

Network operations 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. We use 'water services' in this Code to refer to an include the public water and wastewater services that we provide. This Code of Practice outline how you can access information on connecting to the water services network and the networks to which you are connected. It also sets out the level of service you can expect from us.

If you would like any information in relation to getting an Irish Water connection, please go to www.water.ie/connections/

We also have Codes of Practice for vulnerable customers, billing, complaint handling, metering and communications. You can request a copy of one or more of these by contacting us using the contact details at the beginning of this Code or you can visit **www.water.ie**

If you would like any information on how to get a connection to Irish Water, please visit www.water.ie/connections/

Responsibility of pipework

Irish Water is responsible for the public water and wastewater infrastructure only. To enable you to understand where your responsibility for pipework begins and ends, we have examples of a customer's general responsibility for pipework, depending on the type of property. This is shown in the 'Pipe Maintenance Responsibility' graphics which are available at: <https://www.water.ie/help/pipe-maintenance-responsibility/> which can be filtered by property type.

You can also contact us by phone or email to clarify who owns pipework in relation to your own property. We will respond to you within three working days and provide a clear answer to your query within a reasonable timeframe

Reporting a fault

If you report a fault on an Irish Water asset (such as our water or wastewater pipework) we will respond within two working days, giving you an outline plan on how we will deal with the reported fault.

Network interruptions

Your water supply may be affected by a planned or unplanned interruption, caused by our assets. Our commitments for planned and unplanned interruptions are as follows:

Planned interruptions

Notifications

Occasionally, we may need to carry out planned maintenance on our assets or infrastructure. In these situations, your water services may be interrupted for a short time. We will notify customers who will be affected during a planned interruption at least two days in advance of the event using a range of communication channels.

Water supply restoration

Where customers are affected by planned water supply interruptions, we will also try to restore supply to the affected customers within 24 hours of supply cut off, or as written in the planned works notification.

Legal obligations

We will meet all legal obligations to provide alternative water supplies to customers while pipework is being repaired.

Unplanned interruptions

There are instances when, despite our best efforts, you may experience unplanned interruptions to your water supply. In such cases, we will investigate the cause of the unplanned interruption and area affected.

Water supply restoration

Where customers are affected by unplanned water supply interruptions we will try to restore supply within 12 hours. For large water main issues, we will also try to return supply within 24 hours.

Legal obligations

We will meet all legal obligations to providing water alternative supplies to customers while we investigate what is causing the issue.

Note: Depending on the size of the area affected, it may take some hours after we repair the pipework before normal supply returns to a property on higher ground.

We have information available on our website detailing the processes we have in place to protect our customers during emergency events. Please find further information at <https://www.water.ie/help/supply/incident-management-and-e/>

Customer asset flooding

Customer asset flooding is severe flooding that occurs at a customer's property, which may cause damage or interrupt your business significantly.

If you experience customer asset flooding at your property, please contact us on **1800 278 278** or **+353 1 707 2828**.

Please contact us immediately if your building or wider property is flooded (by either water or wastewater) and this flooding is likely to have originated from an Irish Water asset. We will go to your property and try to stop the flooding within four hours of your initial contact.

If damage to your property has been caused by the failure of an Irish Water asset, we will work with you to try to solve the problem.

An extreme severe weather event may be an exception to the above process. Such an event may cause the reasonable design capacity of Irish Water's assets to be exceeded.

Reduced water pressure

If the water pressure at your property is lower than usual, please contact us on: **1800 278 278** or **+353 1 707 2828**.

We will give you information directly if the issue is known to us. This will tell you the likely cause of the reduced pressure, or we will confirm with you within five working days that we will investigate the cause of the pressure reduction in a timely manner (subject to operational capacity). If the investigation highlights that the reduced pressure is likely to have originated from a leak in your pipework, we will tell you this.

Where the reduced water pressure is caused by an issue with one of our assets (such as our pipework) or our activity, we will inform you within 10 working days. At this time we will also tell you how we plan to fix the issue.

Complaints

At Irish Water, we aim to deliver 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 making a complaint to us, please give us:

- 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 send a complaint to us in the following ways:

- Post: **Irish Water**
PO Box 860
South City Delivery Office
Cork City
- Web: **www.water.ie**
- Email: **customerservice@water.ie**
- Twitter: **@IWCare**
- Telephone: **1800 278 278** or **+353 1 707 2828**

We aim to settle any complaint as quickly and as fairly as possible. We will contact you within five working days of receiving your complaint. At this time, we will either offer you a solution or explain the steps we need to take to resolve your complaint (under normal conditions).

We will stay in touch

If your complaint is still open after five days, we will contact you with an update on or before the tenth working day from when you sent your complaint to us.

So we can resolve your complaint within two months, you may need to work with us. For instance, we may need to visit your property to investigate the problem. We will keep you informed on progress we are making in resolving your complaint. We have a separate 'Code of Practice on Complaint Handling'. To receive a copy of this, you can:

- call us on **1800 278 278** or **+353 1 707 2828**;
- email us at **customerservice@water.ie**;
- write to us at the address on the first page of this Code of Practice; or
- view it online at **www.water.ie**.

Irish Text Relay Service (ITRS)

1800 378 378

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 work for. 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.