that vary from the provisions in this Water Charges Plan.

See the below link for further details on the application form, processes and criteria that Irish Water will follow in making any determination on a legacy charging arrangement:

- www.water.ie/business/billing/charges/legacy-arrangements/

3.9 Leak allowances

Irish Water operates a national leak allowance policy. Metered Non-Domestic Customers or metered Mixed Use Customers in respect of the part of a Mixed Use Premises that is a Non-Domestic Premises may apply to Irish Water for a leak allowance where leaks have been fixed on the External Supply Pipe on the Customer's side of the meter or on underground internal pipework (figure 3.2). No allowance will be granted for leaks on internal pipework of a customer's premises which occur above ground. Customers who are granted a leak allowance will have a credit to the value of Leaked Volume applied to their bill(s) for the time period set out below at 3.9.1 only. The allowance will apply to both water and Wastewater if the customer uses both services.

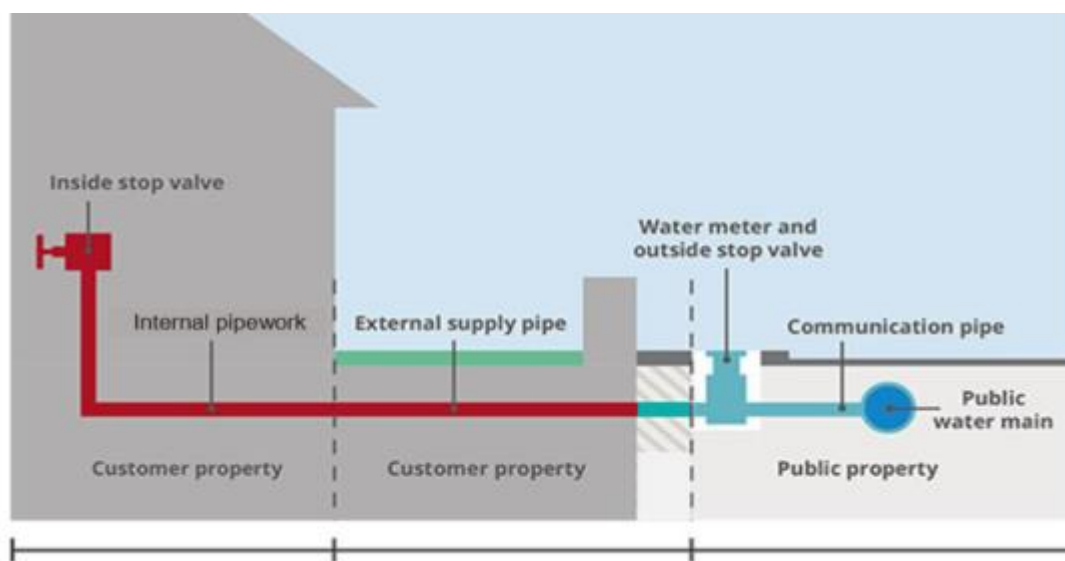


Figure 3.2 Typical layout of a Connection's pipework

An application for a leak allowance must be accompanied by a valid plumber's report or can in limited circumstances be self-certified by a customer.

Customers who receive a leak allowance are asked to be vigilant and to monitor their water usage. Customers will be asked to alert Irish Water promptly of a possible recurrence of a leak.

At all times the granting of any leak allowance is at the discretion of Irish Water, acting reasonably.

3.9.1. Time limits to identify and fix leaks

As outlined in figure 3.3 below, Customers must comply with the following time limits when applying for a leak allowance:

- The maximum period over which the leaked water volume will be calculated for the purpose of the leak allowance is limited to the billing period on the bill where the leak was first evidenced, plus a maximum of six months to allow the Customer identify the leak and notify Irish Water,

plus, a further maximum of six weeks to fix the leak. If granted, the leak allowance will only apply until the date the leak is fixed.

- The six-week period to fix the leak can be extended by Irish Water if it determines that extenuating circumstances exist which are impeding a leak being fixed (for example if a road opening licence is required).
- If a customer fails to meet either of these time limits, i.e. six months following the bill where the leak was evidenced to identify the leak and/or notify Irish Water plus a further six weeks to fix the leak, but then notifies and fixes the leak within a further three month time limit; a leak allowance will be granted for only 50% of the leaked water volume (over the billing period, a period of six months plus six weeks only); and
- If the customer fails to both notify Irish Water and to fix the leak within the further three-month time limit, then no leak allowance will be granted.

