

Irish Water Charges Plan

Scheme of charges applicable from 1st October 2014 to 31st December 2016

Water and Wastewater charges for Domestic and Non-Domestic Customers

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1 Definition of Terms

In this water charges plan, unless the context otherwise requires:

'2013 Act' means the Water Services (No. 2) Act 2013

'2014 Act' means the Water Services Act 2014

'Additional Services' means any works or services delivered to the Customer by or on behalf of Irish Water in relation to but excluding the provision of Water Services

'Adult' means a person who has attained 18 years of age

'Billing Period' generally means a period of approximately 90 calendar days (every quarter)

'Boil Water Notice' means a notice issued by Irish Water, after consultation with the HSE or the EPA specifying the restriction of the use of a Water Supply, and/or advising Customers to boil water when a community's drinking water is, or could be, contaminated by pathogens. Harmful micro-organisms are often described as pathogens and common causes of Boil Water Notices include E.coli and cryptosporidium contamination of the Water Supply

'CER' means the Commission for Energy Regulation

'Child' means, for the purposes of the Water Charges Plan, a person aged 17 years and under

'Child Water Allowance' means a per Child Water Allowance for Domestic Customers provided for in accordance with the Water Charges Policy Direction 2014

'Code of Practice' means Irish Water's Codes of Practice for Domestic and Non-Domestic Customers as required under the 2013 Act subject to approval by the CER

'Combined Service' means a Customer in receipt of both Water Supply and Wastewater services

'Connection' means the physical Connection of a Customer's Premises to the network to facilitate the provision of Water Services to the Customer's Premises

'Customer' means in relation to the provision of Water Services, the Occupier of the Premises in respect of which the Water Services are provided

'Customer Drain' means a drainage pipe, or system of such pipes and related fittings for collection of Wastewater, (that is not owned by, vested in or controlled by Irish Water, and that is not a Service Connection), which is used or to be used as the case may be, to convey Wastewater from one or more Premises or to any Wastewater treatment system on a Premises where the Wastewater is generated

'Customer Application Campaign' means a campaign to inform Domestic Customers regarding the introduction of water charges and to facilitate Irish Water in receiving Customer information necessary for the commencement of domestic billing and for applying Child Water Allowances

'Default Charge' means a Default Charge pursuant to section 3 (14 and 15) of the 2014 Act for Domestic Premises where no Occupier registers with Irish Water. The 2nd February 2015¹ is specified as the date by which the Occupier of a Dwelling, provided with Water Services by Irish Water on 31st December 2014, is required to register with Irish Water for the purposes of section 3(14) of the Act

'Domestic Customer' means a Customer occupying a Domestic Premises or otherwise liable for charges in respect of such Domestic Premises

¹ SI No. 34 of 2015, Water Services Act 2014 (Irish Water Customer Registration) Order 2015

‘Domestic Premises’² means a building or part of a building used by a person as his or her place of private residence (whether as his or her principal place of such residence or not) and includes accommodation provided in such residence to one or more students to enable them to pursue their studies on a full time basis but does not include any part of a building used for the provision, for the purposes of reward, with a view to profit or otherwise in the course of business, of accommodation, including self-catering accommodation, (other than accommodation provided in a place of private residence aforesaid to one or more students for the purposes aforesaid) unless the person to whom the accommodation is so provided uses the accommodation as his or her principal residence

‘Domestic Purposes’ means provision of Water Services for day to day domestic requirements including drinking, washing and sanitation

‘Drinking Water Restriction Notice’ means a notice issued where there is a contamination of the Water Supply and boiling is not sufficient to make the water potable. Drinking Water Restriction Notices are typically caused by chemical contamination with an immediate risk to public health, for example, pesticides

‘Dwelling’ means a Premises occupied by a person as his or her place of private residence (whether or not as his or her Principal Private Residence)

‘Emergency’ means any situation identified by Irish Water (acting in its discretion) to be an Emergency, including:

- a. an Emergency endangering persons and/or property; or
- b. where the Water Supply to the Customer or to other Customers is limited or unavailable; or
- c. an immediate threat to public health or the environment.

‘Force Majeure’ means any individual or series of acts, events, omissions or non-events beyond a Party’s reasonable control or which could not have reasonably been prevented or the consequences of which could not have reasonably been prevented and which has the effect of preventing a party from complying with its obligations under Irish Water’s standard Terms and Conditions, including an Emergency, acts of God, riots, war, acts of terrorism, strikes (other than labour disputes involving Irish Water employees), fire, flood, storm, data virus, utility failure (other than a failure by Irish Water), drought, sonic boom, radiation contamination, earthquake or shortage or contamination of Water Supply

‘Irish Water’ means Irish Water (Uisce Éireann) a company incorporated in Ireland (company registration number 530363) and having (as at 1 October 2014) its registered office at 24-26 Talbot Street, Dublin 1

‘Large Water User’ means a Non-Domestic Customer whose annual water consumption exceeds³ 50,000m³ For the purposes of the Water Charges Plan, the Large Water User definition will be specifically used to segment Non-Domestic Customers for the purposes of applying discounts for water not fit for human consumption. Irish Water will revise this definition once Non-Domestic Customers are migrated onto Irish Water’s centralised billing system if deemed necessary.

² Definition applied as per [Section 105 of the 2007 Water Services Act](#).

³ Prior to completion of Non-Domestic Customer migration, data for Irish Customers cannot be used to distinguish a Large Water User. The 50,000 threshold is widely used in the UK as a threshold for Large Water Users, for example [Welsh Water](#) (categorise industrial Customers using potable water by consumption in excess of 50,000 m³ see page 22). Also see [Severn Trent](#) and [Thames Water](#) (page 2).

‘Local Authority’ means the county council or city council (as defined in the Local Government Act 2001) responsible for the functional area in which the Premises is located

‘Local Authority Domestic Allowance’ means allowances available for Mixed Use Premise where water is used partly for Domestic Purposes, for which non-domestic charges are not levied, and partly for Non-Domestic Purposes, for which non-domestic charges are levied

‘Maximum Charge’ means the Maximum Charge per year applied to a Domestic Customer based upon the number of Adult occupants residing in his/her Domestic Premises

‘Minimum Charge’ means the lowest possible charge that will apply to properties which are not occupied as primary residences

‘Mixed Use Customer’ means a Customer occupying a Mixed Use Premises or otherwise liable for charges in respect of such a Premises

‘Mixed Use Premises’ means Premises used partly as a person’s Dwelling and partly for business purposes which receive a Shared Supply of water, e.g. a supply serving both a farmhouse occupied as a sole or principal Dwelling and a farm; or, a shop and a flat occupied as a sole or principal Dwelling

