

Presentation to Mr Darragh O'Brien T.D.  
Minister for Housing, Local Government and Heritage  
4<sup>th</sup> March 2021

# Presentation Structure

- Background / Function
- Membership
- Progress to Date
- Quarterly Reports / Indicators
- Advice to the Minister
- Meetings with Irish Water
- Work Programme 2021

# Function / Purpose

- Background
  - The Water Advisory Body (the WAB) is established under statute on 1<sup>st</sup> June 2018 – Water Services Act 2017 and SI 194/2018.
- Independent voice focused on clear communications to improve public confidence.
- The purpose of the WAB
  - **Advise the Minister** on measures needed to improve the transparency and accountability of Irish Water;
  - **Report on a quarterly basis** to an Oireachtas Committee on the performance by Irish Water on the implementation of its Business Plan (Strategic Investment Programme) in relation to: -
    - i. infrastructure delivery and leakage reductions;
    - ii. cost reduction and efficiency improvements;
    - iii. improvements in water quality, including the elimination of boil water notices;
    - iv. procurement, remuneration and staffing policies;
    - v. responsiveness to the needs of communities and enterprise.

# Membership

- The WAB consists of five members: -
  - Independent Member Ms Miriam McDonald
  - Independent Member Mr Martin Sisk
  - Environmental Protection Agency (EPA) nominee Dr Michelle Minihan
  - An Fórum Uisce nominee Mr Dónal Purcell
  - Commission for Regulation of Utilities (CRU) nominee Dr Paul McGowan (Chair)
- The WAB is supported by a Secretariat (provided by the Minister / Department)

# Progress to Date

## Advice to the Minister

2020 – September (with Quarterly Report 2)

## Quarterly Reports

2019 – Report 1 (October)

2020 – Report 1 (March)

Report 2 (September)

Report 3 (December)

2021 – Report 1 (March) – in preparation

# Quarterly Report Indicators

1. Leakage (MLitres / Day)
2. First Fix Scheme (No)
3. Remedial Action List (Water) (Population)
4. Priority Urban Area List (Water) (Population)
5. Lead service connections replaced (No)
6. Mains replacement rate (Year)
7. Overall compliance with microbiological indicators for drinking water (%)
8. Boil Water Notices (No)
9. Compliance of Urban Waste Water Treatment (UWWT) (%)
10. Ease of Contact
  - Call Abandonment Rate (%)
  - Calls answered by Agent within 20 seconds (%)
  - Customer Satisfaction Score
11. Irish Water Customer Complaints Management

# Policy Paper

**February 2021**

- Government Vision
- The Water Sector Transformation Process
- Integrated Public Water Services Utility
- Role of WAB

# Advice to the Minister

## September 2020

- Covid-19 Pandemic
- Drought management
- Key themes
  - Non-compliance of wastewater treatment systems
  - Leakage
  - Financing to deliver its capital investment programme



# Meetings With Irish Water

2019

- 5<sup>th</sup> April
  - Overview / Introduction
- 10<sup>th</sup> July
  - Procurement and Staffing

2020

- 11<sup>th</sup> June
  - Covid-19: Impacts on Irish Water's Business Plan and Strategic Funding Plan
- 4<sup>th</sup> September
  - Revision of the Irish Water Strategic Funding Plan in Q3, factoring a second COVID-19 wave and the drought.
  - An update on the procurement review.