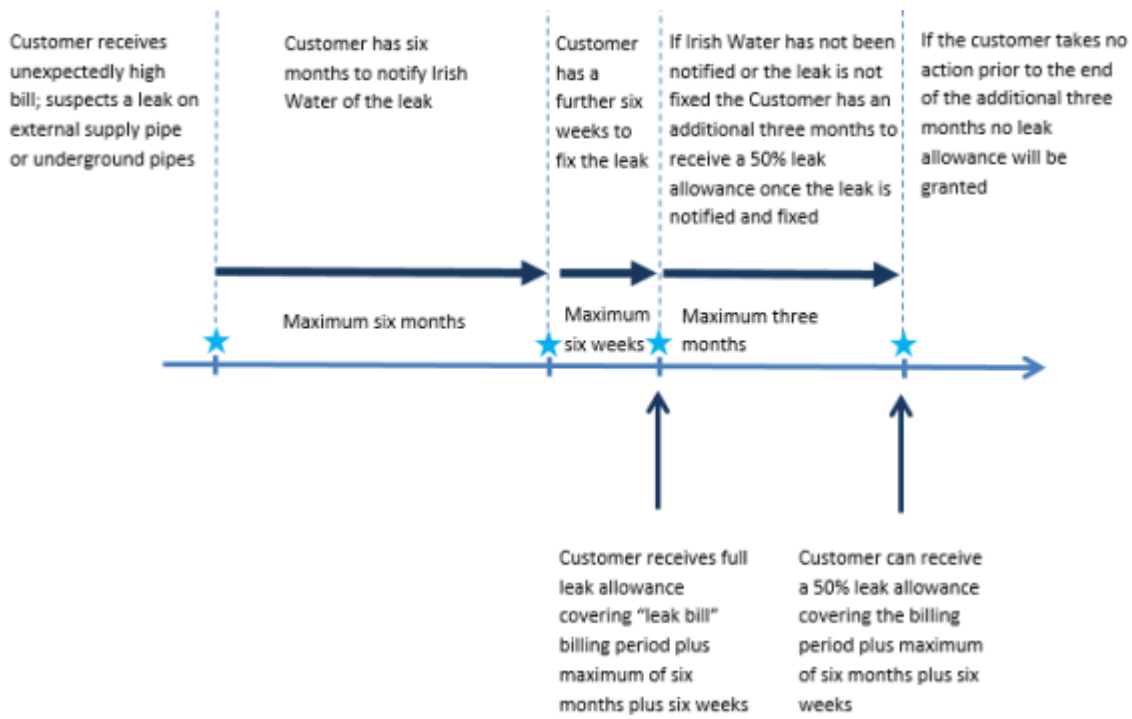


Figure 3.3 Timelines to apply for a leak allowance

3.9.2. Other leak allowance conditions

- Non-Domestic Customers can only self-certify one leak per Non-Domestic Premises, for however long the Non-Domestic Customer occupies that Non-Domestic Premises. Any additional requests for a leak allowance must be accompanied by a valid plumber's report which proves to the satisfaction of Irish Water that there is a leak.
- Leak allowances shall only be granted for leaks on the External Supply Pipe, or for leaks on underground internal pipework. Allowances will not be granted for leaks on internal pipework above ground in a customer's premises. The plumber's reports and self-certified documentation

accompanying any leak allowance application must clearly identify the location of the leak.

- Irish Water will only consider applications for leak allowances from Non-Domestic Customers or Mixed Use Customers whose accounts are in good standing (i.e. not in arrears). Customers applying for a leak allowance whose accounts are not in good standing will not be considered for a leak allowance until the relevant account is brought up to date for the period of normal usage before the leak occurred. Customers on a payment plan shall not be considered in arrears for the purpose of the leak allowance policy.

4. Public group water schemes

There are separate funding and regulatory requirements in place for the group water sector which are set by the Department of Housing, Local Government and Heritage. These govern relations with the group water scheme sector and influence the level of charges for individual customers. Group water schemes which are connected to the public Water Main, called public group water schemes, and which purchase water in bulk from Irish Water (for onward supply to their customers) are deemed a class of Non-Domestic Customer of Irish Water. Irish Water will maintain tariffs for public group water schemes in accordance with the structures and arrangements applicable prior to 1st January 2014 until the CRU issues a decision regarding the charging arrangements that apply to public group water schemes on an enduring basis.

5. Connections

Irish Water applies charges for Connection to the Network. These charges are to be applied in accordance with Irish Water's Connection Charging Policy, as approved by the CRU on 18th December 2018. Under the Connection Charging Policy, a Connecting Party must contribute to the cost of providing their Connection, including a contribution to the cost of providing Network Infrastructure to facilitate the Connection. The Connection Charging Policy is based on establishing Standard Connection Parameters and Standard Connection Charges for the majority of Connections. Some Connections may have additional Quotable Charge elements, dependent on Customer specific load or volume requirements, site specific factors and distance from the Network.

5.1 Standard Connection Charges

This section outlines the charges payable to Irish Water for a Connection to the Water Supply and Wastewater Network that meets the Standard Connection Parameters³¹. These charges are set out below and were approved by the CRU on 18 December 2018 following a public consultation and came into effect on 1st April 2019.

