

# Water Services Strategic Plan

A Plan for the Future of Water Services

Customer



Water



Wastewater



Environment



Growth



Investment



Safeguarding your water for your future

## **Irish Water** at a glance...

Irish Water was created in

**2013** and serves

3.3 million people producing over  
**1.6 billion Litres**

of drinking water every day and taking wastewater away for treatment before it is returned to our rivers and seas.

**Thousands** of assets are operated and maintained to provide these services, including around:

**900** *water treatment plants*

which deliver water through an estimated

**60,000 kilometres** of pipelines

We treat wastewater in more than

**1000** wastewater treatment plants

and it is collected through an estimated

**25,000 kilometres** of pipelines

plus numerous pumping stations and sludge treatment centres.

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The WSSP will be reviewed on at least a five yearly basis to ensure that it continues to be up to date with current and future needs. An interim review is also planned to ensure consistency with the new National Planning Framework, the new Regional Spatial and Economic Strategies and River Basin Management Plans which will be developed in the next few years.

In addition, Irish Water will prepare Business Plans during the period setting out targets for delivery of efficiencies in operational and capital expenditure and performance targets consistent with the delivery of the objectives in this WSSP. In accordance with the Service Level Agreements with the now 31 Local Authorities, a series of transformation initiatives are being implemented in partnership with the local authorities. The most important of these will be the development of the Water Industry Operating Framework to facilitate the delivery of water services under the single utility model.

The Water Services (No. 2) Act, 2013 provides for Ministerial Direction on the form and content of this WSSP and the Minister has set out the requirement for the plan to address the delivery of six strategic objectives as follows:

- **Meet Customer Expectations;**
- **Ensure a Safe and Reliable Water Supply;**
- **Provide Effective Management of Wastewater;**
- **Protect and Enhance the Environment;**
- **Support Social and Economic Growth; and**
- **Invest in Our Future.**

These are not in a particular order of priority. For each strategic objective within the plan, we outline the current situation, identify the key challenges and propose a number of aims and strategies to address the objective. We have suggested targets within the plan in order that our performance against the objectives can be monitored and assessed by our regulators, other stakeholders and our customers. It should be noted that a number of strategies are cross cutting between strategic objectives. For example, strategies for achieving effective wastewater management will also result in protecting the water environment.

An initial public consultation on the issues to be included in the plan was completed in the summer of 2014 and has informed this document. The plan has been subjected to Strategic Environmental Assessment and Appropriate Assessment and these documents are also published and are available at <http://www.water.ie>.

## **Our Current Priorities**

In this first strategic plan, we need to address urgent issues in the quality of our water services and in the integrity of our infrastructure, subject to adequate funding being available to us, while ensuring that water services that currently meet required standards continue to do so. We have therefore prioritised the following six areas:

- Demonstrating our commitment to the delivery of an improved quality water and wastewater service through the appropriate management of our assets in an economic and efficient manner ensuring least cost for our customers.
- Remediating the drinking water quality problems where customers have a Boil Water Notice or water supplies fail other mandatory requirements of the Drinking Water Regulations. We are also prioritising high risk plants identified in the EPA Remedial Action List.
- Complying with the Urban Waste Water Treatment Directive and, in particular, addressing the lack of wastewater treatment at 44 urban centres and improving treatment at the 38 larger urban areas which do not currently meet the required treatment standards. We are also prioritising upgrades at sites of serious pollution including sites resulting in adverse impacts on Bathing Waters.
- Reducing the excessive leakage from our water mains through our water conservation programmes. Completion of the domestic metering programme in line with Government policy will create customer awareness of their water usage and support behavioural changes in water consumption. It will identify the location of customer side leaks which can be addressed through our "first fix policy". In addition, the programme is adding to our knowledge of where lead service connection and supply pipes are located.
- Capturing accurate information on the nature, condition and performance of all of our assets (infrastructure and equipment) into quality assured databases, especially critical assets whose failure would have significant customer impacts, in order that we can better target investment in asset maintenance/upgrades.
- Catering for future growth.















## Summary of Strategic Objectives and Aims

A table summarising our strategic objectives and aims is presented below.

<b>CE</b>	<b>Meet Customer Expectations</b>
CE1	Establish both Customer Trust and a Reputation for Excellent Service.
<b>WS</b>	<b>Ensure a Safe and Reliable Water Supply</b>
WS1	Manage the sustainability and quality of drinking water from source to tap to protect human health.
WS2	Manage the availability, sustainability and reliability of water supply now and into the future.
WS3	Manage water supplies in an efficient and economic manner.
<b>WW</b>	<b>Provide Effective Management of Wastewater</b>
WW1	Manage the operation of wastewater facilities in a manner that protects environmental quality.
WW2	Manage the availability and resilience of wastewater services now and into the future.
WW3	Manage wastewater services in an efficient and economic manner.
<b>EN</b>	<b>Protect and Enhance the Environment</b>
EN1	Ensure that Irish Water services are delivered in a sustainable manner which contributes to the protection of the environment.
EN2	Operate our water services infrastructure to support the achievement of water body objectives under the Water Framework Directive and our obligations under the Birds and Habitats Directives.
EN3	Manage all our residual waste in a sustainable manner.
<b>SG</b>	<b>Support Social and Economic Growth</b>
SG1	Support national, regional and local economic and spatial planning policy.
SG2	Facilitate growth in line with national and regional economic and spatial planning policy.
SG3	Ensure that water services are provided in a timely and cost effective manner.
<b>IF</b>	<b>Invest in Our Future</b>
IF1	Asset Management. Manage our assets and investments in accordance with best practice asset management principles to deliver a high quality secure and sustainable service at lowest cost.
IF2	Balanced Sustainable Investment. Invest in our assets while maintaining a sustainable balance between meeting customer standards, protecting the environment and supporting the economic development and growth of the country.
IF3	Sustainable Funding Model. Establish a sustainable funding model to ensure that Irish Water can deliver the required capital investment in order to achieve the required outcomes.
IF4	Research and Innovation. Promote research and develop proven, innovative technical solutions to meet standards set by our regulators including our objectives for cost and energy efficiency.

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## Environmental Assessment, Consultation and Adoption of this Plan

A Strategic Environmental Assessment (SEA) and Appropriate Assessment (AA) were undertaken by Irish Water during the preparation of this Water Services Strategic Plan. A draft Plan, SEA Environmental Report and Natura Impact Statement (NIS) were published for consultation with statutory and non-statutory consultees and the general public from the 19th February to the 17th April 2015. We have taken on board the feedback we have received through the consultation process in the preparation of this final Plan. The changes made to the draft Plan due to this feedback are identified in the SEA Statement for the Plan. The Water Services Strategic Plan was adopted by the Irish Water and Ervia Boards in June 2015 and was brought to the Minister for the Environment, Community and Local Government for approval in July 2015.

This document, the SEA Statement and AA Determination are available for download online at <http://www.water.ie>.



*River Barrow at Srowland WTP Intake Site. Photo: Nicholas O'Dwyer*

# Map 1 & 2 Irish Water Water Treatment Plants & Wastewater Treatment Plants

