

# Guide to connect

## Water and wastewater

### Single premises – domestic or small business



# Contact details

Web: [www.water.ie/connections](http://www.water.ie/connections)  
Twitter: @IWCare  
Boards: [www.boards.ie/irishwater](http://www.boards.ie/irishwater)  
Email: [newconnections@water.ie](mailto:newconnections@water.ie)

**Irish Water**  
**PO Box 860**  
**South City Delivery Office**  
**Cork City**

Telephone: **1850 278 278** or **+ 353 1 707 2828**

**Connections and Developer Services enquiries**  
8am-4.30pm, Mon-Fri

**Water supply and emergencies**  
24 hours a day, 7 days a week

Please note that the rates charged for calls to 1850 (CallSave) numbers may vary across different service providers. Calls made using mobiles may be more expensive.

**Safeguarding our water for our future.**

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## Disclaimer

This booklet presents general information about Irish Water’s connection process and is provided for information purposes only. The information contained in this booklet is not intended to be legal advice or to be construed as an offer or invitation to treat for connection to the Irish Water network.

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# 1. Introduction

## 1.1 Connections to the Irish Water water and wastewater network

Any person or entity who needs to get a **new or upgraded connection** to public water or wastewater infrastructure should contact Irish Water. You can make a pre-connection enquiry in order to establish the feasibility of a connection to the Irish Water network. This can be followed by an application for a connection.

Where the connection application is for a proposed development, we advise you to make a pre-connection enquiry at an early stage of your project, as the outcome of this pre-connection enquiry may influence your plans. The connection application may run in parallel with, or following the planning process. Connection applications for existing developments that require a first time connection, or that are looking to cater for increased demand or discharge, can be made at any time.

We have developed this booklet to explain how you can get a connection, and to help you understand what you need to do in order to apply for a connection.

Please read this booklet carefully, together with the Irish Water Codes of Practice, pre-connection enquiry and connection application forms, all of which are available at [www.water.ie](http://www.water.ie)

For any further information, please contact us on **1850 278 278**, Monday to Friday, 8am-4.30pm.

## 1.2 How to apply

The table below outlines the forms you should use when enquiring about the feasibility of a connection and when applying to Irish Water for a connection. The Guide to connect and forms listed are available at [www.water.ie/connections](http://www.water.ie/connections) or by calling us on **1850 278 278**.

| <b>Connection type</b>   | <b>Guide to connect</b>   | <b>Pre-connection enquiry form</b>  | <b>Application form</b>  |
|--------------------------|---|---|--|
| Single domestic premises | Guide to connect Water and wastewater<br>Single premises – domestic or small business | Pre-connection enquiry form – Single premises - domestic or small business water and/or wastewater connection | Application form – Single premises - domestic or small business water and/or wastewater connection |
| Small business* premises |   |   |  |

\* A small business premises will be one where:

- > there is a single connection to a single premises only;
- > the external diameter of the pipe connecting to the Irish Water water main does not exceed 32mm;
- > the diameter of the drain connecting to the Irish Water sewer does not exceed 150mm; and
- > the wastewater is consistent with domestic wastewater and is not considered by Irish Water to be trade effluent (refer to [www.water.ie/tradeeffluent](http://www.water.ie/tradeeffluent) for further information).

## 1.3 Steps for getting a connection

### Pre-connection enquiry phase

#### **Pre-connection enquiry**

You are encouraged to contact Irish Water as early as possible to establish the feasibility of a connection, and where applicable, prior to finalising the design of your proposed development and in advance of seeking planning permission.



#### **Confirmation of feasibility**

Following assessment, Irish Water will tell you if a connection is technically feasible, and will provide you with confirmation of feasibility. This may then be submitted with your planning application.

#### **Planning application to your Local Authority**

If you need to, you should seek planning permission from your Local Authority for your proposed development following the pre-connection enquiry phase and prior to the connection application phase.

## Connection application phase

### **Applying for a connection**

When you are ready to apply to Irish Water for a connection, please complete and submit a connection application form.