³¹ For more details as to the Standard Parameters please refer to the [Irish Water Connection Charging Policy](#)
28 | Irish Water | Water Charges Plan

Category ³²	Service Pipe Size (mm)	Connection Charge (€)
Single Domestic (1 Unit)	25	2,272
Domestic Development (2- 5 Units)*	Dependent on number of Units	2,272
Domestic Development (6 - 100 Units)*	Dependent on number of Units	1,848
Domestic Development (>100 Units)*	Dependent on number of Units	1,708
Non-Domestic Small 1	25	2,272
Non-Domestic Small 2	32	8,781
Non-Domestic Medium 1	50	19,371
Non-Domestic Medium 2	80	29,645
Non-Domestic Medium 3	100	46,179
Non-Domestic Medium 4	150	83,900
Non-Domestic Medium 5	200	149,692
Non-Domestic Large 1	250	Quotable
Non-Domestic Large 2	300	Quotable
Non-Domestic Large 3	350	Quotable

Table 5.1 Standard Connection Charge(s) – Water

* A Connection Charge applies per each individual unit per application

³² These categories have a specific meaning in the context of Connection charges and all categories are set out in more detail in the Irish Water Connection Charging Policy. As set out above charges in respect of Connections shall be applied in accordance with [Irish Water's Connection Charging Policy](#).

Category ³³	Service Pipe Size (mm)	Connection Charge (€)
Single Domestic (1 Unit)	100	3,929
Domestic Development (2 - 5 Units)*	Dependent on number of Units	3,929
Domestic Development (6 - 100 Units)*	Dependent on number of Units	3,499
Domestic Development (>100 Units)*	Dependent on number of Units	3,381
Non-Domestic Small	100	3,929
Non-Domestic Medium 1	150	23,344
Non-Domestic Medium 2	225	226,571
Non-Domestic Large 1	300	Quotable
Non-Domestic Large 2	375	Quotable
Non-Domestic Large 3	450	Quotable

Table 5.2 Standard Connection Charge(s) - Wastewater

*A Connection Charge applies per each individual unit per application

Notes:

1. Any Connection outside the Standard Connection Parameters outlined in this section will be liable for additional Quotable Charges (or the charge will be entirely quotable).
2. In circumstances where Development Contribution(s) were paid to a Local Authority prior to the establishment of Irish Water in 2014 but where the relevant application for connection to Water Services was only made post 2014, i.e. no connection was made at the time of payment of the Development Contribution(s) to the Local Authority, Irish Water will recognise and take account of payment(s) made to the Local Authority when calculating the cost of connection to Water Services under the Water Charges Plan. Irish Water's ability to take account of payments made is strictly subject to provision by an applicant of conclusive proof of payment of the Development Contribution(s) to the Local Authority. Where payment can be conclusively shown by an applicant, Irish Water will deduct the amount of the Development Contribution(s) relevant to Water Services from the Standard Connection Charge. For the avoidance of any doubt, only that part of the Development Contribution(s) which relate to Water Services will be deducted from the Standard Connection Charge (for

³³ These categories have a specific meaning in the context of Connection charges and all categories are set out in more detail in the Irish Water Connection Charging Policy. As set out above charges in respect of Connections shall be applied in accordance with [Irish Water's Connection Charging Policy](#).

example, if a Development Contribution included for both road infrastructure and Water Services, only that proportion of the Development Contribution relating to Water Services and which has been paid will be deducted by Irish Water).

In circumstances where Development Contribution(s) were not paid to a Local Authority in association with planning permissions pre 2014 i.e. prior to the establishment of Irish Water in 2014 and where a connection application is made to Irish Water as the relevant Water Service provider, Irish Water will apply those charges provided for in the Water Charges Plan and the Connection Charging Policy.

3. Charges in respect of exceptional requirements may apply in certain cases. These circumstances are outlined in the Connection Charging Policy.

Service Connection Infrastructure	Per meter charge (€)
Water (25mm pipe diameter)	358
Wastewater (100mm pipe diameter)	442

Table 5.3 Standard Charge for Service Connection Infrastructure beyond 10m, up to 15m in length

Notes:

1. Any Service Connection Infrastructure that exceeds 15 meters in total length will be liable for:
 - The Standard Connection Charge (that includes the provision of Service Connection Infrastructure of 10m in length); and
 - The Standard Charge for each additional meter of Service Connection Infrastructure that exceeds 10m in length; up to a maximum of 15 meters); and
 - Quotable Charges for each meter of Service Connection Infrastructure that exceeds 15 meters in length.
2. For Connections with a pipe size (diameter) greater than a 25mm pipe (water) or 100mm pipe (Wastewater), a Quotable Charge will apply for Service Connection infrastructure that exceeds 10m in length.

