

Metering Code of Practice



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

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.

As part of our long-term approach to managing Ireland's water resources, we continue to introduce water meters to homes around the country. Domestic meter installation will enable customers who are metered to keep track of how much water they use and allow us to improve our network management.

This Code of Practice is to inform and protect customers who are having, or have a water meter installed in their home.

We also have a Code of Practice for vulnerable customers, billing, complaint handling, communications and network operations. You can request a copy by calling us on **Callsave 1850 448 448** or **+353 1 707 2824** or you can visit **www.water.ie**

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

What is a water meter?

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

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

Not every home will have a meter. For technical or other reasons, it will not always be possible to install a meter at a customer's property. Where it is not possible, we will explain to you the reasons for not installing a meter.

The meter box and its contents, including the meter and radio unit, remain the property of Irish Water at all times.

Location and access to the water meter

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

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

You may open the meter box to read the meter or to isolate the water supply at the stop valve. If you need us to, we will facilitate access to the meter, as required.

Meter installation

During our meter installation programme, we will give customers two weeks notice before we start work in the area. We will also give you relevant background information on metering.

We will issue another notice at least two days' before the actual installation of the meter at your property.

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

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

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

Meter testing & replacement

If you have reason to believe that the meter is not recording correctly, you may request the meter to be tested. Before removing a meter for test, we may undertake investigations to exclude other reasons for abnormal readings or bills. We will facilitate such tests within a reasonable period; however, before the meter is removed you will be asked to confirm that you will pay the costs associated with the tests if the meter is proven to be operating correctly. On removal of the water meter for testing, a replacement meter will be installed in place of the original meter.

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

Where the account holder has been underpaying and has previously made all reasonable efforts to pay their bills in a timely manner, the account holder will be required to pay the balance for the previous 12 months from the discovery of the error. Where the account holder has been overcharged due to the error, Irish Water will credit the full amount overcharged for the duration of the error.

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

Unauthorised interference

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

Complaints

At Irish Water, we are committed to delivering the best service possible. If you are unhappy with any part of our service, we encourage you to let us know and we will do everything we can to resolve the matter quickly and to your satisfaction.

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 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 **Callsave 1850 448 448** or **+353 1 707 2824** or view it online at **www.water.ie**

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Twitter: **@IWCare**

Website: **www.water.ie**

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.