

# Domestic Customer Charter



**If you have questions about your account or water services we are ready to help.** When you contact us it would help if you have your account number to hand. To protect your account, we can only discuss account information with the account holder or nominated person.

Web: [www.water.ie](http://www.water.ie)

Twitter: [@IWCare](https://twitter.com/IWCare)

**Irish Water**

**PO Box 860**

**South City Delivery Office**

**Cork City**

### **Billing and general queries**

9am-5.30pm Mon-Fri

Telephone: **Callsave 1850 448 448** or **+353 1 707 2824**

Minicom: **LoCall 1890 378 378**

(for hearing impaired customers with their own minicom equipment)

### **Water supply queries and emergencies**

24 hours a day, 7 days a week

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

Minicom: **LoCall 1890 378 378**

(for hearing impaired customers with their own minicom equipment)

Please note that the rates charged for 1850 (Callsave) and 1890 (LoCall) numbers may vary across different service providers. Calls made using mobiles may be more expensive.

This publication is available in Braille, on CD and in large text format on request by calling 1850 448 448.

**Safeguarding our water for our future**

**02 October 2017**

## **Introduction**

Irish Water is responsible for providing and managing public water and wastewater services on a national basis. We are committed to providing the highest standard of Water Services, by protecting, maintaining and improving Ireland's water and wastewater services.

This Customer Charter outlines the standard of services you should expect to receive when dealing with us. We also have a Code of Practice for vulnerable customers, communications, complaint handling, metering and network operations. You can request a copy by calling us on **Callsave 1850 448 448** or **+353 1 707 2824** or you can visit [www.water.ie](http://www.water.ie)

References in this Customer Charter to Water Services include the public water and wastewater services that we provide.

## **Our guaranteed service standards**

In addition to our overall service standards, we have guaranteed service standards.

If we fail to meet any of these commitments, you will be entitled to a payment of €10. Please contact us by using the methods listed under the "How to contact us" section below.

We will credit this €10 to your account within 15 working days (and you will be able to see it on your next bill). If you would like us to pay you in a different way, we will send payment to you within 15 working days.

**1. Customer complaints:** Irish Water guarantees to respond to customer complaints within five working days with a resolution or a plan for the steps required to achieve a resolution, under normal conditions.

**If we fail in this guaranteed standard you will be entitled to a payment of €10.**

**2. Bills:** Irish Water guarantees that we will issue accurate bills to domestic customers every three months in accordance with the Water Charges Plan. There may be exceptions to this for the first and final bills.

Metered customers' bills will be capped at the relevant unmetered charge and unmetered customers' bills will be based on the relevant unmetered charge, in accordance with the Water Charges Plan.

**If we fail in this guaranteed standard you will be entitled to a payment of €10.**

**3. Water meter installation:** Before a water meter is installed at a property, Irish Water guarantees to provide at least two weeks' notification as well as meter installation information.

**If we fail in this guaranteed standard you will be entitled to a payment of €10.**

**4. Damage to property:** Irish Water will remedy any damage to a property which has occurred during meter installation, solely and directly as a result of Irish Water's employees'/agents' activities and/or negligence. This will be done free of charge to the customer.

**If we fail in this guaranteed standard you will be entitled to a payment of €10.**

**5. Customers in payment difficulties:** Irish Water commits to treating sympathetically customers who contact us when they are having difficulty paying their water bills or who we proactively contact to discuss payment arrangements. Irish Water will inform customers of the payment options available, offer payment plans for customers in arrears and take a customer's ability to pay into account when agreeing any payment plan.

**If we fail in this guaranteed standard you will be entitled to a payment of €10.**

**6. Applying discounts/rebates:** Irish Water guarantees to apply the applicable discount/rebate to a customer's bill in relation to notices that declare water unfit for human consumption in line with the Commission for Regulation of Utilities decision on Irish Water's Water Charges Plan.

If we fail in this guaranteed standard you will be entitled to a payment of €10.

**7. Planned interruptions:** Where there is planned interruption in an area Irish Water guarantees to provide at least two days' notice to customers that Irish Water anticipate will be affected.

**If we fail in this guaranteed standard you will be entitled to a payment of €10.**

**8. Planned interruptions and priority customers:** Where there is planned interruption in an area Irish Water guarantees to directly contact customers registered on the Priority Services Register at least two days in advance.

**If we fail in this guaranteed standard you will be entitled to a payment of €10.**

**9. Unplanned interruptions and priority customers:** Where there is an unplanned interruption that is anticipated to last more than four hours, Irish Water guarantees to directly contact customers registered on the Priority Services Register to discuss any critical needs they may have.

**If we fail in this guaranteed standard you will be entitled to a payment of €10.**

## **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.

Call us on **Callsave 1850 448 448** or **+353 1 707 2824** (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 concerns 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 you are 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 **Callsave 1850 448 448** or **+353 1 707 2824** or view online at **www.water.ie**

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**South Delivery Office**  
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Twitter: **@IWCare**

Website: **www.water.ie**

## Payments

We offer flexible payment schemes and we can help you to manage arrears. You can get more information on this in our 'Billing Code of Practice'.

## Dignity & Respect

We will always treat you with courtesy, dignity and respect. We will try to resolve queries immediately. Where that is not possible, as soon as there is up to date information available, we will contact you.

## Vulnerable customers are entitled to register with us

If you have specific needs due to age, disability or a medical condition, please contact us and we will send you a copy of our 'Vulnerable customer Code of Practice' booklet and registration form.

These explain how to register with us if you have special requirements. These services are available for customers who:

- have a critical dependency on water services due to a medical condition – priority services register;
- need to have communications tailored to their needs – special services register.

We will always handle customer information in line with Data Protection laws.

## Visiting your home

Our staff and agents are trained to always identify who they are and who they are representing. They will always show you their identity card.

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.