5.2 Quotable Charge(s)

Quotable Charge(s) may apply if the scope of the Connection is outside the Standard Connection Parameters. Quotable Charges will be determined by the additional scope of works required to deliver a specific Connection in line with the

Irish Water Standard Details³⁴, the Irish Water Codes of Practice for Water and Wastewater Infrastructure³⁵ and the Connection Charging Policy.

Notes:

1. Some specific Connections will incur a charge for Treatment Infrastructure, including Acceleration Charges where applicable, as detailed in the Connection Charging Policy. Where charges apply in respect of Treatment Infrastructure, these will be Quotable Charges
2. Where a mains or Sewer extension is required for a Connection, Quotable Charges will apply. In general, for a mains/Sewer extension, the scope of works carried out by Irish Water includes the following:
 - Materials required to complete the extension.
 - Excavation in all surface categories, temporary and permanent reinstatement in all surface categories.
 - Works required for Connection to the distribution or trunk Water Main/main Sewer, commissioning and testing.
 - Traffic management, road opening licence and associated cost, night-time working hours, liaison with Local Authorities and agencies.
3. For certain Connections the procurement process will need to be managed via a Major Connection Agreement. The Connection Charge will include Quotable Charges in respect of project management, detailed design, construction/materials, wayleaves/CPO/land acquisition and legal costs.

5.3 Miscellaneous Connection Requests

The Connection Charging Policy sets out a number of Miscellaneous Connection Requests and the circumstances in which charges will apply. Miscellaneous Connection Requests for which charges may apply are as follows:

- Permanent Disconnection (where permissible)
- Re-connection³⁶
- Modifications to existing Connections
- Temporary Connections
- Unauthorised Connections
- Connecting Through Third Party Infrastructure
- Connection of group water schemes
- Group Appraisals
- Self-lay Connections
- Diversion of Infrastructure

³⁴ [Irish Water Standard Details](#)

³⁵ [Irish Water Codes of Practice for Water and Wastewater Infrastructure](#)

³⁶ Irish Water currently retains disconnection and reconnection charges as applied by the Local Authorities on 31st December 2013. The CRU is expected to consult on Irish Water's proposals for a suite of standardised charges in 2021.

- Build over of Infrastructure
- Fire Flow Requirements

The charge for a Miscellaneous Connection Request will be based on Standard Connection Charges and/or Quotable Charges, as applicable, in accordance with the Connection Charging Policy. The charges will be set out in the Connection Agreement.

6. Additional Services

Additional charges will apply where Irish Water provides Additional Services at the request of Customers. Irish Water will retain Additional Services and charges for Non-Domestic Customers as applied by the Local Authorities on 31st December 2013.

The charges that apply for Domestic Customers for Additional Services carried out by Irish Water are set out in Table 6.1.

Service	Charge
Special meter read provision	€17
Meter testing	€100

Table 6.1 Charges for Additional Services

Irish Water has provided an overview of each Additional Service below.

a) Special Meter Read

A special meter read will be conducted if the Customer has requested a meter read to be undertaken outside of the normal meter reading schedule.

b) Meter Testing

If a Customer believes that their water meter is not registering accurately, Irish Water will arrange to have it tested. If the meter is within the accepted Irish Water tolerances, a “testing fee” will be allocated. If the meter is not accurate to within such tolerances, the Customer will not be charged.

7. Customer assistance

Customers should contact us via the contact details below.

Account query	0818 778 778 or +353 1 707 2827
Lines Open	9am to 5.30pm Monday to Friday
Water or Wastewater emergencies	1800 278 278 or + 353 1 707 2828
Lines Open	24 hours a day, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IWCare
Website	www.water.ie

Figure 7.1 Irish Water contact details

This Water Charges Plan has been approved by the CRU. The CRU is the economic regulator of the public water sector in Ireland. The CRU can be contacted on:

The Commission for Regulation of Utilities, The Grain House, The Exchange, Belgard Square North, Tallaght, Dublin 24, D24 PXWO

Telephone: Customer Care: 1890 404 404 or Reception: +353 1 4000 800

Email: info@cru.ie

Website: www.cru.ie

7.1 Customer complaints

Customers who wish to make a complaint about any aspect of Irish Water's services should contact Irish Water using any of the contact details below.

Account query	0818 778 778 or +353 1 707 2827
Lines Open	9am to 5.30pm Monday to Friday
Water or Wastewater emergencies	1800 278 278 or + 353 1 707 2828
Lines Open	24 hours a day, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IWCare
Website	www.water.ie

Figure 7.2 Irish Water contact details

Appendix 1 – Definition of terms

Section A1.1 follows with all defined terms used within the Water Charges Plan.

A1.1 Definitions

In this Water Charges Plan, unless the context otherwise requires:

‘2007 Act’ means the Water Services Act 2007 (as amended).

‘No. 2 Act 2013’ means the Water Services (No. 2) Act 2013 (as amended).