‘Non-Domestic Customer’ means a Customer occupying a Non-Domestic Premises or otherwise liable for charges in respect of such a Premises

‘Non-Domestic Premises’ means a Premises in which Water Services are used for Non-Domestic Purposes, defined in the Water Services Act 2007 as (a) agriculture or horticulture, (b) any trade, industry or business, (c) any purpose incidental to a household or private garden if the water is drawn otherwise than from a tap inside the household or if a hosepipe or other similar apparatus is used, (d) central heating other than the central heating of a household; (e) apparatus depending while in use upon a supply of continuously running water, not being an apparatus used solely for heating water

‘Not Permanently Occupied’ means a Domestic Premises which is occupied by a person as a place of his or her private residence but is not the place of his or her Principal Private Residence or a Domestic Premises which if it were occupied would constitute a Dwelling

‘Occupier’ means in relation to a Premises, the person or legal entity for the time being entitled to the occupation of the Premises, which person shall, unless proven otherwise be deemed to be the Owner

‘Owner’ means, in relation to a Premises, a person or legal entity who, whether for themselves or as a trustee or agent for any other person or legal entity, is entitled to receive the rent of the Premises (or where the Premises are not let at a rent, would be so entitled if they were let), provided that nothing in this definition shall capture:

- a. a person who has defaulted on their mortgage and so is not in possession of their home;
- b. an agent acting in its capacity as a commercial agent for the sale, lease or rent of the Premises; or
- c. an executor or administrator of the estate of which the Premises forms part.

‘Premises’ includes any part of any public or private building, vessel, vehicle, structure or land (whether or not there are structures on the land and whether or not the land is covered with water), and any plant or related accessories on or under such land, or any hereditament of tenure, together with any out-buildings and Curtilage, but does not include land which is a Public Road, a road which is the subject of an order under Section 11 of the Roads Act 1993 or a road for which a Local Authority is responsible in accordance with a non-statutory Local Authority taking in charge scheme

‘Principal Private Residence’ means the building or part of a building occupied and declared by the Registered Occupier as his or her only or main residence.

‘Registered Occupier’ means, in relation to a Premises, the Occupier with an account registered with Irish Water for that Premises

‘Sewer’ means drainage pipes and Sewers of every description (excluding Storm Water Sewers), owned by, vested in or controlled (on a permanent basis) by Irish Water, but does not include a Customer Drain or Connection

‘Shared Supply’ means a water service pipe that serves more than one Customer

‘Standing Charge’ means a fixed charge per day applied to Non-Domestic Customers which seeks to recover some of Irish Water’s fixed costs associated with providing Water Supply. A Standing Charge will not apply to Domestic Customers, rather they will be charged exclusively based upon consumption

‘Storm Water’ means rainwater run-off that enters any pipe

‘Storm Water Sewer’ means any pipe or other conduit (a) used solely for the conveyance of Storm Water; or (b) designed or intended to be used for the conveyance of Storm Water (whether or not it is connected to a Sewer by a Storm Water overflow within the meaning of the Wastewater Discharge (Authorisation) Regulations 2007 (SI No 684 of 2007))

‘Terms and Conditions’ means the Terms and Conditions which are used by Irish Water as part of the manner and method by which its charges are calculated so that it performs its functions in a commercially viable manner in accordance with Section 22 of the 2013 Act. Such Terms and Conditions form a constituent part of this Water Charges Plan

‘Volumetric Charge’ means the charge per m³ (cubic metre) of water supplied or Wastewater discharged - 1 m³ is equal to 1,000 litres

‘Wastewater’ means Sewage or other Sewage Effluent discharged, or to be discharged, to a Customer Drain, Connection or Sewer but does not include Storm Water⁴

‘Water Main’ means Water Supply pipes owned by, vested in or controlled by Irish Water but does not include pipes, fittings and appliances in respect of service Connections or Customer distribution Systems

‘Water Services’ means all services, including the provision of water intended for human consumption, which provide storage, measurement, treatment or distribution of surface water, ground water or water supplied by Irish Water, or Wastewater collection, storage, measurement, treatment or disposal

‘Water Point Reference Number (WPRN)’ means a unique number assigned to every single Water Services Connection in the country. The WPRN number is prominently displayed on water bills received from Irish Water

‘Water Service Type’ means the type of Irish Water service a Customer is in receipt of, specifically Water Supply service, Wastewater service, Combined Service or neither

‘Water Service Use’ means the purpose of a Customer’s water use, specifically if water use is in a domestic or non-domestic context

‘Water Supply’ means water supplied by the public Water Main

⁴ The 2013 Water Services Act excludes the provision, operation or maintenance of Storm Water Sewers from the general functions of Irish Water

2 Introduction to our charges

The services provided by Irish Water are those related to the provision of Water Supply and Wastewater services to Domestic and Non-Domestic Customers. We apply charges with respect to the cost incurred by Irish Water in providing Water Supply and Wastewater services, providing Connection to the Water Supply or Wastewater network and any Additional Services provided to our Customers. One of our key aims is to make charges reflect as closely as possible the cost of the services we provide.

The water charges set out in this document represent the charges for providing Water Services in line with our Terms and Conditions but do not limit the right of Irish Water to recover (i) additional charges from Non-Domestic Customers who receive non-standard Water Services or (ii) costs from Customers who do not comply with their responsibilities and duties under the 2014 Act, the 2013 Act or the Water Services Act 2007⁵ or related legislation and where such costs are recoverable by Irish Water pursuant to all such legislation.

2.1 Context to water charges plan

The application, assessment and recovery of charges under this charges plan are subject to the provisions of the 2013 Act and the 2014 Act. Part 3 of the 2013 Act provides Irish Water with the power⁶ to charge all Customers supplied by Irish Water which will allow the creation of a new sustainable funding model for the delivery of Water Services in Ireland.

The charges levied by Irish Water shall be calculated in accordance with a water charges plan⁷ which will be subject to the approval of the CER. The CER is the economic regulator of Irish Water and Section 39(2) of the 2013 Act sets out matters that the CER must have regard to when carrying out its functions. Section 22 of the 2013 Act provides for Irish Water to submit to the CER a plan (referred to as a “water charges plan”) for the charging of Customers for the provision of Water Services. Section 22 of the 2013 Act also sets out Irish Water’s responsibilities with respect to what we should include in our water charges plan, covering:

- That the water charges plan shall apply in respect of such period as the CER shall direct;
- The manner and method by which Irish Water shall charge each Customer for the provision of water;
- The costs likely to be incurred by Irish Water in the performance of its functions during the period to which the water charges plan relates;
- That the water charges plan may, where the quantity of water supplied to a Premises is measured by a meter, make provision for charges to be calculated by reference to the quantity of water supplied to, and the quantity of Wastewater discharged from, that Premises;
- That the water charges plan may, where the quantity of water supplied to a Premises is not measured by a meter, make provision for charges to be calculated by reference to an assessment by Irish Water of the quantity of water supplied to the Premises concerned, and the quantity of Wastewater discharged from, the Premises concerned;
- That the water charges plan may make provision for charges in respect of the provision of a service Connection to or in respect of a Premises.

