

Changes to business charges



Dear Customer,

Irish Water has set out a national plan, which aims to transform water services across Ireland, increasing capacity and delivering a sustainable and quality service.

The current system for business charges is complex and unfair with over 500 different price points in operation. Following a number of public consultations, the Commission for Regulation of Utilities (CRU) has published its final decision on a new framework for business charges.

The new framework will both harmonise business charges nationwide and reflect the actual cost of providing water services to business customers in a simple and fair way.

The new charges are due to come into effect on 1 May 2020. To assess the impact of the new tariff charges, please use Irish Water's online Business Tariff Calculator at water.ie.

Yours faithfully,

A handwritten signature in black ink that reads "Yvonne Harris". The signature is written in a cursive, flowing style.

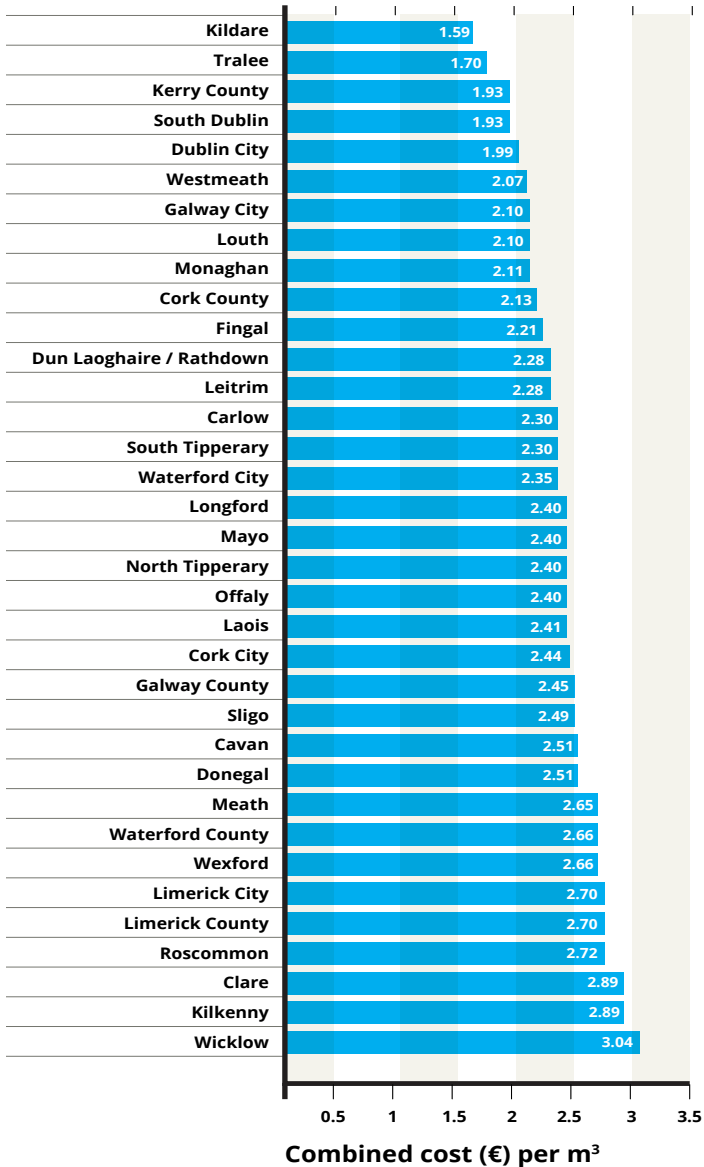
Yvonne Harris
Head of Customer Operations

Your business charges

As directed by the CRU, Irish Water has been charging business customers connected to the public water and wastewater network at the rates applied by Local Authorities as of 31 December 2013. In many Local Authorities, these charges had not been changed for several years prior to this.

The existing charging system has given rise to significant differences in charges nationwide, with over 500 different price points in operation. Customers with similar water services can pay very different amounts depending on their location.