‘2017 Act’ means the Water Services Act 2017.

‘Acceleration Charges’ means the charges that apply where Irish Water is required to construct or upgrade or carry out works on Treatment Infrastructure in advance of the timing requirements identified in the Capital Investment Plan. Acceleration Charges are payable to cover all costs associated with providing the Treatment Infrastructure at an earlier date.

‘Additional Services’ means any works or services delivered to the Customer by or on behalf of Irish Water in relation to but excluding the provision of Water Services.

‘Allowance Amount’ means the allowance amount specified by order under section 53B of the 2007 Act, currently set at 25,000 litres per year.

‘Annual Allowance’ means the total allowance that might ultimately be applicable to a Dwelling per year; being the Threshold Amount and any applicable additional Allowance Amount that might also subsequently apply in respect of the Dwelling.

‘Annual Quantity’ means the annual volume of (i) water supplied to a Metered Connection or (ii) Wastewater collected from a Metered Connection, as measured by a meter and/or calculated by an estimation.

‘Boil Water Notice’ means a formal notice issued by Irish Water to all Premises in an area advising that drinking water from the Water Mains is not safe to drink unless it is boiled and cooled beforehand. Except for exceptional circumstances where public health is considered to be at immediate risk, Irish Water will only issue a Boil Water Notice after consulting with the Health Service Executive (HSE), the statutory authority on public health matters. Boil Water Notices are typically imposed due to the risk of, or confirmed contamination by harmful pathogens such as E. coli or cryptosporidium.

‘Build Over Agreement’ means a written agreement signed between the Connecting Party and Irish Water which, amongst other things, grant’s Irish Water’s consent to the building over (or near) parts of the Network that are located under the ground and sets out the commercial and technical terms governing this consent.

‘Capital Investment Plan’ means the document published by Irish Water, required under section 34 of the No. 2 Act 2013.

‘Connecting Party’ means any entity or person who has entered into a Connection Agreement with Irish Water.

‘Connection’ means the physical connection of a Customer’s Premises to the Network to facilitate the provision of Water Services to the Customer’s Premises and for the purposes of the Water Supply and Wastewater charges set out in this Water Charges Plan also includes the provision of Water Services by Irish Water through or via the connection.

‘Connection Agreement’ means the written agreement signed between the Connecting Party and Irish Water setting out, amongst other things, the commercial and technical terms governing the Connection, including the Connection Charge. For the purposes of this document, and where appropriate, the term ‘Connection Agreement’ also includes a Build Over Agreement, a Diversion Agreement or a Project Works Service Agreement (and, in such circumstances the reference to ‘Connecting Party’ in this Water Charges Plan shall be read as referring to any person or entity who has entered into a Diversion Agreement, a Build Over Agreement, or a Project Works Service Agreement with Irish Water).

‘Connection Assets’ means all the infrastructure required to provide or facilitate the provision of the Connection as is set out in more detail in section 5 of the Connection Charging Policy.

‘Connection Charge(s)’ means the charge(s) for provision of the Connection Assets (and any incidental, related or associated works).

‘Connection Charging Policy’ means the policy (as may be amended from time to time), approved by the CRU, which sets out how Irish Water should charge for a Connection.

‘Connection Offer’ means the written offer that is issued to the Connecting Party by Irish Water which details all of the terms and conditions upon which Irish Water is willing to offer a Connection to the Connecting Party (including the amount of the Connection Charge). The issue of a Connection Offer is at all times a matter for the discretion of Irish Water (acting reasonably) and the Connection Offer includes and incorporates (where appropriate) all documents attached to and/or referenced in it (where the context so permits).

‘CRU’ means the Commission for Regulation of Utilities.

‘Customer’ means in relation to the provision of Water Services, the Occupier of the Premises (or any part (or parts) or all thereof) in respect of which the Water Services are provided.

‘Customer Drain’ means a drainage pipe, or system of such pipes and related fittings for collection of Wastewater, (that is not owned by, vested in or controlled by Irish Water, and that is not a service Connection), which is used or to be used

as the case may be, to convey Wastewater from one or more Premises or to any Wastewater treatment system on a Premises where the Wastewater is generated.

‘Development Contribution’ means the amount required, by the planning authority pursuant to Sections 48 and 49 of the Planning and Development Act 2000 (as amended), to be contributed as a condition of planning permission towards the cost of public infrastructure and facilities benefiting development in the administrative area of the planning authority.

‘Diversion Agreement’ means a written agreement made between a Connecting Party and Irish Water which, amongst other things, sets out the terms and conditions upon which Irish Water consents, at the request of the Connecting Party to the diversion of parts of the Network.

‘Domestic Allowance’ means the allowance(s) applied by Irish Water to take account of the supply of water to a Dwelling in a metered Mixed Use Premises (in circumstances in which the Non-Domestic Premises encompassing part of the Mixed Use Premises is liable to water charges).