The water charges plan may specify:

⁵ [Water Services Act 2007](#)

⁶ Part 3, Section 21 provides that Irish Water shall charge each Customer for the provision by it of Water Services.

⁷ Part 3, Section 22 of the 2013 Act specifically refers to Irish Water responsibilities with respect to its water charges plan.

- different methods in relation to different classes of Customer as respects the calculation of water charges;
- different rates of charge as respects different classes of Customer; and
- different methods of payment in respect of water charges.

Irish Water shall, when preparing a water charges plan, take account of the following matters:

- a) the need to ensure that Irish Water performs its functions in a commercially viable manner;
- b) the public utility nature of its functions; and
- c) the need to maintain a balance between the matters referred to in (a) and (b).

All of those methods, rates and other associated matters in connection with the charging of Customers will be set out in Irish Water's Terms and Conditions.

Following a period of consultation, the water charges plan was published by the CER on 30th September 2014 in accordance with its powers under Section 22 of the 2013 Act. However, the 2014 Act gives effect to Government decisions on water charging which have implications for the water charges previously approved by the CER.

Section 3 (8) provides that 'the charging of Domestic Customers of Irish Water for the provision of water services provided for in this section is deemed to be part of the approved water charges plan'. Section 3 (9) provides that 'Irish Water shall make any consequential amendments to the approved water charges plan necessary to provide for the matters provided for in this section'. Section 3 (10) provides that 'Irish Water shall when amending the water services plan under subsection (9) submit any part of the amended plan which is consequential to its amendment to the CER for approval under section 22(8) of the No. 2 Act of 2013'.

This document represents Irish Water's revised scheme of charges which is reflective of the deemed changes set out in Section 3 of the 2014 Act, their consequential impact and a number of previous Government and CER directions which in totality comprise the water charges plan. Irish Water's scheme of charges should be read in conjunction with the following supporting documentation:

- CER Water Charges Plan Decision⁸;
- Water Services Act 2014⁹;
- Water Charges Plan Supporting Information [CER14407 A 03](#);
- Modified Water Charges Plan Additional Information;
- Government Announcement on Water Allowances¹⁰;
- Water Charges Policy Direction 2014¹¹;
- Allowed Revenue Determination [CER14366a Section 3](#);
- Domestic Tariff Design Principles¹²;
- Non-Domestic Interim and Enduring tariff arrangements¹³;
- Irish Water Customer Handbook; and
- Irish Water Terms and Conditions.

The scheme of charges in this document continue to be designed to ensure that Irish Water only recovers the allowed revenue approved by the CER over the period 1st October 2014 until 31st

⁸ CER/15/005

⁹ [Water Services Act \(Act No. 44 of 2014\)](#) 28th December 2014

¹⁰ [Government outlines free allowance for water and funding for Irish Water](#) 6th May 2014

¹¹ [Water Charges Policy Direction 2014 2nd](#) July 2014

¹² Irish Water submitted its proposals to CER on Domestic Tariff Design Principles, click to view [Irish Water Domestic Tariff Design Proposals](#)

¹³ Irish Water submitted its proposals to CER on Non-Domestic Interim and Enduring Tariff Arrangements, click to view [Irish Water Non-domestic Interim and Enduring Arrangements](#)

December 2016. The Interim Price Control revenues were allowed by the CER after a consultation period with stakeholders and reflect the CER's view of an efficient level of costs for Irish Water to carry out its statutory functions. The allowed revenues have been adjusted downwards in accordance with Section 12 of the 2014 Act and Irish Water's tariff model demonstrates that setting the Water Supply and Wastewater unit rates at €1.85 and Combined Service unit rates at €3.70 per 1,000 litres of water supplied and Wastewater removed (see section 3.2.1) is not expected to result in any over recovery of allowed revenues for the period 1st October 2014 to 31st December 2016 based upon the information available to Irish Water at this stage.

2.2 How to contact us

If Customers have queries about any of our charges, or if assistance is needed with any element of the provision of Water Services, we can be contacted by telephone, email or web as follows:

Figure 2.1 Irish Water contact details

Customer Helpline – general queries Lines Open	LoCall 1890 448 448 or + 353 1 707 2824 8am to 8pm Monday to Friday, 9am to 5.30pm Saturday
Water or Wastewater emergencies or any metering queries Lines Open	LoCall 1890 278 278 or + 353 1 707 2828 24 hours a day, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IrishWater
Website	www.water.ie

2.3 What services will we charge for?

Our service charges are:

- Water Supply charges – when a Customer Premises is connected (directly or indirectly) to Irish Water's Water Supply network.
- Wastewater charges – when a Customer Premises is connected (directly or indirectly) to Irish Water's Wastewater network; and
- Other service charges – for services that Irish Water provides, such as:
 - Connecting Premises to Irish Water's Water Supply and Wastewater network;
 - Certain instances where the Customer requests that Irish Water carry out Additional Services.

Table 2.1 Chargeable services for Customers

Service Charge	Connected to Irish Water's Water Supply network	Connected to Irish Water's Wastewater Supply network	Additional Services requested by Customers
Water Supply Charges	√		
Wastewater Charges		√	
Connections Charges	√	√	
Additional Services Charges			√

2.4 Water charges plan structure

We have structured our water charges plan as follows:

- section 3 sets out the domestic Water Supply and Wastewater charges which will apply from 1st January 2015 to 31st December 2016;
- section 4 sets out Non-Domestic Customer charges;
- section 5 sets out the charging arrangements for group water schemes connected to the public Water Main;
- section 6 sets out applicable charges for Connection to Irish Water's Water Supply and Wastewater networks;
- section 7 sets out charges for Additional Services carried out by Irish Water at a Customer's request;
- section 8 sets out bill payment options for Domestic Customers; and
- section 9 sets out contact details if Customers require advice.

3 Domestic Water Supply and Wastewater charges

3.1 Liability for charges

Irish Water will charge Domestic Customers for Water Services if the Domestic Customer is connected (directly or indirectly) to Irish Water’s Water Supply or Wastewater network. Liability for domestic water charges commences on 1st January 2015. Domestic Customers will be billed in arrears for Water Supply charges and Wastewater charges commencing in April 2015.