2021

- 17<sup>th</sup> February
  - Review / discussion on IW Procurement Process

# Work Programme 2021

## Core tasks (ongoing)

- Publish 4 Quarterly Performance Reports on the performance of IW in the implementation of its Strategic Funding Plan;
- Submit advice to the Minister on the measures needed to improve the transparency and accountability of Irish Water as required;
- Prepare and publish WAB Annual Report 2020;
- Progress Stage 1 and Stage 2 reports on IW's procurement policies and practices.
- Conduct a consumer survey to build on input from surveys carried out by the CRU and EPA

# Work Programme 2021

## **Other tasks (ongoing)**

### Key Performance Indicators (KPIs)

- Cost reduction and efficiency and infrastructure and leakage reductions
- Improvements in water quality, including the elimination of boil water notices
- Responsiveness to the needs of communities and enterprise
- Procurement, remuneration and staffing policies

# Work Programme 2021

## Other tasks (ongoing)

- Climate Change

## Communications

- Engagement
- Website
- Data Hub
- Social Media

# Work Programme 2021

## General Working Arrangements

- Hold 8 WAB meeting during 2021.
- Maintain Performance Delivery Agreement with Department for Secretariat Services;
- Continue to strengthen relationship and contact with IW;
- Continue to strengthen relationships with stakeholders such as CRU, EPA, the Department, and An Fóram Uisce;
- Strengthen relationship (protocols) with other bodies and agencies as appropriate;
- Maintain contact with Minister and Oireachtas
- Use of consultants/contractors as needed;

# Work Programme 2021

- **Timelines**

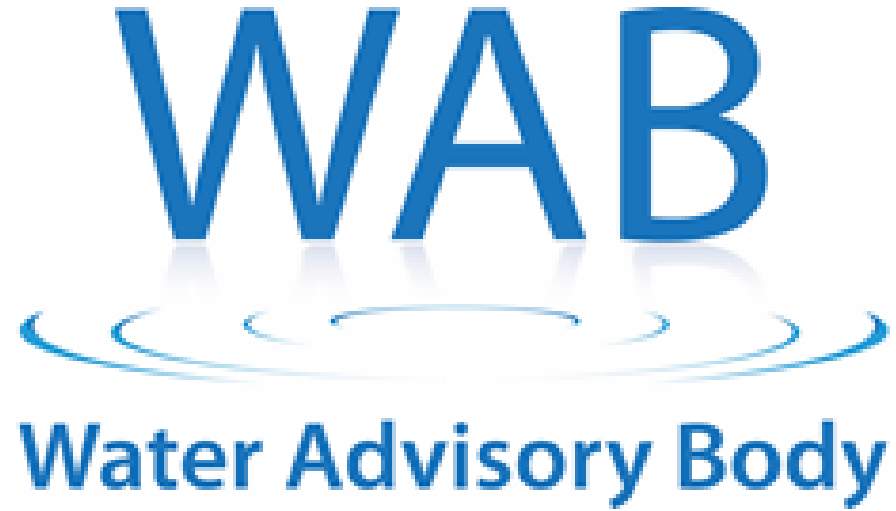
Core tasks and some of the other activities such as the development of a Data Hub are set out. Other activities are ongoing.

No	Principal Action	Timeframe	Key Performance Indicator	2021			
				Q1	Q2	Q3	Q4
1	Publish 4 Quarterly Reports on the performance of IW on the implementation of its Strategic Funding Plan.	Quarterly	Publication of Report				
2	Submit advice to the Minister on the measures needed to improve the transparency and accountability of Irish Water as required	As required	Submit Advice				
3	Progress Stage 1 and Stage 2 reports on IW's procurement policies and practices	End Q2, 2020	Publication of Stage 1 (stage 2 postponed)				
4	Prepare and publish WAB Annual Report 2020	End Q4, 2020 and annually thereafter	Publication of Report				
5	Development of WAB Website Data Hub	Q3 (updated as required thereafter)	Publication of Data Hub				
6	Conduct a consumer survey to build on input from surveys carried out by the CRU and EPA.	Q4	Publication of Report				

# Work Programme 2021

## **Resources / Staffing**

- Supported by a Secretariat staffed by the Department of Housing, Local Government and Heritage.
- 4 members of staff, including a Principal Officer (PO); Assistant Principal Officer (APO); Higher Executive Officer (HEO) and a Clerical Officer (CO).
- The Department also provides other supporting resources such as IT, HR, Accommodation and Statistics.



End

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