### **Assessment of new connection application**

Irish Water will assess your application to confirm that it is still feasible, and will calculate the least cost design solution technically acceptable to Irish Water.



### **Getting an offer**

Following assessment, Irish Water will issue you with an offer to connect, detailing costs and the works required to enable your connection.



### **Accepting the offer**

You can enter into a connection agreement with Irish Water by accepting the terms and conditions as set out in the offer, and by making the required payment.



### **Physical connection**

The physical works required to connect your development to the Irish Water network currently varies across the country. Further details about what works are required of you will be outlined in your connection offer.



### **Meter installation**

On completion of connection works, Irish Water will install a meter as required.



### **Connected to the Irish Water network**

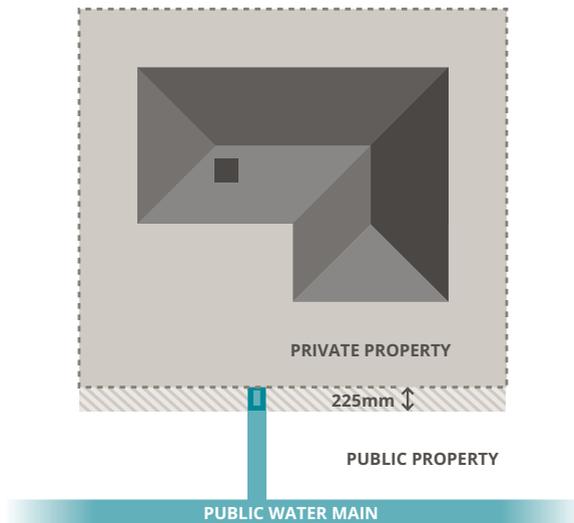
Once connected, you can fully avail of our services.

## 2 Connections: Pipework responsibilities

### 2.1 Ownership of connection assets

Irish Water owns, and is responsible for, the public water mains, the water meter, and (if it has previous to 1 January 2014 been taken in charge by the Local Authority) the service connection pipework from the public water mains to within 225mm of the outer edge of the property boundary.

#### Single detached property water

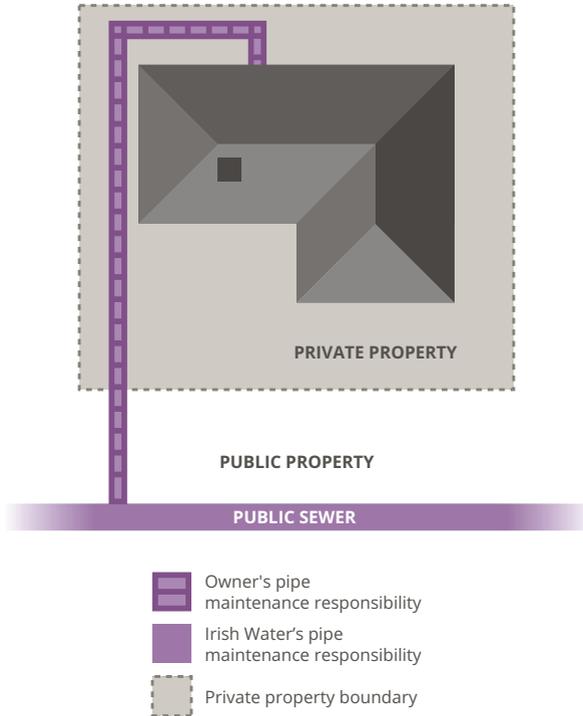


-  Owner's pipe maintenance responsibility
-  Irish Water's pipe maintenance responsibility
-  Private property boundary
-  Owner's pipe maintenance responsibility outside property boundary: 225mm

**Water meter:** Regardless of its location, water meters provided by Irish Water remain the responsibility of Irish Water.

Irish Water owns, and is responsible for, the public sewer, but not the wastewater service connection running from the sewer to your property, or its accessories.

### Single detached property wastewater



## 2.2 Connection charges

The Commission for Energy Regulation (CER) is the economic regulator of Irish Water. The provision of connections requires the payment of certain costs and fees by the customer in line with the CER approved Irish Water Charges Plan. Irish Water applies the equivalent fee for providing a connection that your Local Authority would have charged on 31 December 2013. We will advise the customer of any charges that will be incurred before they arise.