If the Domestic Customer is connected to Irish Water’s Water Supply or Wastewater networks they will be charged Water Supply charges or Wastewater charges, or both if they are connected to both. If the Domestic Customer has a private Water Supply they will not pay charges for that Water Supply to Irish Water. If the Domestic Customer has a private Wastewater treatment system they will not pay Wastewater charges to Irish Water. All Domestic Customer bills will be capped at the relevant Maximum Charge applied on a per Billing Period basis for the period 1st January 2015 until 31st December 2016. The basis of charges will depend on whether a water meter is installed at the Domestic Customer’s Premises. Where a water meter is installed, Irish Water will never charge higher than the Maximum Charge. Where a water meter is not installed Irish Water will charge an unmetered charge equal to the relevant Maximum Charge applicable to the Dwelling i.e. based on the number of Adults residing (1 or 2 and over) in the Dwelling. Table 3.1 summarises the basis of our domestic Water Supply and Wastewater charges.

Table 3.1 Water Supply and Wastewater charges for Domestic Customers

Type of Charge	Does the Domestic Premises have a water meter?	The basis of the Domestic water charge
Domestic Water Supply	No	<ul style="list-style-type: none"> An unmetered charge based upon the number of Adult occupants (1 or 2 and over) in the Domestic Premises or the Not Permanently Occupied Charge
	Yes	<ul style="list-style-type: none"> A Volumetric Charge subject to the relevant Maximum Charge or the Not Permanently Occupied Charge
Domestic Wastewater	No	<ul style="list-style-type: none"> An unmetered charge based upon the number of Adult occupants (1 or 2 and over) in the Domestic Premises or the Not Permanently Occupied Charge
	Yes	<ul style="list-style-type: none"> A Volumetric¹⁴ Charge subject to the relevant Maximum Charge or the Not Permanently Occupied Charge

¹⁴ The principle of water in/water out applies. Section 22 (9) of the Water Services (no 2) Act 2013 states that “for the purposes of calculation a charge under section 21, the amount of Wastewater discharged from a Premises is deemed to be equal to the amount of water supplied to that Premises, unless Irish water and the Customer agree otherwise”

Depending on which service is received (Water Supply and Wastewater, Water Supply only or Wastewater only) the Domestic Customer will receive a bill detailing the charge for each service individually. Domestic Customers will not be subject to a Standing Charge.

The scheme of charges in this document has been amended from those previously published by the CER on 30th September 2014 in response to the 2014 Act.

The 2013 Act states that the Customer is the Occupier of the Premises to which Water Services are provided and that “it shall be presumed, unless the contrary is proved, that the Owner of a Premises is also the Occupier of that Premises”.

3.2 Water and Wastewater charges

In accordance with the 2014 Act, Irish Water will not charge any Domestic Customer more than the Maximum Charge for Water Supply and Wastewater Services for the period 1st January 2015 to 31st December 2016. Table 3.2 summarises how the Maximum Charges will be applied to metered and unmetered Domestic Customers on a per Billing Period basis in 2015:

Table 3.2 Application of Maximum Charges on a per Billing Period basis in 2015¹⁵

Billing Period			Water Service Type			
Quarter commencing	Quarter ending	Number of days	Single Service 1 Adult	Combined Service 1 Adult	Single Service 2 and over Adults	Combined Service 2 and over Adults
01/01/2015	31/03/2015	90	€19.73	€39.45	€32.05	€64.11
01/04/2015	30/06/2015	91	€19.95	€39.89	€32.41	€64.82
01/07/2015	30/09/2015	92	€20.16	€40.33	€32.77	€65.53
01/10/2015	31/12/2015	92	€20.16	€40.33	€32.77	€65.53
Total annual		365	€80	€160	€130	€260

The applicable Water and Wastewater charge per year is dependent upon whether a Domestic Customer is metered or unmetered. Wastewater is not metered, however the 2013 Act specifies that “for the purposes of calculating water charges, the amount of water discharged from a Domestic Premises is deemed to be equal to the amount of water supplied to that Domestic Premises unless Irish Water and the Customer agree otherwise¹⁶”. Therefore, Irish Water will set Wastewater volume at 100% of the Domestic Customer’s Water Supply volume unless the Domestic Customer can demonstrate that its Wastewater is not discharged to Irish Water’s Wastewater network.

For Domestic Premises the following categories of charges apply:

- i. Metered charges apply to Domestic Customers who have a meter installed by Irish Water at their Domestic Premises;

¹⁵ As 2016 is a leap year, the relevant Maximum Charge will be apportioned over 366 days

¹⁶ Part 3, Section 22 (9) of the Water Services (no. 2) Act 2013

- ii. Unmetered charges apply to Domestic Customers who have not had a water meter installed by Irish Water at their Domestic Premises;
- iii. A Default Charge applies to Domestic Premises where no Occupier registers with Irish Water;
- iv. A Minimum Charge applies to Domestic Customers who register their Domestic Premises as Not Permanently Occupied; and
- v. In i. and iv. above the relevant Maximum Charge also applies.

3.2.1 Metered Charges

Maximum Charges will apply to all metered Domestic Customers for the period 1st January 2015 until 31st December 2016.

If a meter is installed at the Domestic Customer's Premises by Irish Water and water consumption warrants a lower charge than the Maximum Charge, Water Supply and/or Wastewater unit rates will be applied to consumption to derive the applicable charge. Table 3.4 sets out the Water Supply and Wastewater unit rates that apply for the water consumption of metered Domestic Customers from 1st January 2015. The Water Supply unit rates and Wastewater unit rates are set at the same level as each other.

Table 3.4 Volumetric unit charges for Domestic Customers

Volumetric unit charges	€/ m3
Volumetric unit Water Supply charge	1.85
Volumetric unit Wastewater charge	1.85
Volumetric unit Combined Service charge	3.70

Notes:

1. Domestic Customers may request Irish Water to change their occupancy status at any time. Irish Water will facilitate that request subject to the change in occupancy being for a period greater than 90 days.
2. If a metered Domestic Customer declares a change in occupancy from Occupied to no occupants, the Domestic Premises will move to the Minimum Charge for Domestic Premises Not Permanently Occupied (see section 3.2.4).
3. If a metered Domestic Customer declares a change in occupancy status, any change in the relevant Maximum Charge due to the revised occupancy level will be pro-rated from the effective date of the change in occupancy status.
4. Domestic Customers should where possible notify Irish Water in advance of a change in occupancy.

In any Billing Period where it is not possible to bill a metered Domestic Customer on the basis of metered consumption, Irish Water will bill based upon an estimate of consumption. Irish Water will apply one of the below measures in the following order of sequence to derive applicable charges:

- Base charges on the metered Domestic Customer's consumption for the equivalent Billing Period in the previous year; or
- Base charges on the metered Domestic Customer's consumption for the previous Billing Period; or

- Apply the Maximum Charge.