‘Domestic Customer’ means a Customer in respect of a Dwelling.

‘Drinking Water Restriction Notice’ means a formal notice issued to all Premises in an area where there is a contamination of the Water Supply, and boiling the water is not sufficient to make the water potable. Except for exceptional circumstances where public health is considered to be at immediate risk, Irish Water will only issue a Drinking Water Restriction Notice after consulting with the Health Service Executive (HSE), the statutory authority on public health matters. Drinking Water Restriction Notices typically imposed due to the imminent risk of, or confirmed contamination from a chemical contaminant at levels which pose immediate risk to public health, for example, hydrocarbons.

‘Dwelling’ means a Premises (or part(s) of a Premises) occupied by a person as his or her place of Private Residence (whether or not as his or her Principal Private Residence).

‘Emergency’ means any situation identified by Irish Water (acting in its discretion) to be an Emergency, including:

- a. an Emergency endangering persons and/or property; or
- b. where the Water Supply to the Customer or to other Customers is limited or unavailable; or
- c. an immediate threat to public health or the environment.

‘Excess Use’ means, in relation to a Dwelling, the use of Water Services that will result in a liability (from the start of Q3 2022 at the earliest) for the payment of the Excess Use Charge (but, for the purposes of this Water Charges Plan does not include circumstances where (a) the liability to pay Excess Use Charges is wholly reduced by the application of an additional Allowance Amount or (b) an

exemption from Excess Use Charges has been granted under S53F of the 2007 Act for certain medical needs).

‘Excess Use Charge(s)’ means the charge(s) imposed by Irish Water pursuant to Section 53(D) of the 2007 Act and Section 6(A) (a) of the No.2 Act 2013.

‘External Supply Pipe’ means the water supply pipework serving the Non-Domestic Premises, which pipework runs between the point that is (i) 225mm outside the boundary to the Non-Domestic Premises and the point (ii) just before such pipework enters the Non-Domestic Premises (the latter point being determined at Irish Water’s discretion, acting reasonably). External Supply Pipe excludes:

- (1) external plumbing systems, standpipes, irrigation systems or other external water supplies; and/or
- (2) pipework that exceeds 15 metres in length; and/or
- (3) pipework that runs under buildings or structures on the Non-Domestic Premises; and/or
- (4) pipework with an inside diameter exceeding 32 millimetres.

‘Fixed Charge’ means the annual fixed charge which Customers in respect of unmetered Non-Domestic Connections are liable to pay.

‘Force Majeure’ means any individual or series of acts, events, omissions or non-events beyond a Party’s reasonable control or which could not have reasonably been prevented or the consequences of which could not have reasonably been prevented and which has the effect of preventing a party from complying with its obligations under Irish Water’s standard terms and conditions, including an Emergency, acts of God, riots, war, acts of terrorism, strikes (other than labour disputes involving Irish Water employees), fire, flood, storm, data virus, utility failure (other than a failure by Irish Water), drought, sonic boom, radiation contamination, earthquake or shortage or contamination of Water Supply.

‘Framework Tariff’ means tariff approved under the Non-Domestic Tariff Framework.

‘Household Water Conservation Policy’ means Irish Water’s Household Water Conservation policy as approved by the CRU – CRU/19/086.

‘Irish Water’ means Irish Water (Uisce Éireann) a designated activity company incorporated in Ireland (company registration number 530363) and having its registered office at 24-26 Talbot Street, Dublin 1.

‘Irish Water Codes of Practice for Water and Wastewater Infrastructure’ means the documents, published on the Irish Water website³⁷ that outline to the Connecting Party acceptable typical design and construction standards that are

³⁷ These documents are available at the following link: <https://www.water.ie/connections/developer-services/>

required by Irish Water for the provision of water and Wastewater infrastructure which is to be connected to the Network (the version applicable being the one as at the date of carrying out of the works relating to the Connection).

‘Irish Water Financial Security Policy’ means the policy, published on the Irish Water website³⁸ that sets out, among other things, the forms of security cover acceptable to Irish Water.

‘Irish Water Standard Details’ means the documents, published on the Irish Water website³⁹ that set out the technical requirements for the construction of water and Wastewater infrastructure within domestic developments (the version applicable being the one as at the date of the carrying out of the works relating to the Connection).

‘Large Water User’ means a Non-Domestic Connection whose annual water consumption exceeds⁴⁰ 50,000m³. For the purposes of the Water Charges Plan, the Large Water User definition will be specifically used to segment Non-Domestic Connections for the purposes of applying discounts for water not fit for human consumption.

‘Leaked Volume’ means the volume of the Water Services usage attributable to a leak on the External Supply Pipe on the Customer’s side of the meter or on underground internal pipework only.

‘Local Authority’ means the county council or city council (as defined in the Local Government Act 2001) responsible for the functional area in which the Premises is located.