Further details are available on [www.water.ie](http://www.water.ie)

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## 3. Pre-connection enquiry phase

### 3.1 Introduction

Irish Water will aim to provide your new or upgraded connection in co-ordination with your project timelines. The earlier that you engage with us, the more likely it is that we will be in a position to meet your timelines.

You are strongly advised to contact Irish Water with a pre-connection enquiry as early as possible in the project. Initial contact can be made before any application for planning permission has been made to the relevant Local Authority.

The pre-connection enquiry process enables you to obtain upfront knowledge of whether a connection is technically feasible or not, as well as an explanation of the work needed in order to facilitate the connection. The outcome of the pre-connection enquiry may influence your planning permission application; for example, a connection may require an on-site pumping station which itself might need planning permission.

### 3.2 Pre-connection enquiry form

To commence the pre-connection enquiry process, you must complete a pre-connection enquiry form. To get the form by post, please call us on **1850 278 278**. Alternatively, you can visit [www.water.ie](http://www.water.ie) and either download the form, or fill in your details online. Forms can be returned via post to Irish Water, PO Box 860, South City Delivery Office, Cork City, or by email to [newconnections@water.ie](mailto:newconnections@water.ie)

Please note that if you are sending us your pre-connection enquiry form and any associated documentation by email, the maximum file size that we can receive in any one email is 35MB.

Within five working days of receiving a completed pre-connection enquiry form, Irish Water will acknowledge receipt of the form and will provide you with a unique reference ID. The unique reference ID should be quoted in the letter or email subject line in any future correspondence with Irish Water, and stated when contacting us by telephone. We will always try to work with you to complete missing information on forms, but occasionally, we may have to return incomplete forms. In this case, we will always ensure to include details of the missing information in order to assist in re-submission of the form.

Once we receive a fully completed pre-connection enquiry form, we will then assess whether the proposed development can be accommodated within the capacity of the existing infrastructure, or if upgrades are required in order to facilitate the connection.

If you are seeking information about public water services infrastructure, contact Irish Water on **1850 278 278**.

### 3.3 Confirmation of feasibility

Following an assessment of the pre-connection enquiry, we will revert to you with the findings of our assessment.

Where Irish Water can accommodate a connection, you will receive correspondence from us with:

- > Confirmation of feasibility: a statement which confirms that a connection to Irish Water infrastructure is possible at the time of assessment; and
- > Details of any water and/or wastewater infrastructure upgrades that are required outside of the development site in order to facilitate the water/wastewater connection.

Where Irish Water does not have any existing network infrastructure in the vicinity of your development in order to facilitate your connection, we will write to inform you of this, and we will advise of any relevant plans we may have of developing or upgrading such infrastructure in the area in the future.

In this case, should you have alternative options for the proposed site, Irish Water will assess any additional pre-connection enquiries that you submit in order to investigate the possibility of development at an alternative location. Where this is not possible, you may wish to consider alternative water services such as a private well or a private wastewater treatment system. These will be subject to approval by the Planning Authority.

## 3.4 Planning permission

Unless it is exempt, all development will require planning permission. It should be noted that planning permission is unrelated to Irish Water's pre-connection enquiry process. Confirmation of feasibility is not connected with an application for planning permission. However, a confirmation of feasibility may be submitted with your planning application in order to indicate that engagement with Irish Water has taken place.

The Planning and Development (Amendment) (No. 2) Regulations 2013 (S.I. 520 of 2013) prescribe Irish Water as a statutory consultee for the purpose of plans under the Planning and Development Act, 2000 (as amended) and in relation to applications for development consent. Because of this, we may be approached by the Planning Authority to comment on how a proposed development may affect Irish Water assets. Matters that may need to be addressed include proposals to build over Irish Water infrastructure or within zones of influence of water abstraction points. In such cases, we may wish to discuss these issues and the Planning Authority will liaise with us directly in this regard.