3.2.2 Unmetered Charges

If the Domestic Customer's Dwelling does not have a water meter installed, the Domestic Customer will be subject to an unmetered charge. From the 1st January 2015 the applicable charge for each Domestic Customer depends upon the number of Adults residing in the Dwelling, as follows:

Table 3.5 Unmetered charges for Domestic Customers

Dwelling's Adult occupancy status	Water Supply Charge €	Wastewater Charge €	Combined Charge €
	Per year	Per year	Per year
Single (1) Adult	€80	€80	€160
2 and over Adults	€130	€130	€260

Notes:

1. Domestic Customers may request Irish Water to change their occupancy status at any time. Irish Water will facilitate that request subject to the change in occupancy being for a period greater than 90 days.
2. If the change in occupancy is from Occupied to no occupants, the Domestic Premises will move to the Minimum Charge for Domestic Premises Not Permanently Occupied (see section 3.2.4).
3. If an unmetered Domestic Customer declares a change in occupancy status, that Domestic Customer will be charged at the revised occupancy level pro-rated from the effective date of the change in occupancy status.
4. Domestic Customers should where possible notify Irish Water in advance of a change in occupancy.

3.2.3 Default Charge

All Domestic Customers have been given the opportunity to register¹⁷ information pertaining to their Domestic Premises occupancy status, Water Service Use and Water Service Type with Irish Water. The response from each Domestic Customer will determine their classification for tariff billing purposes and will facilitate Irish Water in applying any applicable Child Water Allowances. If a Domestic Customer does not register their information, Irish Water will assign a Default Charge of €260 each year up to 31st December 2016 or until such time as an Occupier of the Dwelling has registered with Irish Water, whichever occurs first.

Notes:

1. Domestic Customers should respond to the Customer Application Campaign but may also contact Irish Water at any time to register their Domestic Premises occupancy status, Water Service Use and Water Service Type.
2. The Customer Application Campaign ended on 2nd February 2015, pursuant to section 3 (14) of the 2014 Act. The Default Charge will be applied to Domestic Customers who do not

¹⁷ A Customer Application Campaign was undertaken with three main channels – postal form, telephone and internet.

register with Irish Water prior to this date. Post 2nd February 2015, Domestic Customers can continue to contact¹⁸ Irish Water to register their information.

3. For Domestic Customers who contact Irish Water to register their details during 2015, occupancy changes and any relevant Child Water Allowances (see section 3.3) will be backdated to the 1st January 2015.
4. For Domestic Customers who contact Irish Water to register their details during 2016, occupancy changes and any relevant Child Water Allowances will be backdated for the current Billing Period and one prior Billing Period.
5. Once Domestic Customers register their details, Irish Water will move the Domestic Customer from the Default Charge and apply the appropriate charge in accordance with their Domestic Premises occupancy status.

3.2.4 Minimum Charge for Premises Not Permanently Occupied

For Domestic Premises Not Permanently Occupied, a Minimum Charge for Water Supply and for Wastewater shall apply per service.

Table 3.6 Minimum Charge for Domestic Premises Not Permanently Occupied

Minimum Charge	€ annual
Water Supply charge	€62.50
Wastewater charge	€62.50
Combined Service Charge	€125

Note:

1. This Minimum Charge applies to Domestic Premises that are metered or unmetered.
2. The Maximum Charge applicable to metered Domestic Premises is €260 per annum
3. Irish Water will bill metered Not Permanently Occupied Domestic Premises quarterly based on the Premises metered consumption, subject to the Maximum Charge per year:
 - i. At the end of the calendar year, a true-up¹⁹ will be done to ensure that over the course of the calendar year, the billed amount is not less than the minimum annual charge of €125; and
 - ii. This true-up will occur at the end of the calendar year and will be reflected in the next bill issued to the Domestic Customer in January or February of the following calendar year period.

3.3 Child Water Allowances

The following per Child Water Allowance applies for Domestic Customers:

¹⁸ Customers can apply online at <http://www.water.ie/customer-applications/how-to-apply/>, by telephone or by post

¹⁹ True up for a Not Permanently Occupied metered Domestic Premises means that a debit may be applied to the Domestic Customer's metered charge in order to ensure that he/she pays at least the Minimum Charge in any year

Table 3.7 Domestic Water Allowances

Irish Water Domestic Customer	Annual Child Water Allowance Consumption	
	Annual m ³	Annual litres
Water Allowance per service per Child (Principal Private Residence only)	21	21,000

If a meter has been installed at a Domestic Customer's Premises, the water charge will be based on metered consumption less any Child Water Allowances subject to the Maximum Charge.

Notes

1. Child Water Allowances shall only apply to those Dwellings connected directly or indirectly²⁰ to Irish Water's Water Supply and/or Wastewater networks which serve a Registered Occupier's Principal Private Residence.
2. Where the Registered Occupier moves their Principal Private Residence, Irish Water will ensure that all entitled Child Water Allowances continue to be applied.
3. The Registered Occupier qualifies for the Child²¹ Water Allowance for each Child that normally resides in the Dwelling.
4. The Child Water Allowance will only apply to the address at which the Child is primarily resident, as declared by the Registered Occupier.
5. Where the Child's primary residence changes, the Registered Occupier from each primary residence must provide approval for the transfer of occupancy.
6. Domestic Customers must apply for their per Child Water Allowance either by responding to Irish Water's Customer Application Campaign or by contacting Irish Water directly.
7. The application of per Child Water Allowances will be contingent upon Domestic Customer's registering their information.
8. Domestic Customers must apply for Child Water Allowances to establish their entitlement from the date of their application. This facilitates Irish Water in recouping the cost of the Child Water Allowance from the Exchequer.
9. For Domestic Customers who register their information during 2015, any relevant Child Water Allowances will be backdated to 1st January 2015.
10. For Domestic Customers who register their information during 2016, any relevant Water Allowances will be backdated for the current Billing Period and one prior Billing Period.
11. Irish Water may carry out audits to ensure accurate Child Water Allowance claims.
12. The per Child Water Allowances shall be applied on a daily basis.
13. The Child Water Allowance annual period is defined as a calendar year²² commencing from 1st January 2015.
14. Annual Child Water Allowances can be carried over between Billing Periods but not beyond the calendar year period.

3.4 Rebates

If a Domestic Customer's water charge reduces upon installation of a meter, that Domestic Customer may be due a rebate for the period of time that the Domestic Customer was liable for the unmetered

²⁰ Indirectly refers to a scenario where, for example, a Local Authority is not responsible for the upkeep of infrastructure within a development but the Water Supply and/or Wastewater services nonetheless connect into Irish Water's network.

