

Network operations 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

11th May 2017

Introduction

Irish Water is responsible for providing and managing public water and wastewater services on a national basis. This Code of Practice outlines how you can access information on connecting to the water services network and the networks to which you are connected. It also sets out the level of service you can expect from us.

We also have a Code of Practice for vulnerable customers, billing, complaint handling, metering and communications. 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.

Responsibility of pipework

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

- To enable you to understand where your responsibility for pipework begins and ends, we have examples of a customer's general responsibility for pipework, depending on the type of property. This is shown in the 'Pipe Maintenance Responsibility Graphics' which is available at www.water.ie
- If you ask us for clarification about pipework ownership in relation to your own property, Irish Water will respond to this within three working days and provide a clear answer to your query within a reasonable timeframe.
- If you report a fault on Irish Water pipework or any other Irish Water asset, we will respond within two working days, giving you an outline plan on how we will deal with the reported fault.

Network interruptions

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

- **Planned interruption** - Occasionally, we may need to carry out planned maintenance on our assets or infrastructure. In these situations, your water services may be interrupted for a short time. We will notify customers who will be affected during a planned interruption at least two days in advance of the event. We will endeavour to restore water supply to affected customers within 24 hours of it being cut off.
- **Unplanned interruption** - There are instances when, despite our best efforts, you may experience unplanned interruptions to your water supply. In such cases, we will investigate the cause of the unplanned interruption and area affected. We will endeavour to restore the supply within 12 hours or 24 hours (where the issue is a larger water main issue) of discovering the cause of this interruption.

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

Customer asset flooding

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

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

Water pressure

If you experience reduced water pressure at your property, please contact us on:

Callsave 1850 278 278 or +353 1 707 2828.

We will:

- supply information directly to you as to the likely cause of the reduced pressure, or, agree to investigate the cause within five working days. If the investigation highlights that the reduced pressure is likely to have originated from a leak in your pipework, we will inform you;
- where the reduced pressure is caused by an issue originating from an Irish Water asset or Irish Water activity, we will inform you within 10 working days how we intend to rectify the issue.

Complaints

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

Call us on **Callsave 1850 278 278 or +353 1 707 2828** (9am-5.30pm, Monday to Friday) and we will try and resolve any problems over the phone.

Or write to us at:

**Irish Water
PO Box 860
South City Delivery Office
Cork City**

Email: **customerservice@water.ie**

We aim to settle any complaint as quickly and as fairly as possible. Within five working days of receiving your complaint, we will offer you a resolution or an outline plan of the steps we need to take to achieve a satisfactory resolution to your complaint (under normal conditions).

We are committed to resolving all complaints within two months (where the customer is engaging with Irish Water).

We will keep you informed on progress we are making in resolving your complaint. We have a separate 'Code of Practice on complaint handling'. To receive a copy, please call us on **Callsave 1850 448 448** or **+353 1 707 2824** view online at **www.water.ie**

How to contact us

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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.