

Metering Code of Practice



Contact details

If you have any questions or need more information please contact us.

Web: **www.water.ie**
Twitter: **@IWCare**
Email: **customerservice@water.ie**
Address: **Irish Water, PO Box 448
South City Delivery Office
Cork City**

Account information or account enquiries

9am-5.30pm, Mon-Fri

Telephone: **0818 778 778** or **+353 1 707 2827**

ITRS: **1800 378 378** (for hard of hearing customers)

Water supply queries and emergencies

24 hours a day, 7 days a week

Telephone: **1800 278 278** or **+353 1 707 2828**

ITRS: **1800 378 378** (for hard of hearing customers)

This publication is available in Braille, in audio on CD and in large text format on request by calling 1800 278 278.

Safeguarding our water for our future

December 2021

Introduction

Irish Water provides and manages public water and wastewater services on a national basis.

Customers who have a domestic meter installed can keep track of how much water they use. The meter also allows us at Irish Water to improve how we manage the network. Meters are also very important tools for water conservation. They can help Irish Water to find and repair leaks quickly and safely for our customers.

The purpose of this Code of Practice is to inform and protect customers who have a water meter installed in their home.

We also have a Code of Practice for each of the following:

- vulnerable customers;
- communications;
- complaint handling; and
- network operations.

You can ask for a copy of any of these documents by calling us on **1800 278 278** or **+353 1 707 2828** or by visiting **www.water.ie**.

References within this Code of Practice to 'water services' include the public water and wastewater services that we provide.

What is a water meter?

A water meter is a device that measures the amount of water supplied to your property. It is made up of a meter that has a radio unit attached to it. We do not charge you for fitting the water meter.

The reading on the water meter is in cubic meters. This reading is taken as true evidence of the quantity of water supplied to you. We can record the readings on the water meter either manually or automatically.

Not every home has a water meter. For technical or other reasons, it is not always possible to install a meter at a customer's property. You can request to have a meter installed at your property by contacting us (our contact details are at the top of this Code of Practice). If it is not possible to install a meter at your property, we will explain why this is the case.

The meter box and its contents, including the meter and radio unit, are the property of Irish Water at all times. Customers are not permitted to remove anything from the meter box. If you have any questions in relation to your meter, please contact us.

Location and access to the water meter

We try to install water meters where they can be easily accessed. We also make sure that the customer can read the meter.

Normally, we put the meter in an underground meter box in the footpath or on the verge outside your property. In most cases, we try to install the meter on land that the public can easily reach. However, sometimes the meter is located on private land or inside a building.

You may open the meter box to read the meter or to isolate the water supply at the stop valve if it is safe and possible to do so. You can contact us (using the contact details on the first page of this Code) if you need us to give you access to the meter.

If you have difficulty finding your meter, we will work with you to help you locate it. If we cannot find your meter, we will install a new meter, free of charge, within four weeks. This timeframe can change due to problems outside of our control, for example if we need to apply for a licence to open the road near your property. In such a case, Irish Water will discuss the timeframe with you.

Meter installation

Before we install the meter at your property, we give customers at least two days' notice (either in writing or by phone). We will also give you any information you need about the meter. You can let us know if you do not want to receive this notice by contacting us via our communication channels.

We install water meters in a professional way and aim to cause as little upset as possible to you, the property and the surrounding area.

We will fix, to as reasonable an extent as possible, any damage to your property that has been caused solely and directly as a result of our employees' or service providers' activities while installing the meter and/or their negligence. This will be done free of charge to you.

Any repair of damage to a property during meter installation will go through the normal complaint handling procedures and standards unless the customer has come to an agreement with Irish Water). Please see our Complaints Code of Practice for more information.

If you do not have a water meter, you can ask Irish Water to fit a one at your premises. We will check if it is possible to install a meter(s) there. We will try to complete these checks and respond to you within three weeks of your request. If a meter(s) can be fitted, we do this work within a further four weeks, unless there are issues outside of our control.

Meter testing and replacement

If you have reason to believe that your meter recording is wrong, you may ask to have the meter checked. Before removing a meter for testing, we may explore other reasons for unusual readings or bills. We will do these tests within a reasonable timeframe. However, before the meter is removed for testing you must pay a charge to cover the cost as per the Water Charges plan (<https://www.water.ie/about/our-customer-commitment/20210929-IW-Water-Charges-Plan-.pdf>). We will let you know how much this charge is in advance so you can decide whether or not to proceed with the testing.

Please note that this charge will be returned to you if the meter is proven not to be working properly. When we remove the water meter for testing, a replacement meter will be installed in place of the original meter.