²¹ Pursuant to section 3 (12) of 2014 Act, Child Water Allowances apply to all children aged 17 and under

²² Applying the Child Water Allowance on a calendar year basis will provide consistency by aligning the Child Water Allowance with all other elements on a Domestic Customer's bill

charge. The calculation of the rebate is based upon the differential between the assumed consumption underpinning the unmetered charge for the Domestic Customer and the annual metered consumption recorded at the Dwelling. The following conditions will apply:

Notes:

1. The Domestic Customer must be subject to unmetered charges for at least 3 months and subsequently subject to metered charges for at least 12 months to qualify for a rebate.
2. Domestic Customers who fail to register their occupancy details and remain on the Default Charge (see section 3.2.3) will not qualify for a rebate.
3. Domestic Customers who have any charges outstanding relating to the period they were subject to unmetered charges and have not entered into or are not complying with the terms of a payment plan will not qualify for a rebate.
4. Irish Water will apply the rebate as a credit to each applicable Domestic Customer's account on the first bill once the assessment is complete.
5. Irish Water will apply any entitled rebate as a once off credit from April 2016 onwards.

3.5 Discounts for water not fit for human consumption

Irish Water's is focused on providing water that is fit for human consumption and our goal is to provide this service uniformly across the country. Where this level of service is compromised and water is deemed unfit for human consumption, Irish Water will provide a tariff discount in certain situations. Specifically, water quality related discounts will apply in the following instances:

- Where a Boil Water Notice is issued meaning it is essential for Domestic Customers to boil all water used in the preparation of food and for direct consumption;
- Where a Drinking Water Restriction Notice is served on an Occupier advising the occupants not to use the water for drinking or food preparation.

Given that Boil Water and Drinking Water Restriction Notices imply that water is unfit for human consumption, Irish Water considers that Domestic Customers subject to such notices should qualify for a tariff discount (subject to certain qualifications set out below).

For Domestic Customers we will apply a discount of 100% of the Water Services charge (Table 3.8).

Table 3.8 Tariff discounts for Domestic Customers on Boil Water or Drinking Water Restriction Notices

Billing status	Water Supply Unit Charge	Wastewater Unit Charge
Domestic Metered and Unmetered Customers	100% discount	No discount on Wastewater charge

Notes:

1. Domestic Customers qualifying for a discount will be subject to a discount for the Water Supply component of their bill only.
2. Discounts will only apply if a Boil Water/Drinking Water Restriction Notice is in place for greater than 24 hours (subject to note 4 below).
3. For Boil Water/Drinking Water Restriction Notices greater than 24 hours, a full day's discount will be applied to each subsequent day for which a notice is in place.
4. Discounts will not be provided for Force Majeure events.

5. Where possible, Irish Water will automatically apply the discount as a credit to each applicable Domestic Customer's account. If a Domestic Customer is in receipt of a Boil Water/Drinking Water Restriction Notice but does not receive their applicable credit, that Domestic Customer should request their credit from Irish Water as follows:

Customer Helpline – general queries Lines Open	LoCall 1890 448 448 or + 353 1 707 2824 8am to 8pm Monday to Friday, 9am to 5.30pm Saturday
Water or Wastewater emergencies or any metering queries Lines Open	LoCall 1890 278 278 or + 353 1 707 2828 24 hours a day, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IrishWater
Website	www.water.ie

4 Non-domestic Water Supply and Wastewater charges

From October 1st 2014 non-domestic Water Supply and Wastewater charges are set by this water charges plan. Since 1st January 2014, Irish Water has had responsibility for charging Non-Domestic Customers. Consistent with legislation and following a review of the non-domestic data available to Irish Water, and considering its ability to implement a tariff decision in time for 1st January 2014, Irish Water decided to retain charges for Non-Domestic Customers on the same basis as charged by the Local Authorities on 31st December 2013. Local Authorities have continued to bill Non-Domestic Customers on this basis on behalf of Irish Water since the transfer of functions to Irish Water. Irish Water will start to bill Non-Domestic Customers on a phased basis as they are migrated onto Irish Water's centralised billing system.

In the interim period, Irish Water will maintain non-domestic tariffs in accordance with the structures and arrangements applicable prior to 1st January 2014 until at least the end of 2015 and ultimately until an enduring tariff framework is in place. Each Non-Domestic Customer will be charged in line with arrangements currently in place in their Local Authority area until the end of 2015. Current payment options and terms will also remain unchanged²³. For ease of reference, we have set out a comprehensive listing of the current non-domestic charges for each Local Authority area on our website.

In the interim period from 1st October 2014 until an enduring tariff framework is in place, Irish Water will include a provision in all new contracts entered into with Non-Domestic Customers reflecting that tariffs are liable to change in line with the CER's approval of an enduring tariff framework.

There are 2 specific elements of the current non-domestic tariff arrangements which will change. Section 4.1 refers to revised arrangements for Mixed Use Customers (applicable from 1st January 2015) and 4.2 refers to revised arrangements for Non-Domestic Customers subject to a Boil Water or Drinking Water Restriction Notice (applicable from 1st October 2014).

4.1 Mixed use Customers

Customers that use Water Services for both domestic and non-domestic uses are termed Mixed Use Customers. From 1st January 2015 these Customers are liable to pay charges for the domestic component of their consumption. They will be charged for their domestic and non-domestic use as follows.

The *domestic component* of their consumption will be charged at the domestic unmetered charge, regardless of whether there is a meter or not, i.e. a Mixed Use Premises domestic consumption will be based on the number of Adults living in the home.

The *non-domestic component* of their consumption will continue to be charged as per current non domestic tariff arrangements i.e.:

1. For metered Mixed Use Customers the volume to be charged at the non-domestic rate will continue to be the metered volume in excess of the current Local Authority Domestic Allowance.
2. For unmetered Mixed Use Customers the amount to be charged will continue to be the Local Authority assessed charge less the value of the Local Authority Domestic Allowance.

Current Local Authority Standing Charges and unit rates still apply to the non-domestic consumption.

²³ Unless a Non-Domestic Customer upon migration onto Irish Water's billing system requests to move onto our general payment terms as set out in section 7

Mixed use Customers will be billed separately for their domestic and non-domestic Water Services and will have a separate account number for each.