Differences in the unit charge for water services across the country



What changes can you expect?

The CRU's decision on future business charges reflects the following six principles:

- > **Equity and no undue discrimination:** charges should be equitable and not unduly discriminate between customers.
- > **Efficiency in the use of water services:** charges should incentivise the efficient use of water services.
- > **Cost reflectivity:** charges should be reflective of the costs of providing water services.
- > **Cost recovery:** charges should allow for the recovery of efficiently incurred costs of providing water services.
- > **Stability:** charges should be designed to ensure customer bill volatility is kept to a minimum.
- > **Simplicity:** charges should be clear, transparent and easy to understand.

The CRU's decision provides a single, national, clear, transparent and equitable charging framework for business. From 1 May 2020, charges will reflect the actual costs of providing water services to the business sector.

How will this impact business customers?

- > Increases or decreases in charges for business customers depending on current charges.
- > Appropriate transitional arrangements to ensure bill changes are implemented fairly and with time to plan ahead.



Summary of the CRU's decision on the tariff framework

The purpose of the framework is to generate a harmonised suite of tariffs for non-domestic water and wastewater customers.

Geographic basis of charging:

- > Irish Water to apply non-domestic tariffs for both metered and unmetered connections on a national basis.

Customer classification:

- > Irish Water to introduce six separate tariff classes for metered connections: Bands 1 - 4
for unmetered connections: Bands 1 - 2
- > The metered tariff classes will be differentiated by annual consumption as follows:

Water and wastewater customer classes

Tariff Class	Annual Consumption (m ³)
Band 1	Less than 1,000m ³
Band 2	Between 1,000m ³ and 19,999m ³
Band 3	Between 20,000m ³ and 249,999m ³
Band 4	Equal to or greater than 250,000m ³

New metered tariff rates effective from 1 May 2020

Metered Tariffs	Water Service Charges		Wastewater Service Charges		Combined Service Charges	
	Standing Charge (€/year)	Volumetric Charge (€/m ³)	Standing Charge (€/year)	Volumetric Charge (€/m ³)	Standing Charge (€/year)	Volumetric Charge (€/m ³)
Band 1 class (<1,000m ³)	43.76	1.87	44.81	1.92	88.57	3.79
Band 2 class (1,000m ³ – 19,999m ³)	113.31	1.30	135.79	1.82	249.10	3.12
Band 3 class (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

New unmetered tariff rates effective from 1 May 2020

Unmetered Tariffs	Water Service Charges	Wastewater Service Charges	Combined Service Charges
	(€/year)	(€/year)	(€/year)
*Band 1	260.35	243.14	503.49
Band 2	1,413.31	1955.79	3,369.10

* 99% of unmetered connections will fall into Band 1 above

Tariff structure

- > Irish Water to apply tariffs to non-domestic customers on a per connection basis.
- > Application of separate tariffs per service (water and wastewater) for all connections.
- > Application of two-part metered tariffs - with a fixed standing charge and variable water consumption component - for all metered connections.
- > Application of a flat charge per service to unmetered connections.
- > Application of a national Domestic Allowance for mixed-use connections.

Transitioning customers

- > Customers whose annual bill is expected to decrease, stay the same, or increase by no more than €250 will move immediately to the new charges on 1 May 2020.
- > Customers with bill increases between €250 and €750 per annum will gradually transition to the new charges over a three year period.

- > Customers with a bill increase of €750 or greater, will have a 10% cap applied to their annual bill increase over a three year period. Customers can opt- out of receiving this cap.

Key points about business charges

- > There has been no change to charges since December 2013.
- > There are over 500 different price points nationwide.
- > There is a need for transparency, stability, simplicity and equity.
- > The CRU has made a decision on business charges and transition arrangements, which Irish Water will roll out on 1 May 2020.
- > There are transitional arrangements in place for those customers whose bills will increase by €250 or more.

