

Domestic Customer Charter



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. 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 **1800 278 278** or **+353 1 707 2828** or you can visit **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.

Should Irish Water fail to meet any of these commitments, you will be entitled to a payment of €30 per commitment. Where there are multiple breaches of a commitment, Irish Water will award a charter payment of €30 for each breach. You will need to contact us using the methods listed at the top of this Charter and make a request to claim a charter payment.

We will issue this €30 to you by cheque within 30 working days. If we fail to issue payment to you within 30 working days, you will be entitled to an additional payment of €15. Please contact us by using the methods listed at the top of this Charter and make a request to claim this additional payment.

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 €30.

2. Customer complaints: Irish Water guarantees to contact customers with an update on the status of their complaint, if their complaint remains open 10 working days after it was lodged.

If we fail in this guaranteed standard you will be entitled to a payment of €30.

3. Bills: Irish Water guarantees to accurately calculate bills for customers who have to pay charges. All bills will be in accordance with the published, CRU-approved Water Charges Plan. You can find this at <https://www.water.ie/about/our-customer-commitment/>

If we fail in this guaranteed standard you will be entitled to a payment of €30.

4. Water meter installation: Irish Water guarantees to provide the customer at least two days' notification, and information about installing a meter, before a meter is installed at a premises. This notification can be waived at the customer's request.

If we fail in this guaranteed standard you will be entitled to a payment of €30.

5. Damage to property: Irish Water guarantees to the extent reasonably practicable to remedy any damage to a premises which has occurred as a direct result of its employees'/service providers' activities during meter installation, leak repair or leak investigation. 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 €30.

6. Customers in payment difficulties: Irish Water guarantees to treat sympathetically customers who contact them when they are having difficulty paying their water bills.

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 €30.

7. 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 CRU's decision on Irish Water's Water Charges Plan. This can be viewed at <https://www.water.ie/about/our-customer-commitment/>

If we fail in this guaranteed standard you will be entitled to a payment of €30.

8. Planned interruptions: Irish Water guarantees to provide at least two days' notice to customers whom Irish Water anticipate will be affected if there is a planned interruption in the area. This notice must be provided to customers through Irish Water's website and social media.

If we fail in this guaranteed standard you will be entitled to a payment of €30.

9. Planned interruptions and priority customers: Irish Water guarantees to directly contact customers registered on the Priority Services Register at least two days in advance if there is a planned interruption taking place in their area. For more information on this register, please go to <https://www.water.ie/help/domestic-account/vulnerable-customers/>

If we fail in this guaranteed standard you will be entitled to a payment of €30.

10. Unplanned interruptions and priority customers: Irish Water guarantees to give customers on its Priority Services Register the chance to tell them about their critical water supply needs when an unplanned interruption to supply is likely to last more than four hours. For more information on this register, please go to <https://www.water.ie/help/domestic-account/vulnerable-customers/>

If we fail in this guaranteed standard you will be entitled to a payment of €30.

11. Pipework responsibility: Irish Water guarantees to engage with a customer who has asked for clarity as to who owns pipework – at specific premises – within three working days of receiving the request.

If we fail in this guaranteed standard you will be entitled to a payment of €30.

12. Leak repairs: Irish Water guarantees to carry out its leak repair works in a professional and efficient manner.

If we fail in this guaranteed standard you will be entitled to a payment of €30.

Dignity and 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.

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.

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 will contact you with an update on your complaint on the 10th working day, if it has not already been resolved. You will receive a final decision from us within two months (you may be required to engage with us to provide more information during the investigation).

We will keep you informed on progress we are making in resolving your complaint. For more detailed information on our complaints management process, please view our '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.

Email: **customerservice@water.ie**

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

Website: **www.water.ie**

Vulnerable customer register

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 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.