Notes:

1. A rebate option will be made available for Mixed Use Customers at the end of the annual period commencing 1st January 2015. If a Mixed Use Customer requests a rebate, a rebate will be applied if investigation deems that the following conditions apply:
 - A. The consumption attributed to the Mixed Use Customer's domestic unmetered charge is in excess of the annual Local Authority Domestic Allowance attributed to their non-domestic charge. Irish Water will either alter the relevant annual Local Authority Domestic Allowance²⁴ to ensure no double charging occurs or provide a rebate at the end of the annual period commencing 1st January 2015. Any rebate will be calculated based on the excess consumption and the applicable domestic unit rates; or
 - B. Irish Water's review of total metered consumption for the annual period reveals that the Mixed Use Customer's overall consumption is lower than the consumption attributed to their domestic unmetered charge. A rebate will be calculated based on the difference and the applicable domestic unit rates; and
 - C. Mixed Use Customers impacted under A and B above will have any entitled annual rebate applied as a credit to their domestic water charge post migration of Non-Domestic Customers to Irish Water's billing system or earlier if feasible.
2. Where a Mixed Use Customer receives Water Supply from the Water Main as a secondary source of supply²⁵ only, the Mixed Use Customer will not be liable for domestic Water Supply charges if the following conditions are met:
 - Mixed Use Customers must indicate²⁶ to Irish Water that they receive their Water Supply primarily from a private well;
 - Irish Water considers a Mixed Use Customer as using the public Water Main as a secondary source of Water Supply if that Mixed Use Customer is connected to both the public Water Main and a private well and that Mixed Use Customer's total metered consumption is less than the sum of Mixed Use Customer's entitled Child Water Allowances annually;
 - Irish Water will review historical metered consumption once data is available to us post migration of Non-Domestic Customers onto Irish Water's billing system and where the relevant threshold is exceeded, metered charges will be applied retrospectively. Where a customer no longer uses the public Water Main as a secondary source of supply normal unmetered charging for domestic consumption will apply.

4.2 Discounts for water not fit for human consumption

Irish Water's focus is to provide water fit for human consumption and our goal is to provide this service uniformly across the country. Where this level of service is compromised and water is deemed unfit for human consumption, we will provide a tariff discount in certain situations. Specifically, water quality related discounts will apply for Non-Domestic Customers in the following instances:

²⁴ Irish Water believes there may be three cases where the Local Authority Domestic Allowance could be lower than the equivalent domestic charge. This will be reviewed by Irish Water and any proposal will be subject to the CER's approval

²⁵ Irish Water considers a Mixed Use Customer uses the public Water Main as a secondary source of Water Supply if that Customer is connected to both the public Water Main and a private well and that Mixed Use Customer's total metered consumption is less than any entitled Water Allowances

²⁶ Mixed use Customers can indicate to Irish Water that they receive water from the public Water Main and a private well by confirming this on the Customer Application Campaign response form or by contacting Irish Water directly

- Where a Boil Water Notice is issued meaning it is essential for Non-Domestic Customers to boil all water used in the preparation of food and for direct consumption;
- Where a Drinking Water Restriction Notice is served on an Occupier advising the occupants not to use the water for drinking or food preparation.

Given that Boil Water and Drinking Water Restriction Notices imply that water is unfit for human consumption, Irish Water considers that Non-Domestic Customers subject to such notices should qualify for a tariff discount (subject to certain qualifications set out below).

For Non-Domestic Customers on Boil Water or Drinking Water Restriction Notices, Irish Water will apply a discount of 40% of the Water Supply Volumetric Charge.

Table 4.1 Tariff discounts for Non-Domestic Customers on Boil Water or Drinking Water Restriction Notices

Billing status	Water Supply Volumetric Charge	Wastewater Service Volumetric Charge
Non-Domestic Metered and Unmetered Customers	40% discount	No discount on Wastewater service charge

Notes:

1. Irish Water reserves the right to apply a lower discount to those Non-Domestic Customers we consider to be Large Water Users. Some large Non-Domestic Customers typically use a large portion of water for industrial process purposes rather than for human consumption. Irish Water will assess the appropriate tariff discount for such Non-Domestic Customers on a case by case basis:
 - A. Non-domestic customers whose annual consumption is less than 50,000 m³ will always have a 40% discount applied;
 - B. Irish Water reserves the right to apply a **lower** discount to Non-Domestic Customers qualifying as Large Water Users if specifically approved by the CER. Some non-domestic Large Water Users typically consume a large portion of water for industrial process purposes rather than consumption intended for human consumption, and it is only in the event of such circumstances that we intend applying to the CER for a lower discount on a case by case basis. The general approach to dealing with such Non-Domestic Customers will be developed and agreed with the CER. The level of discount proposed will be in proportion to water intended for human consumption in each case; and
 - C. 40% is the maximum discount applicable to a Non-Domestic Customer in receipt of a Boil Water or Drinking Water Restriction Notice.
2. Tariff discounts for Non-Domestic Customers will apply from 1st October 2014;
3. Non-Domestic Customers qualifying for a discount will be subject to a discount for the Water Supply component of their bill only.
4. Discounts will only apply if a Boil Water/Drinking Water Restriction Notice is in place for greater than 24 hours (subject to note 6 below).
5. For Boil Water/Drinking Water Restriction Notices greater than 24 hours, a full day's discount will be applied to each subsequent day for which a notice is in place.
6. Discounts will not be provided for Force Majeure events.

7. In circumstances where Non-Domestic Customers have not yet migrated to Irish Water's billing system, any applicable discount will be applied retrospectively post migration or earlier if feasible.
8. Once a Non-Domestic Customer migrates to our billing system, Irish Water will automatically apply the discount as a credit to each applicable Non-Domestic Customer's account. If a Non-Domestic Customer is in receipt of a Boil Water/Drinking Water Restriction Notice but do not receive their applicable credit, that Non-Domestic Customer can request their credit from Irish Water as follows:

Customer Helpline – general queries Lines Open	LoCall 1890 448 448 or + 353 1 707 2824 8am to 8pm Monday to Friday, 9am to 5.30pm Saturday
Water or Wastewater emergencies or any metering queries Lines Open	LoCall 1890 278 278 or + 353 1 707 2828 24 hours a day, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IrishWater
Website	www.water.ie

5 Public group water schemes

There are separate funding and regulatory regimes in place for the group water sector, which govern, inter alia, the Customer relations within the group water scheme, and the level of charges for individual Customers. However, group water schemes which are connected to the public Water Main, purchase water in bulk from Irish Water (for onward supply to their Customers) and so are a particular class of Non-Domestic Customer of Irish Water. Irish Water will maintain tariffs in accordance with the structures and arrangements applicable prior to 1st January 2014 until at least the end of 2015 and ultimately until an enduring tariff framework is in place.

6 New Connections

Charges apply for the Connection (or re-Connection, or amendment to a Connection in the case of a redevelopment (or similar)) of a Customer Premises. Since assuming responsibility for water and Wastewater Connection charging on 1 January 2014, Irish Water has continued to implement the Connection charging policies and related charges applied by each Local Authority prior to this date.