‘Local Infrastructure’ means the infrastructure that is to be installed within the boundary of a development Premises, as is set out in more detail in section 5.3.3 of the Connection Charging Policy.

‘Major Connection Agreement’ means a Connection Agreement signed in respect of a Connection which exceeds the Standard Parameters.

‘Metered Connection’ means a Connection to the Water and/or Wastewater Network(s) where the volume of Water Services used are measured by way of a metering device.

‘Miscellaneous Connection Request’ means a request for a Connection related service, as set out in section 13 of the Connection Charging Policy.

‘Mixed Use Connection’ means a Connection in respect of a Mixed Use Premises.

‘Mixed Use Customer’ means a Customer in respect of any part (or parts) or all of a Mixed Use Premises.

³⁸ The policy document is available at the following link: <https://www.water.ie/connections/information/connection-charges/>

³⁹ These documents are available at the following link: <https://www.water.ie/connections/developer-services/>

⁴⁰ The 50,000m³ threshold is widely used in the UK as a threshold for Large Water Users, for example [Welsh Water](#) (categorise industrial Customers using potable water by consumption in excess of 50,000 m³ see page 13). Also see [Severn Trent](#) (page 7) and [Thames Water](#) (page 64).

‘Mixed Use Premises’ means a Premises encompassing a part (or parts) that is a Dwelling and a part (or parts) that is a Non-Domestic Premises which receives a Shared Supply of water and/or a Shared Collection of Wastewater (by way of example, and without limiting the scope of the foregoing, a supply serving a farmhouse occupied as a Dwelling and a farm; or, a Premises encompassing a shop and a flat occupied as a Dwelling).

‘Network’ means the network of assets, works, infrastructure and all other associated physical elements owned by, vested in or controlled by Irish Water and which are used, or to be used as the case may be, to provide Water Services.

‘Network Infrastructure’ means the assets, works, infrastructure and all other associated physical elements forming part of the Network as are set out in more detail in section 5.3.4 of the Connection Charging Policy.

‘Non-Domestic Customer’ means a Customer in respect of a Non-Domestic Premises.

‘Non-Domestic Premises’ means any Premises (or part(s) of a Premises) that is not a Dwelling.

‘Non-Domestic Tariff Framework’ means Irish Water’s Non-Domestic Tariff Framework as approved by the CRU – CRU/19/074.

‘Notice’ means a notice issued pursuant to section 53D of the 2007 Act.

‘Occupier’ means in relation to a Premises, the person for the time being entitled to the occupation of the Premises. It shall be presumed, unless the contrary is proved, that the Owner of a Premises is also the Occupier of that Premises.

‘Owner’ means, in relation to a Premises, a person, other than a mortgagee not in possession, who, whether in his or her own right or as a trustee or agent for any other person, is entitled to receive the rent of the Premises or where the Premises is not let at a rent, would be so entitled if it was let.

‘Premises’ includes any building, vessel, vehicle, structure or land (whether or not there are structures on the land and whether or not the land is covered with water), and any plant or related accessories on or under such land, or any hereditament of tenure, together with any out-buildings and curtilage. The definition of a Premises includes any part (or parts) of a Premises and a Premises may encompass both a part (or parts) occupied as a place of Private Residence (i.e. a Dwelling) and a part (or parts) which is not occupied as a place of Private Residence (i.e. a Non-Domestic Premises).

‘Principal Private Residence’ means the building or part of a building occupied and declared by the Occupier as his or her only or main Private Residence.

‘Private Residence’ means a Premises in which the Occupier(s) reside privately (i.e. with a general right to exclude others).

‘Project Works Service Agreement’ means a formal agreement made between a Connecting Party and Irish Water which sets out the terms and conditions

governing an engineering assessment(s) requested to be carried out by Irish Water in respect of certain proposed Connections.

‘Quotable Charge’ means a charge calculated by Irish Water and payable by the Connecting Party in relation to any and all aspects of the Connection works that fall outside the Standard Connection Parameters. Any Quotable Charge will be included in the Connection Offer. Depending on the nature of the Connection, such Quotable Charge may be in addition to a Standard Connection Charge.

‘Service Connection Infrastructure’ means the infrastructure required to connect a Premises to a Sewer or Water Main, as set out in more detail in section 5.3.2 of the Connection Charging Policy.

‘Sewer’ means drainage pipes and Sewers of every description (excluding Storm Water Sewers), owned by, vested in or controlled (on a permanent basis) by Irish Water, but does not include a Customer Drain or Connection.

‘Shared Collection’ means a single Connection to the Wastewater Network that serves more than one Customer or Premises (or different parts of the same Premises).

‘Shared Supply’ means a single Connection from the water Network that serves more than one Customer or Premises (or different parts of the same Premises).

