

Network operations 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. References within this Code of Practice to water services include the public water and wastewater services that we provide. This Code of Practice outlines how you can access information on connecting to the water services network and the networks to which you are connected. It also sets out the level of service you can expect from us. If you would like any information in relation to getting an Irish Water connection, please go to <https://www.water.ie/connections/> References within this Code of Practice to water services include the public water and wastewater services that we provide.

We also have a Code of Practice for vulnerable customers, billing, complaint handling, metering and communications. You can request a copy by contacting us using the contact details at the beginning of this Code or you can visit **www.water.ie**

If you would like any information on how to get a connection to Irish Water, please visit <https://www.water.ie/connections/>

Responsibility of pipework

In line with existing legislation, Irish Water is responsible for the public water and wastewater infrastructure only.

- To enable you to understand where your responsibility for pipework begins and ends, we have examples of a customer's general responsibility for pipework, depending on the type of property. This is shown in the 'Pipe Maintenance Responsibility' graphics which are available at:
<https://www.water.ie/connections/developer-services/>

- If you ask us for clarification about pipework ownership in relation to your own property, Irish Water will engage with you on this within three working days and provide a clear answer to your query within a reasonable timeframe;
- If you report a fault on Irish Water pipework or any other Irish Water asset, we will respond within two working days, giving you an outline plan on how we will deal with the reported fault.

Network interruptions

Your water supply may be affected by a planned or unplanned interruption, caused by our assets. Our commitments are set out as follows:

Planned interruption - Occasionally, we may need to carry out planned maintenance on our assets or infrastructure. In these situations, your water services may be interrupted for a short time. We will notify customers who will be affected during a planned interruption at least two days in advance of the event via a range of communication channels. Irish Water shall endeavour to restore supply to the affected customers within 24 hours of supply cut off, or as advised in planned works notification. We will meet all legal obligations with respect to providing alternative supplies to customers.

Unplanned interruption - There are instances when, despite our best efforts, you may experience unplanned interruptions to your water supply. In such cases, we will investigate the cause of the unplanned interruption and area affected. Where customers are affected by unplanned water supply interruptions Irish Water will endeavour to restore supply within 12 hours. For large water main issues, Irish Water will endeavour to return supply within 24 hours. We will meet all legal obligations with respect to providing alternative supplies to customers.

Note: Depending on the size of the area affected, it may take some hours following completion of repair work for full service to be restored to a property on higher ground.

We have information available on our website detailing the processes we have in place to protect our customers during emergency events. Please find further information at <https://www.water.ie/about/our-customer-commitment/>

Customer asset flooding

If a customer experiences customer asset flooding at their property, please contact us on **1800 278 278 or + 353 1 707 2828**.

If an internal part of your premises or an external part of your premises is flooded (by either water or wastewater) and this flooding is likely to have originated from an Irish Water asset, we will attend the premises within four hours of the notification of the flood and attempt to stop the flooding.

Where it is proven that damage to your property has been caused by the failure of an Irish Water asset, we will work with you to agree how to resolve or ameliorate the damage.

There is an exception to the above if there is an extreme or severe weather event which causes the reasonable design capacity of Irish Water's assets to be exceeded.

Water pressure

If you experience reduced water pressure at your property, please contact us on: **1800 278 278 or +353 1 707 2828**.

We will:

- supply information directly to you as to the likely cause of the reduced pressure, or, we will confirm with you within five working days that we will investigate the

cause of the pressure reduction in a timely manner (subject to operational capacity). If the investigation highlights that the reduced pressure is likely to have originated from a leak in your pipework, we will provide you with this information;

- where the reduced pressure is caused by an issue originating from an Irish Water asset or Irish Water activity, we will inform you within 10 working days how we intend to rectify the issue.

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. 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.

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).

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 on **1800 278 278** or **+353 1 707 2828** or view online at <https://www.water.ie/about/our-customer-commitment/>

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.

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.