At this time, no application for a water and/or wastewater connection will have been submitted to Irish Water. Any questions or concerns regarding your planning application should be directed to the Planning Authority.

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## 4. Connection application phase

### 4.1 Applying for a connection

To help us meet your project timelines, we advise you to submit a pre-connection enquiry as early as possible. We will respond to you outlining if we can facilitate a connection to our networks.

To apply for a new or upgraded connection, you must complete the relevant application form. The relevant form can be obtained via post by calling us on **1850 278 278**. Alternatively, you can visit [www.water.ie](http://www.water.ie) and either download the form, or else fill in your details online. The application form will be accompanied by guidance notes for completing the form. Completed forms can be returned via post to Irish Water, PO Box 860, South City Delivery Office, Cork City, or by email to [newconnections@water.ie](mailto:newconnections@water.ie)

For small businesses, your application must be supported by certain documentation. You can find details of these on the application form.

Please note that if you are sending us your application form and any associated documentation by email, the maximum file size that we can receive in any one email is 35MB.

The connection application process may in some instances run concurrently with the planning process for the proposed development, where applicable.

### 4.2 Assessment of connection application

When we receive your completed connection application form, we will validate the form, issue you with confirmation of receipt, and provide you with a unique reference ID. You should quote this reference in the letter or email subject line in future contact with us, and stated when contacting us by telephone. We may seek additional information if there are any incomplete sections in your submitted application, and we will work with you in order to obtain any further details required. However, on some occasions, we may have to return incomplete forms.

Once we have a fully completed connection application form, we will assess your application to confirm the feasibility of a connection, and to determine the least cost design solution for the connection that is technically acceptable to us. While we may previously have assessed your development at the pre-connection enquiry stage, a reassessment will be required in order to confirm that circumstances have not changed during any elapsed time. We will determine what Irish Water infrastructural upgrades (if any) are required in order to facilitate the connection, and we will specify timing for the delivery of any such upgrades.

We reserve the right to increase the size of any infrastructural upgrades, beyond what is required to cater for your connection, in order to cater for future domestic growth in the area. In such a case, we will pay any additional costs associated with the upsizing, that is, the additional costs over and above what is required to cater for your connection.

Where Irish Water does not have any existing water services infrastructure in the vicinity of your development in order to facilitate your connection, we will write to inform you of this, and we will advise of any plans we may have of developing or upgrading infrastructure in the area in the future.

### 4.3 Getting a connection offer

When we have assessed your connection application and confirmed its feasibility, we will issue a connection offer to you. The connection offer will detail the terms and conditions for the provision of your connection, the period of validity of the offer, the cost of your connection, and will provide information on methods of payment.

### 4.4 Accepting an offer

You can accept a connection offer by returning a signed copy of the counterpart to the connection offer and by paying the connection charge. In addition, where appropriate, you will be required to show that planning permission and any other statutory requirements have been obtained. These are known as the acceptance requirements.

Where any upgrades or extensions are needed in order to facilitate your connection, there may be additional requirements, for example wayleaves across third party lands. These will be outlined in your connection offer, and no connection works can proceed until Irish Water receives the acceptance requirements.

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## 5 Getting connected

### 5.1 Physical connection

Having received the acceptance requirements and processed your payment, we will contact you to agree a mutually suitable time for the provision of the physical connection. We will endeavour to meet your project timeline.

Provision of a connection is dependent on full payment and adherence to terms and conditions outlined in the connection agreement.

The physical works required to connect your development to the Irish Water network currently varies across the country. Further details in relation to what works are required of you will be outlined in your connection offer. Note that this connection is for your property only, and no additional properties may connect to it.

### 5.2 Meter installation

A boundary box will typically be installed in a publicly accessible space outside your property as part of your connection. Only your supply pipe must connect to this boundary box. Where a meter is to be installed in the boundary box, Irish Water will notify you and send you a booklet 14 days in advance of the installation to explain the meter installation process. There is no need to apply separately for a meter to be installed.