‘Standard Connection Charge’ means that part of the charge that is payable by a Connecting Party and which covers all elements of the Connection works that fall within the Standard Connection Parameters as are more specifically set out in the Connection Charging Policy. It is important to note that, depending on the nature of a Connection, a Connection may be liable to both the Standard Connection Charge and a separate Quotable Charge.

‘Standard Connection Parameters’: means the criteria (as set out in more detail in the Connection Charging Policy) that a Connection must meet in order to be liable to a Standard Connection Charge.

‘Standing Charge’ means a flat charge per year applied to the Customers in respect of metered Non-Domestic Connections which seeks to recover some of Irish Water’s fixed costs associated with providing Water Supply and/or Wastewater services.

‘Storm Water’ means rainwater run-off that enters any pipe.

‘Storm Water Sewer’ means any pipe or other conduit (a) used solely for the conveyance of Storm Water; or (b) designed or intended to be used for the conveyance of Storm Water (whether or not it is connected to a Sewer by a Storm Water overflow within the meaning of the Wastewater Discharge (Authorisation) Regulations 2007 (SI No 684 of 2007)).

‘Tariff Class’ means the different classes of tariff applying as between metered and unmetered Non-Domestic Connections (with four separate classes for Metered Connections and two separate classes for unmetered Connections).

‘Tariff Year’ means a 12-month period which begins on the 1st October and ends at midnight on 30th September and relates to the application of non-domestic tariffs.

‘Threshold Amount’ means the threshold amount specified under section 53(B) of the 2007 Act, currently set at 213,000 litres per year.

‘Trade Effluent’ has the meaning given to that term in the Local Government (Water Pollution) Act 1977 (as amended).

‘Volumetric Charge’ means the charge per m³ (cubic meter, equivalent to 1,000 litres) of water treated and supplied or Wastewater collected, treated and disposed of.

‘Wastewater’ means Sewage or other Sewage Effluent discharged, or to be discharged, to a Customer Drain, Connection or Sewer but does not include Storm Water⁴¹.

‘Water Main’ means pipes supplying water owned by, vested in or controlled by Irish Water but does not include pipes, fittings and appliances in respect of service Connections or Customer distribution systems.

‘Water Services’ means all services, including the provision of water intended for human consumption, which provide storage, measurement, treatment or distribution of surface water, groundwater or water supplied by Irish Water, or Wastewater collection, storage, measurement, treatment or disposal, but does not include —

(a) provision by a person of pipes and related accessories for the distribution of water, or collection of Wastewater, to facilitate the subsequent Connection by a provider of water services of another person to a water supply or Wastewater collection service, and

(b) such other exemptions as the Minister may prescribe, for the purposes of the application of licensing provisions.

‘Water Supply’ means water supplied by the public Water Main.

⁴¹ The Water Services Act (No. 2) 2013 excludes the provision, operation or maintenance of Storm Water Sewers from the general functions of Irish Water.

Appendix 2 – The Water Charges Plan

The No. 2 Act 2013 provides that the charges levied by Irish Water shall be calculated in accordance with a Water Charges Plan which will be subject to the approval of the CRU. The CRU is the economic regulator of Irish Water and Section 39(2) of the No. 2 Act 2013 sets out matters that the CRU must have regard to when carrying out its functions.

Section 22 of the No. 2 Act 2013 provides for Irish Water to submit to the CRU a plan (referred to as a “water charges plan”) for the charging of Customers for the provision of Water Services. Section 22 of the No. 2 Act 2013 also sets out Irish Water’s responsibilities with respect to what should be included in the Water Charges Plan, covering:

- That the Water Charges Plan shall apply in respect of such period as the CRU shall direct;
- The manner and method by which Irish Water shall charge each Customer for the provision of water;
- The costs likely to be incurred by Irish Water in the performance of its functions during the period to which the Water Charges Plan relates;
- That the Water Charges Plan may, where the quantity of water supplied to a Premises is measured by a meter, make provision for charges to be calculated by reference to the quantity of water supplied to, and the quantity of Wastewater discharged from, that Premises;
- That the Water Charges Plan may, where the quantity of water supplied to a Premises is not measured by a meter, make provision for charges to be calculated by reference to an assessment by Irish Water of the quantity of water supplied to the Premises concerned, and the quantity of Wastewater discharged from, the Premises concerned; and
- That the Water Charges Plan may make provision for charges in respect of the provision of a service Connection to or in respect of a Premises.

The Water Charges Plan may specify:

- different methods in relation to different classes of Customer as respects the calculation of water charges;
- different rates of charge as respects different classes of Customer; and
- different methods of payment in respect of water charges.

Irish Water shall, when preparing a Water Charges Plan, take account of the following matters:

- a) the need to ensure that Irish Water performs its functions in a commercially viable manner;
- b) the public utility nature of its functions; and the need to maintain a balance between the matters referred to in (a) and (b).

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