Please visit our website water.ie or cru.ie for more information. A Business Tariff Calculator is also available on our website to assess how the changes may impact on your bill.

Water conservation

Your business can conserve water and save money by monitoring your usage and checking for leaks.

The first thing we recommend is carrying out a water audit on your business. This will show where water is used most within the business and can help identify where you can reduce use.

An audit can be done by the business owner, facilities manager or a member of staff.

Larger businesses will often procure external specialists in water audits and bespoke solutions. It's also an opportunity to appoint a water champion or steward to raise awareness within the business.

Here are some simple measures you can use to start an audit for your business:

- > Examine your bills so you understand patterns of use and charges.
- > Read your meter to monitor usage but remember to do so safely.
- > If you see spikes in usage, check for leaks.
- > Spot opportunities, take action and start saving.

For more helpful tips and advice, go to **www.water.ie/businessconserve**.

Payment and other information

Making payments

There are several ways to pay your bill. Please use your 10 digit Irish Water account number as your reference when making a payment. If you have more than one account number, please reference the relevant account number.

It's easier to pay by Direct Debit

By making a simple change to Direct Debit you can reduce the time, effort and cost of managing regular payments.

How to set up a Direct Debit with us:

- > Visit **www.water.ie/mywater** to create a My Water account online. You can sign up for Direct Debit, check your balance and view your Irish Water bills.
- > Download the Direct Debit form at **www.water.ie/businessDD** and return it to us.
- > Call one of our customer service advisors on **1850 778 778** or **+353 1 707 2827**.

Other ways to pay

Online Banking / Electronic Fund Transfer

Payment can be made through your bank's online payment option. Quote your 10 digit Irish Water account number as the reference and use the following International Bank Account Number (IBAN) and Bank Identifier Code (BIC):

IBAN: IE29 AIBK 9333 8464 3085 94

BIC: AIBKIE2D

Debit or Credit Card

You can pay your bill or check your balance over the phone at **1850 778 778** or **+353 1 707 2827**. There is an automated service (24 hours a day, 7 days a week), or you can speak to an Irish Water representative (9am–5.30pm, Mon–Fri).

Cash

You can bring your bill to any retail outlet where you see the Payzone or PostPoint sign or at any Post Office. Use the payment slip at the bottom of your bill.

Mybills.ie

Payment can also be made through An Post's online service at **www.mybills.ie**.

Cheque

You can send a cheque made payable to 'Irish Water', addressed to Irish Water, PO Box 448, South City Delivery Office, Cork City, Ireland. Include the payment slip at the bottom of your bill.

Please do not send cash by post.

If you wish to send a remittance advice, you can email it to: **remittance@water.ie**. Please allow up to five days for your payment to appear on your account.

Contact details

If you have questions about your account or water services, we are ready to help. When you contact us, please have your 10 digit Irish Water account number to hand. You will find your account number on the front of your bill. To protect your account, we can only discuss account information with the account holder or an authorised representative.

Web: water.ie/business	Irish Water
Twitter: @IWCare	PO Box 448
Email: business@water.ie	South City Delivery Office
	Cork City

General queries

9am–5.30pm Mon-Fri

Telephone: **1850 778 778** or **+353 1 707 2827**

Water supply queries and emergencies

24 hours a day, 7 days a week

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

Please note that the rates charged for 1850 numbers may vary across different service providers. Calls from mobiles may be more expensive.

Safeguarding our water for our future

Privacy Notice

It is necessary for Irish Water to collect and process data related to customers to provide water services. Irish Water will process personal data in accordance with its Privacy Notice which can be found by:

- > Visiting water.ie/privacy-notice.
- > 1850 778 778 or +353 1 707 2827.
- > Emailing dataprotection@ervia.ie.
- > Requesting a copy in writing to FREEPOST, Data Protection Officer, Irish Water, Colvill House, 24-26 Talbot Street, Dublin 1.