The CER has signalled²⁷ its intention to undertake a consultation on a new Connection charging policy for Customers wishing to connect to the Irish Water network. Until conclusion of the consultation process, Irish Water will continue to impose Connection charges on Customers who require a Connection (or re-Connection, or amendment to a Connection in the case of a redevelopment (or similar)) at the rates applied by Local Authorities as at 31st December 2013 for new Connections, including an amount equivalent to the water and Wastewater related development levies which the Local Authorities were formerly entitled to charge. Such Connection charges shall apply during the interim period, until such time as the enduring Connection charging policy is in place. Such Connection charges, including the relevant development levies, which will be applied by Irish Water during the interim period are published on the respective Local Authority websites.

Irish Water considered it necessary to develop interim General Conditions for a Water and Wastewater Connection Agreement, [pro forma] agreements and an interim financial security policy. The CER has advised that it will undertake a consultation on these documents. The resulting, approved documents will endure unless they require revision in the context of subsequent consultation regarding new Connection charging policy. In the period from 1st October 2014 to the approval of such interim arrangements, Irish Water has advised the CER that it will use these documents, by default, where there is no financial security policy or contractual agreement documentation currently in place by the Local Authority.

²⁷ [Water Connection Charging Policy Information Note CER 14 109](#)

7 Additional Services

Additional charges will apply where Irish Water provides Additional Services at the request of Customers. Notwithstanding certain exceptions Irish Water will retain Additional Services and charges for Non-Domestic Customers as applied by the Local Authorities on 31st December 2013²⁸. The charges that apply for Domestic Customers for Additional Services carried out by Irish Water are set out in Table 7.1.

Table 7.1 Charges for Additional Services

Service	Charge
Special meter read provision	€17
Meter testing	€100

We have provided an overview of each Additional Service provided below:

a) Special Meter Read

A special meter read will be conducted if the Domestic Customer has requested a meter read to be undertaken outside of the normal meter reading schedule.

b) Meter Testing

If a Domestic Customer believes that their water meter is not registering accurately, Irish Water will arrange to have it tested. If the meter is within the accepted Irish Water tolerances, the meter testing charge will apply. If the meter is not accurate to within such tolerances, the Domestic Customer will not be charged.

8 Domestic payment options

Once a bill has been received there are a number of payment options to choose from. These are summarised below. Irish Water may amend the payment options it offers to Domestic Customers from time to time and this will be communicated to Domestic Customers via their bill in accordance with the billing Code of Practice.

Table 8.1 Payment Options

<i>Payment Option</i>	<i>Description</i>
1	<p>Direct Debit</p> <p>Customers can complete and return the Direct Debit form at the back of their bill. Alternatively, if you register for online account management, you can sign up to Direct Debit at www.water.ie.</p>
2	<p>Cheque</p> <p>You can pay by cheque either in full or by instalments. Please make your cheque payable to Irish Water. Send your cheque, together with your completed bank giro credit transfer slip attached to the bottom of your bill to Irish Water, PO Box 860, South City Delivery Office, Cork City.</p>
3	<p>Over the Counter (OTC)</p> <p>Customers can pay by cash at any retail outlet where you see the paypoint or payzone sign or any post office. You can pay your bill in full or make a part payment to a minimum of €5.</p> <p>Hand your bill with your cash to the assistant who will process your payment. You will receive a printed receipt as proof of payment. This option allows for instant payment on the Customers terms and for more regular payments in turn assisting budgeting. Please ensure to bring your bill with you.</p>
4	<p>Credit/ Debit cards</p> <p>We accept debit and credit card payments by telephone at 1890 448448. All you need to do is quote your card details and WPRN and we will do the rest.</p> <p>We also accept debit and credit card payment online at www.water.ie.</p>
5	<p>Electronic Funds Transfer (EFT)</p> <p>Customers can pay by EFT either in full or by instalments. The Customer must contact Irish Water for our bank details to get started. It is imperative that you use your WPRN as a reference number to enable us to efficiently allocate the funds to your account.</p>
6	<p>Level Pay</p> <p>If you choose the Direct Debit payment option you can sign up to our level pay offering. Level pay offers you the facility to pay on a monthly basis allowing you to spread costs as evenly as possible throughout the year. Customers availing of Level Pay can also continue to pay using the OTC, EFT & cheque methods. A full description of the level pay offering and details on how you can sign up for this option will be available at www.water.ie</p>

8.1 Payment terms

Irish Water's general payment terms²⁹ are 14 days from the date of issue on the bill, or immediately, if the bill is in arrears. In certain circumstances Irish Water acknowledges it may be appropriate to extend payment terms for some Domestic Customers, for example in cases of a longer than usual Billing Period. In these cases the extended payment terms will be agreed with the CER.

²⁹ Current non-domestic payment terms as applied by a Non-Domestic Customer's relevant Local Authority on 31st December 2014 will remain in place until the end of 2015 unless a Non-Domestic Customer requests to move onto Irish Water's general payment terms upon migration onto our billing system

9 Customer assistance

We understand that some Customers may experience difficulties paying their water bill, and we want to help. Customers should contact us via the below contact details. A Customer should have their WPRN number to hand when contacting Irish Water. This will allow for quicker and more efficient processing of queries.

Irish Water

Customer Helpline – general queries Lines Open	LoCall 1890 448 448 or + 353 1 707 2824 8am to 8pm Monday to Friday, 9am to 5.30pm Saturday
Water or Wastewater emergencies or any metering queries Lines Open	LoCall 1890 278 278 or + 353 1 707 2828 24 hours a day, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IrishWater
Website	www.water.ie

This water charges plan is subject to approval by the CER. The CER is the economic regulator of the water industry in Ireland, approving the level of Water Services charges that Irish Water can apply to our Customers. The CER can be contacted on:

The Commission for Energy Regulation, The Exchange, Belgard Square North, Tallaght, Dublin 24

Telephone: LoCall 1890 404 404 or 01 4000 800

Email: info@cer.ie

<http://www.cer.ie/>

If Domestic Customers would like advice or support on money management and debt, they can contact the MABS Helpline:

Money Advice and Budgeting Service (MABS)

Helpline: 0761 07 2000 (Monday to Friday 9am to 8pm)

www.mabs.ie

Email: helpline@mabs.ie

9.1 Customer complaints

Customers who wish to make a complaint about any aspect of Irish Water's services should contact

Customer Helpline	LoCall 1890 448 448 or + 353 1 707 2824
Postal Address	Irish Water, PO Box 860, South City Delivery Office, Cork City
Website:	www.water.ie
Twitter:	@IrishWater