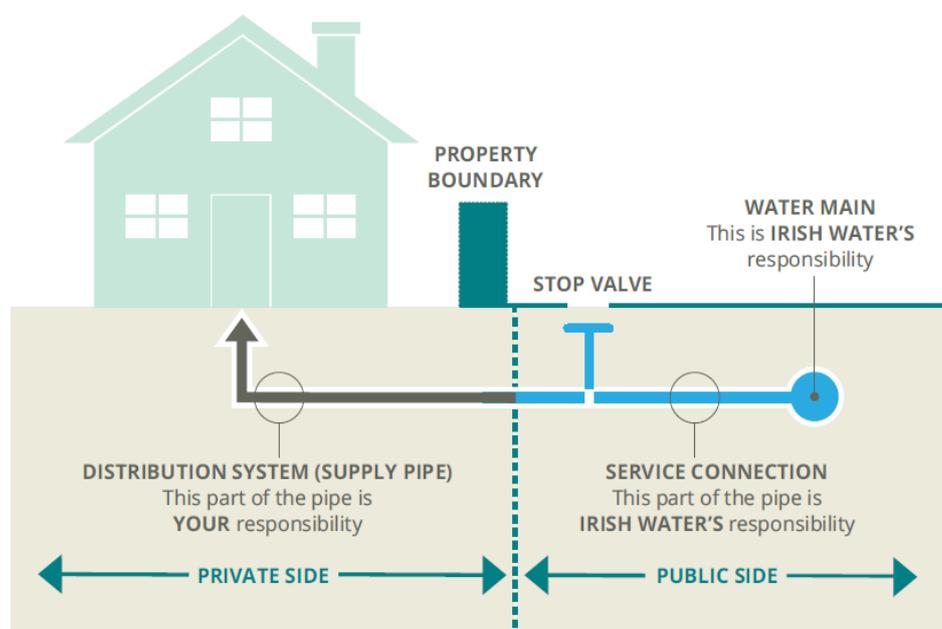


## Step-by-step guide to our Customer opt-in Lead Pipe Replacement Scheme

Irish Water is committed to working with customers to ensure the removal of lead pipes. The water that leaves our treatment plants is free from lead and our records show that there are no lead public water mains in Ireland. The diagram below shows a typical household distribution system. Lead can be dissolved into your drinking water as it passes through lead supply pipes and fittings. At a minimum the lead drinking water supply pipe should be replaced to the drinking water tap and it is recommended that all lead pipes and fittings on the private side are replaced. Replacing private side pipes and fittings is the responsibility of a property owner. Irish Water is proposing to remove all lead service connections nationwide, in partnership with Local Authorities.

Irish Water offers a lead pipe replacement scheme which will replace any public side lead service connection pipes free of charge to customers if they have replaced the private side lead supply pipe. To apply for this scheme, please download the application form from the Irish Water website and return the completed application form to Irish Water. This leaflet will guide you through the steps you need to take to remove the lead pipes. The Department of Housing, Planning, Community & Local Government has also produced a guidance note on the replacement of lead supply pipes and this, along with other information on lead remediation, can be accessed at: <http://www.housing.gov.ie/water/water-quality/lead-drinking-water>.



Extent of Responsibility for Household Connection Pipe  
(for the purposes of the Lead Mitigation Plan)

## 1. Check for presence of private side lead piping

See our lead pipe information page at <https://www.water.ie/support/questions-and-answers/lead-pipes-information-for-customers/> for assistance. If you are unsure, Irish Water recommends that you contact a plumber to confirm the following:-

- the presence of lead on the private side; and
- whether or not your property has an individual supply or a shared supply pipe.

If you do have lead on the private side we recommend that you also get:-

- a quote for the replacement of the private side lead pipework;
- a quote for a plumber to be onsite when the lead service connection pipe (on the public side) is being replaced; and
- a quote to lay an individual supply pipe to your property (if you have a shared supply pipe).

**Please Note:** If you share a supply pipe with neighbour(s), you will need to agree with them to replace the whole length of the shared supply pipe located within both property boundaries with individual supply pipes.

In the event that your neighbour(s) does not agree to the replacement of your shared supply pipe, you can choose to instruct a plumber to connect a new individual supply pipe from your property to our service connection pipe.

However, you may still require agreement from your neighbour(s) to carry out this work as some of the pipes may be on their property boundary.

## 2. Apply for the Irish Water Customer Opt-in Lead Pipe Replacement Scheme

You should apply for this scheme before your plumber has commenced the replacement of the lead pipes and fittings on the private side.

