

Metering 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 is responsible for providing and managing public water and wastewater services on a national basis.

Domestic meter installation enables customers who are metered to keep track of how much water they use and allow us to improve our network management. Meters are also very important for water conservation purposes and can enable Irish Water to detect leaks in an effective and efficient way for our customers.

The purpose of this Code of Practice is to inform and protect customers who have a water meter installed in their home.

We also have a Code of Practice for vulnerable customers, billing, complaint handling, communications and network operations. You can request a copy by calling us on **1800 278 278** or **+353 1 707 2828** or you can visit **www.water.ie**

References within this Code of Practice to water services include the public water and wastewater services that we provide.

What is a water meter?

A water meter (meter and radio unit attached to the meter) is a device that measures the amount of water supplied to your property. We do not charge you for fitting the water meter.

The index reading on the water meter (in cubic meters) shall be taken at face value as evidence of the quantity of water supplied to a customer. We may record index readings on the water meter using either manual or automatic meter reading methodologies.

Not every home will have a meter. For technical or other reasons, it will not always be possible to install a meter at a customer's property. You can request to have a meter installed at your property by contacting us using the details set out at the top of this

Code. Where it is not possible, we will explain to you the reasons for not installing a meter.

The meter box and its contents, including the meter and radio unit, remain the property of Irish Water at all times. Customers are not permitted to remove anything from the meter box. If you have any questions in relation to your meter, please contact Irish Water.

Location and access to the water meter

Irish Water will install water meters in accessible locations, where feasible, and will ensure that the meter can be read by the customer.

Typically, we will put the meter in an underground meter box in the footpath or verge outside your property. In most cases, we will endeavour to install the meter on publicly accessible land. However, the meter may also be located on private land and/or inside a building.

You may open the meter box to read the meter or to isolate the water supply at the stop valve, if it is safe and feasible to do so. If you need us to, please contact us (using contact details on the first page of this Code) and we will facilitate access to the meter, as required.

If you have difficulty locating your meter, we will engage with you and work with you to help identify the location of the meter. If your meter cannot be located, Irish Water will install a new meter, free of charge, within four weeks, subject to any constraints which may be outside of our control e.g., dependencies on road opening licenses. Irish Water will engage with customers on timelines in this regard.

Meter installation

In advance of a meter installation, we will give customers at least two days' notice (either in writing or by phone) before the installation of the meter at your property. We

will also give you relevant background information on metering. We can waive this notification at the customer's request.

We will install water meters in a professional way causing as little disruption as possible to you, the property and the surrounding area.

We will remedy any damage to your property which has occurred during meter installation, solely and directly as a result of our employees'/service providers' activities and/or negligence. This will be done free of charge to you.

Remedy of damage to a property during meter installation shall be processed through the normal complaint handling procedures and standards (if not otherwise agreed between Irish Water and the customer).

An unmetered customer can request that Irish Water fit a meter(s) at their premises. We will check if it is practicable to install a meter(s) and we will endeavour to complete these checks and respond to you within three weeks of your request. If a meter(s) can be fitted, we will complete this work within a further four weeks, subject to any constraints outside of our control.

Meter testing and replacement

If you have reason to believe that the meter is not recording correctly, you may request the meter to be checked. Before removing a meter for test, we may undertake investigations to exclude other reasons for abnormal readings or bills. We will facilitate such tests within a reasonable period; however, before the meter is removed for testing you will incur an up-front, cost-reflective charge as per the Water Charges plan. Irish Water will notify you of this charge in advance and will give you the opportunity to decide whether to proceed with the testing.

Please note that this charge will be returned to you if the meter is proven to be operating incorrectly. On removal of the water meter for testing, a replacement meter will be installed in place of the original meter.

If the original meter is proven to be operating correctly, then the readings taken from the meter will be deemed definitive evidence of the water supplied to you. If, however, a meter is proven to be faulty (excluding damage caused by the customer), we will adjust your account to reflect reasonable usage on the basis of a methodology approved by the Commission for Regulation of Utilities and will refund the charge paid by you for the meter inspection and testing.

Irish Water may replace the meter, at its sole discretion and its own cost, and, where applicable, following advance notification to you, with meter equipment of its choice. Only persons authorised by Irish Water may fix, connect, remove or work on a meter.

Unauthorised interference

It is an offence under the Water Services Act 2007 to interfere with a meter or its ancillary devices. This includes removing, damaging, altering or bypassing the meter or its ancillary devices.

Complaints

At Irish Water, we are committed to delivering 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 lodging a complaint with us, please provide the following information:

- Your name;
- Property address;
- Telephone number;
- Details of the incident or issue, including:
 - dates (where appropriate);
 - reference or account numbers;

- any information or documentation you believe would assist us to understand and investigate your complaint further;
- what you would like Irish Water to do to make things right.

Call us on **1800 278 278** or **+353 1 707 2828** (9am-5.30pm, Monday to Friday) and we will try and resolve any problems over the phone. You can also tweet us @IWCare and use our ITRS service – details are set out below.

Or write to us at:

Irish Water
PO Box 860
South City Delivery Office
Cork City

Email: **customerservice@water.ie**

We aim to settle any complaint as quickly and as fairly as possible. Within five working days of receiving your complaint, we will offer you a resolution or an outline plan of the steps we need to take to achieve a satisfactory resolution to your complaint (under normal conditions). If your complaint is still open, we will contact you with an update on, or before the tenth working day from when you registered your complaint with us.

We are committed to resolving all complaints within two months (where the customer is engaging with Irish Water).

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, please call us using contact details on the first page of this Code or view it online at

<https://www.water.ie/about/our-customer-commitment/>

Data protection

As part of a customer's interaction with Irish Water, a customer may provide personal data to Irish Water. All personal data will be treated in accordance with General Data Protection Regulation (Regulation (EU) 2016/679) and the Data Protection Act 2018. In order to provide services to our customers, Irish Water engages service providers to help us deliver our services. Accordingly, personal data may be passed to our service providers or collected by service providers on Irish Water's behalf but only insofar as is necessary to provide water services to the customer.

For further information about how Irish Water processes personal data, data protection rights or to raise a query, please see our Privacy Notice at www.water.ie/privacy-notice/

How to contact us

If you need help or assistance, please contact us at:

Irish Water
PO Box 860
South Delivery Office
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Irish Text Relay Service (ITRS)

1800 378 378

What is ITRS?

ITRS translates text into voice and voice into text to facilitate deaf and hard of hearing people in making and receiving calls in Ireland. Calls are relayed through ITRS agents who perform this translation.

How do I use ITRS?

Do I need to register for the ITRS App?

There is no registration required, just download the app or go to **www.itrs.ie** for further information. The app will require you to register the phone number you will be using to make or receive calls. Just follow the instructions in app or click on the “How Do I Use ITRS” tab on this site.

Register your 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 then be asked to make an activation call.
- Step 2: Leave the app and make the activation call from the mobile or landline number you are registering. You will only have 60 seconds to make this call.
- Step 3: Open the ITRS app again to receive confirmation your number has been registered successfully.
- Step 4: To end simply hang up the registration call and close the ITRS app.

Email: **customerservice@water.ie**

Twitter: **@IWCare**

Website: **www.water.ie**

Visiting your home

Our staff and service providers are trained to always identify who they are and who they are representing. They will always show you their identity card. You can contact us on **1800 278 278** to confirm the identity of our staff member or service provider.

Below is a series of sensible steps you should follow when dealing with people calling to your 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 and contact us on **1800 278 278** to confirm the identity of our staff member or service provider.