If the original meter is proven to be working properly, then the readings taken from the meter will be seen as a true reading of the water supplied to you. If the meter is proven to be faulty (apart from damage caused by the customer), we will adjust your account to reflect 'reasonable usage', We base this 'reasonable usage' on a method approved by the Commission for Regulation of Utilities (CRU). We will refund the charge paid by you for the meter inspection and testing.

Upon giving you advance notice we may replace the meter, at our discretion and at our own cost, with the appropriate meter equipment. Only persons we authorise may fix, connect, remove or work on a meter.

Unauthorised interference

It is an offence under the Water Services Act 2007 to interfere with a meter or any devices attached to it. You should never remove, damage, alter or bypass the meter or any devices attached to it.

Complaints

At Irish Water, we are committed to giving the customer the best service possible. If you are unhappy with any part of our service, we encourage you to let us know and we will do everything we can to resolve the matter quickly and to your satisfaction.

When lodging a complaint with us, please provide the following information:

- your name;
- your property address;
- your telephone number; and
- the details of the complaint, including:
 - dates (where appropriate);
 - reference or account numbers;
 - any information or documentation you think would help us to understand and investigate your complaint further; and
 - what you would like Irish Water to do to make things right.

You can phone us on **1800 278 278** or **+353 1 707 2828** (9am–5.30pm, Monday–Friday) and we will try and resolve any problems over the phone. You can also tweet us @IWCare and use our ITRS service (details of this service can be found later in this Code of Practice).

Or write to us at:

Irish Water
PO Box 860
South City Delivery Office
Cork City

Email: **customerservice@water.ie**

We aim to resolve any concerns as quickly and as fairly as possible. Within five working days of receiving your complaint, we will offer you a resolution or a plan of the steps we need to take to achieve a satisfactory resolution to your complaint

(under normal conditions). If your complaint is not resolved after five days, we will contact you with an update on or before the tenth working day from when you registered your complaint with us.

We are committed to resolving all complaints within two months (To do this, you may need to work with us during the investigation (for instance, we might need access to your home).

We will keep you up to date on progress we are making in resolving your complaint. We have a separate 'Code of Practice on Complaint Handling'. To receive a copy, please call us on **1800 278 278** or view it online at **www.water.ie**.

Data protection

As part of a customer's interaction with Irish Water, a customer may provide personal data to Irish Water. All personal data will be treated in accordance with General Data Protection Regulation (Regulation (EU) 2016/679) and the Data Protection Act 2018. In order to provide services to our customers, Irish Water engages service providers to help us deliver our services. Accordingly, personal data may be passed to our service providers or collected by service providers on Irish Water's behalf but only insofar as is necessary to provide water services to the customer.

For further information about how Irish Water processes personal data, data protection rights or to raise a query, please see our Privacy Notice at <http://www.water.ie/privacy-notice/>.

How to contact us

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South Delivery Office
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Twitter: **[@IWCare](https://twitter.com/IWCare)**

Website: **www.water.ie**

ITRS (Irish Text Relay Service)

What is ITRS?

ITRS translates text into voice and voice into text to make it easier for deaf and hard-of-hearing people to make and receive calls. ITRS agents receive your calls and texts and translate them.

Do I need to register for the ITRS App?

Only a phone number is required to register. No further information is required. You can download the app or go to www.itrs.ie for further information. The app will ask you to register the phone number you will be using to make or receive calls. Follow the instructions in the app or click on the 'Getting Started' tab on the ITRS home page.

How do I register my number?

To use the ITRS app, you must first register the phone number you will be using to make and receive calls on the app.

- **Step 1:** In the ITRS app, go to 'Menu' then 'Registration'. Enter your phone number and then press 'Register'. You will be asked to phone the ITRS number to confirm your chosen phone number.
- **Step 2:** Leave the app and make the call from the phone number you are registering. You will only have 60 seconds to make this call.
- **Step 3:** Open the ITRS app again to receive confirmation that your number has been registered successfully.
- **Step 4:** To end, hang up the registration call and close the ITRS app.

Your phone number will now be registered and you can use the ITRS app.

Visiting your home

Our staff and service providers are trained to always identify who they are and who they are representing. They will always show you their identity card. You can contact us on **1800 278 278** to confirm the identity of our staff members or service providers.

Below is a series of steps you should follow when dealing with people calling to your home:

- Look through a window or door viewer before opening the door.
- Open your door only after connecting a door chain lock or placing your foot behind the door.
- Switch on outside lights when it is dark.
- Request and examine identity cards.
- Think 'safety' – do not leave strangers alone on your doorstep while you go into another room. Always close the door if you need to do this. Do not leave strangers alone in your home.
- Take precautions – if you are unsure or suspicious, please refuse access and contact us on **1800 278 278** to confirm the identity of our staff member or service provider.