You will need to complete and submit the Application form for the Customer opt-in Lead Pipe Replacement Scheme, by email or post.

You will be asked to provide your plumber's contact details as they will be required to be onsite to connect your supply pipe to our new service connection.

## 3. Irish Water will process your application form.

Irish Water will process your application form and refer your application to your Local Authority.

- 4. Your Local Authority will contact you** to discuss the required works and advise you on applicable bye-laws and Codes of Practice that need to be adhered to. In some instances the Local Authority may choose to conduct a site inspection at this stage.

Note: If the replacement works have already been completed you can still apply for the scheme. However, the replacements works need to comply with relevant water bye-laws and the Irish Water Code of Practice for Water Infrastructure. If the works do not comply with these, rectification works may be required prior to the public side being replaced by Irish Water.

- 5. Your plumber can now complete the replacement works subsequent to the discussions with the Local Authority in step 4.**
- 6. A site investigation to inspect the completed works will be scheduled as agreed with the Local Authority in step 4.** Your Local Authority will advise you when your plumber is required on-site to disconnect your water supply from the lead service connection pipe and reconnect to the new service connection pipe.
- 7. Following the completion of the works you will need to turn on your kitchen tap(s) and let the water run for 30 minutes at full flow.** This flushes lead deposits from your drinking water. See flushing advice below for general recommended flushing guidelines following the works and information on water conservation.

## FAQs and General Advice

### Can I get financial assistance to complete the works?

Property owners may qualify for a Government grant which can contribute towards the cost of replacing lead pipes and fittings on the private side. The grant scheme is administered by your Local Authority. To check your eligibility and for more information on when to and how to apply, visit: [Lead Remediation Grant Scheme | Department of Housing, Planning, Community and Local Government](#)

### Can I use water while the work is being done?

- While your Local Authority is working outside your property, your water supply will be interrupted. Don't worry; you will receive notice before this happens. Please see our tips below on how to prepare for a water supply interruption.

**Before water supply interruption:**

- Store enough drinking water in easy to use containers.
- Make sure all your taps are properly turned off.
- Switch off any gas, oil or electrical appliances that you will use to heat your water, such as an immersion heater.
- We would advise you not to use central heating systems during the period when the water is off. However, if you are unsure please refer to your manufacturer's guide or contact your heating service provider.
- You can still use your kettle to boil water that you have stored.
- Please DO NOT drink water from your hot water tap.
- Please make sure that any appliances that are pre-programmed to work are switched off before the shut-off e.g. washing machines, dishwashers etc.

**During water supply interruption:**

- The water supply to your taps may go on or off more than once during the notified shut off period, but PLEASE DO NOT USE YOUR WATER SUPPLY.
- It is important to keep taps turned off.
- Avoid flushing the toilet.

**After water supply interruption:**

- Once all lead pipes and fittings have been replaced on both private and public side, there may still be lead deposits in your drinking water. This means that you will need to let the water run for a few minutes before using water for drinking or food preparation. It is recommended that you follow this flushing advice for a few months.
- It is especially important to run water from your taps after long periods of non use (e.g. first thing in the morning, or after returning to the house from work). Guidance on how long to run your taps for will vary depending on the length and size of your distribution system.
- You can collect and re-use the water from flushing for watering your plants or household washing.

**What do I do if I have a medical requirement or accessibility concerns?**

- If you have a disability, mobility or medical concern and may require additional support or advice during the replacement works, please let us know immediately by calling 1890 278 278 or Minicom 1890 378 378.

**What happens after the work is completed?**

- Your Local Authority will advise you when the work is completed. They will return the area excavated to a reasonable condition. This is an essential part of the work and again we will try, whenever possible, to keep disruption to a minimum.
- This ground repair work might initially be temporary. Your Local Authority will complete permanent ground repair work, or reinstatement, in the following weeks. We can't guarantee that material used, such as concrete or tarmac, will precisely match the material that was there before but it will be repaired in line with

Regulations set out by the Department of the Housing, Planning, Community and Local Government. It is important to realise that the colour of the replacement material may differ initially from the original surface.

### **Irish Water 'Stay Safe Guide'**

Irish Water and your Local Authority are trained to always identify who they are and who they are representing. They will always present their identity card and our contractors will never ask to enter your home.

This Stay Safe Guide is a series of sensible steps everyone should follow when dealing with people calling to their home:

- Always look through a window or door viewer before opening the door.
- Only open your door 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.
- Always 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.
- Contact your Local Authority to confirm the identity of the person.

For more information, visit [www.water.ie](http://www.water.ie)