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## 6 Connected to the Irish Water network

Any person connected, either directly or indirectly, to the Irish Water network is a customer of Irish Water. Your offer letter will contain details of your obligations in this regard. General terms and conditions relating to connections, as well as the Customer Handbook, are available at [www.water.ie](http://www.water.ie)

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## Frequently asked questions

### **Does Irish Water charge for assessing pre-connection enquiry forms?**

No, we do not charge for assessing pre-connection enquiry forms.

### **Can Irish Water give me confirmation of feasibility to connect to private water services infrastructure, i.e. water service infrastructure not owned or controlled by Irish Water?**

No, we will only issue confirmation of feasibility for providing a connection to the Irish Water network.

### **Does confirmation of feasibility guarantee me planning permission?**

No. Confirmation of feasibility is simply a statement that at the time of issue, a connection to Irish Water infrastructure is feasible. It is unconnected with your planning application, and any questions or concerns regarding your planning application should be directed to the Planning Authority.

### **I have confirmation of feasibility – does this guarantee me a connection?**

No. Confirmation of feasibility cannot be regarded as a commitment to provide a connection. A connection application and completion of the acceptance requirements is always required in order to guarantee a connection.

### **I have planning permission – does this guarantee me a connection?**

No. Any customer seeking a connection must obtain agreement from Irish Water for their water and/or wastewater connection. Planning permission does not guarantee you a connection.

### **What is the application fee for a connection for a single domestic or a small business premises?**

There is no application fee. Any subsequent costs related to the proposed connection will be outlined in your connection offer.

### **How much will Irish Water charge me for my connection?**

The Commission for Energy Regulation (CER) is the economic regulator of Irish Water, and it has approved the charging structure that Irish Water will use. This is set out in the Irish Water Charges Plan and is equivalent to what your Local Authority would have charged on 31 December 2013.

Details of any applicable charges will be set out in your connection offer.

### **Are there any other requirements that I need to be aware of?**

The guidance provided in this booklet is for an application for a connection. Other requirements, such as planning permissions or Trade Effluent Discharge to Sewer Licence are distinct processes which must be completed separately. Details of the Trade Effluent Discharge to Sewer Licence process are available at [www.water.ie/tradeeffluent](http://www.water.ie/tradeeffluent)

# Appendix 1 - Glossary of terms

**Accessories:** for water supply infrastructure means all chambers, fittings, valves, or any machinery or other apparatus which is designed or adapted for use in connection with the use or maintenance of private water supply infrastructure, public water supply infrastructure, service connection infrastructure, strategic infrastructure or other pipe.

For wastewater infrastructure, Accessories means all manholes, ventilating shafts, inspection chambers, overflow weirs or structures, fittings, valves, tanks, sluices, culverts or any machinery or other apparatus which is designed or adapted for use in connection with the use or maintenance of private drain, public wastewater collection infrastructure, service connection infrastructure, strategic infrastructure or other pipe.

**The Act:** means the Water Services Act 2007-2014.

**Boundary:** means the delineation between curtilage of the Customer's Premises and any other Premises.

**Business Connection:** means any water or wastewater Connection used for:

- (a) agriculture or horticulture,
- (b) any trade, industry or business,
- (c) any purpose incidental to a household or private garden (including washing a private vehicle) if the water is drawn otherwise than from a tap inside the household or if a hosepipe or similar apparatus is used,
- (d) central heating other than central heating of a household,
- (e) apparatus depending while in use upon a supply of continuously running water, not being an apparatus used solely for heating water.

References to **Business** and **Business Development(s)** shall relate to the use of a Premises or part of a Premises by a person or entity in connection with the activities outlined above.

**Commission for Energy Regulation (CER):** means the body established pursuant to Section 8 of the Electricity Regulation Act 1999, as amended.

**Connection:** means the physical connection of a Customer's Premises to the Irish Water Network to facilitate the provision of Water Services to the Customer's Premises.

**Connection Agreement:** means the written agreement signed between the Customer and Irish Water setting out the commercial and technical terms governing the Connection.

**Connection Assets:** means the infrastructure required to provide the Connection, excluding Storm Water infrastructure.

**Connection Offer:** means the letter that is issued to the Customer by Irish Water and which details the Connection terms that are offered to the Customer.

**Customer:** means the party which has entered into a Connection Agreement, or potential Customers who are seeking to enter into a Connection Agreement, with Irish Water.

**Domestic:** means the use of a Premises or part of a Premises by a person as their place of private residence (whether as his or her principal place of such residence or not), and includes accommodation provided in such a residence to one or more students to enable them to pursue their studies on a full-time basis, but does not include any part of the Premises used for the purposes or reward, with a view to profit or otherwise in the course of business, of accommodation, including self-catering accommodation, (other than accommodation provided in a place of private residence aforesaid to one or more students for the purposes aforesaid), unless the person to whom the accommodation is so provided uses the accommodation as his or her principal place of private residence.

**Domestic Connection:** means a Connection which provides Water Services for primarily Domestic use.

**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.

**Irish Water:** means Irish Water (Uisce Éireann), a designated activity company, limited by shares with registration number 530363, established pursuant to the Act and having its registered office at Colvill House, 24-26 Talbot Street, Dublin 1, Ireland.

**Large Business Connection:** means a Business Connection which does not qualify as a Small Business Connection.

**Least Cost Design Solution Technically Acceptable to Irish Water:** means the method of Connection determined by Irish Water (based on the Customer's load requirements, characteristics and distance from the Network) that results in the overall least cost to the Customer and meets Irish Water's operational, planning and technical standards, considering the full lifetime of the asset.

**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.

**Network:** means the Irish Water assets and associated infrastructure for water supply and for wastewater collection, including pipework, pumping plant, treatment plants and all infrastructure within the control of Irish Water required to deliver water services.

**Premises:** has the meaning assigned to it in Section 2 of the Act.

**Private Supply Infrastructure:** means a water supply pipe or drain within the boundary of the Premises which facilitates the connection of that Premises to the pipe associated with the Service Connection. The Customer is responsible for funding and installation, and retains ownership and maintenance responsibility of all private supply infrastructure associated with the Connection.

**Public Infrastructure:** means assets such as water mains, water pumping stations, sewers, wastewater pumping stations and associated Accessories that are in the ownership of Irish Water.

**Service Connection:** means a water supply pipe or drainage pipe, together with any Accessories and related fittings, extending from a waterworks or waste water works to the outer edge of the boundary to the curtilage of a Premises, and used, or to be used as the case may be, for the purpose of connecting one or more Premises with a waterworks or waste water works, and, where used or to be used for connecting more than one such Premises, it shall extend to the outer edge of the boundary to the curtilage of the Premises which is furthest from the said waterworks or waste water works, as defined in Section 2 of the Water Services Act 2007.

**Service Connection Infrastructure:** means all the infrastructure associated with a Service Connection.

**Single Domestic Connection:** means the Connection of a one-off Domestic Premises.

**Small Business Connection:** means a Connection to a single business Premises only where the external diameter of the pipe connecting to the Irish Water water main does not exceed 32mm, the diameter of the drain connecting to the Irish Water sewer does not exceed 150mm, and the wastewater is consistent with domestic wastewater and is not considered by Irish Water to be trade effluent (refer to [www.water.ie/tradeeffluent](http://www.water.ie/tradeeffluent) for further information).

**Storm Water:** means run-off rainwater that enters any pipe.

**Strategic Infrastructure:** means raw water intakes, raw water reservoirs and aqueducts, water treatment works and waste water treatment works, service reservoirs, pumping stations, strategic trunk mains, trunk sewers, combined sewer overflows, treated effluent outfalls, and their Accessories.

**Trade Effluent Discharge to Sewer Licence:** means a licence required pursuant to Section 16 of the Local Government (Water Pollution) Act, 1977-1990.

**Water Services:** has the meaning assigned to it by Section 2 of the Water Services Act 2007 and means all services, including the provision of water intended for human consumption, which provide storage, measurement, treatment or distribution of surface water, ground water, or wastewater collection, storage, measurement, treatment or disposal, with the exceptions as outlined in the Act.

Notes:

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