



**Minutes of the Meeting of the Water Advisory Body  
Thursday 14 April 2022, 10am**

Venue: Main Conference Room, Custom House, Dublin.

Attended by:

Chairperson	Paul McGowan	
Members	Michelle Minihan	Dónal Purcell
	Martin Sisk	Miriam McDonald
Secretariat	Claire Gavin	Nason Fallon
	Darren Browne	

**Meeting without Secretariat**

Code of Practice for the Governance of State Bodies section 4.9 states that the Board should meet at least twice a year without executive Board members or management present to discuss any matters deemed relevant. The members held this meeting prior to the start of the main meeting and the secretariat joined at 10.10 am. The members noted that no issues concerning governance were raised and thanked the Secretariat for their continuing support.

**1. Minutes of main meeting on 10 March 2022**

The Members agreed the minutes of this meeting subject to minor editorial amendments. The minutes will be published on the WAB website.

**2. Minutes of meeting with the Environmental Protection Agency (“EPA”) and the Commission for Regulation of Utilities (“CRU”) on 10 March 2022**

The Members agreed the minutes of this meeting subject to minor editorial amendments. The minutes will be circulated to the attendees from the CRU and EPA for comment before publication on the WAB website.

**3. Declaration of any conflict of interest**

There was no declaration of any conflict of interest.

**4. Irish Water Regulatory Framework**

The WAB discussed amendments to a draft note comprising of advice to the Minister for Housing, Local Government and Heritage regarding the robustness of the environmental and economic regulatory framework for Irish Water. The note tries to reflect the discussions following the meeting with representatives of the CRU and EPA on 10 March. Following this meeting's discussion, the Chairperson will circulate an updated draft note. As a next step, the WAB will arrange a meeting with representatives of An Fóram Uisce to present and discuss the current framework and the associated roles of the WAB, the EPA and the CRU. A letter of invite will be prepared by the Secretariat and issue to An Fóram Uisce with suggested meeting dates and locations for early June.

#### **5. Progress of Quarterly Report 1 of 2022.**

A draft report was circulated prior to the meeting following receipt of data and graphs from the CRU and the EPA. This report will feature a significant level of change with new additional metrics, updated data for some existing metrics and the inclusion of new Irish Water targets against these metrics. The Board discussed editorial amendments to the draft which will be added by the Secretariat. The Chairperson confirmed that indicator 'Mains Replacement Rates' no longer needs to feature. The Chairperson will also provide updated text on 'Customer Satisfaction Survey Scores' with regards the 'Ease of Contact' indicator. Updated terms for the 'Glossary' section have been requested from the CRU. The EPA will revert by 21 April with any final updated graphs incorporating Irish Water targets against specific EPA indicators. The WAB agreed the report in principle subject to the agreed amendments with publication targeted for 28 April.

#### **6. Irish Water Customer Survey Update**

A tender process has been completed for a public relations company to assist the WAB in releasing its reports. The WAB agreed to publish the survey report on 5 May. Irish Water, the CRU, the EPA, An Fóram Uisce and the Department of Housing, Local Government and Heritage will receive the report under embargo on 3 May. Circulation to media outlets will take place on 4 May. A letter of invite for Irish Water to a future WAB meeting has been drafted which will issue with the embargoed report. The Chairperson will facilitate media duties following publication.

#### **7. Confirm next three meeting dates**

The following meeting dates were agreed:

- 18 May 2022 at 2pm - this meeting is scheduled to take place remotely via WebEx.
- 8 June 2022 at 2pm - this meeting is scheduled to take place in-person. As mentioned under Agenda Item 4, this date will be suggested as a possible meeting date with An Fóram Uisce with a location to be decided.
- 13 July at 10am - this meeting is scheduled to take place remotely via WebEx.

## **8. Any Other Business**

### ***National Ploughing Championships 2022:***

The Board agreed to not feature at the National Ploughing Championships 2022.

### ***Remedial Action Lists:***

The EPA will now be reporting Remedial Action Lists twice a year instead of quarterly. This has been communicated to Irish Water and the Department of Housing, Local Government and Water. The EPA will now receive Remedial Action List submissions from Irish Water at the end of June and December.

### ***Quarterly Report 2 of 2022***

From Quarterly report 2 of 2022, the WAB agreed to remove the Part 4 Commentary summary to avoid duplication of the Executive Summary. For the indicator 'Ease of Contact', this has not been updated for Quarterly report 1 but an update will feature in Quarterly Report 2. The use of footnotes will also be removed from Quarterly report 2 to aid readability. Further consideration will be given to the format of data received from the CRU and EPA in order to ensure efficient drafting of the report. It is expected that the '2020 Capital Investment Plan Monitoring Report' and the '2020 Performance Assessment Framework Report' will be published by the CRU resulting in updated metrics for the Quarterly Report and a commentary on Irish Water's capital investments. The WAB agreed to a data cut-off date of 27 May with a publication in June.

### ***The WAB Annual Report of 2021:***

The WAB agreed the report subject to formatting and editorial amendments. To aid readability for all reports, the WAB agreed to use full titles for the Commission for Regulation of Utilities and the Environmental Protection Agency in the first instance with their acronyms ("CRU" and "EPA") used thereafter. The report is statutorily required to be submitted to the Minister for Housing, Local Government and Heritage by 30 April. Publication will follow once the report has been laid before each House of the Oireachtas. An Irish language version will also be published in due course.

**The meeting was brought to a close.**

<b>Agenda Item No:</b>	<b>Action</b>	<b>Decision</b>
1.	Minutes of WAB Main Meeting on 10 March 2022	<ul style="list-style-type: none"> <li>• Agreed subject to minor editorial amendments.</li> <li>• Publish on the website.</li> </ul>
2.	Minutes of meeting with the EPA and the CRU on 10 March 2022	<ul style="list-style-type: none"> <li>• Agreed subject to minor editorial amendments.</li> <li>• Circulate to the attendees from the CRU and EPA for comment.</li> <li>• Publish on the WAB website thereafter.</li> </ul>
3.	Irish Water Regulatory Framework	<ul style="list-style-type: none"> <li>• Following this meeting’s discussion, the Chairperson will circulate an updated draft note.</li> <li>• The WAB will arrange a meeting with representatives of An Fóram Uisce for early June.</li> </ul>
5.	Quarterly Report 1 of 2022	<ul style="list-style-type: none"> <li>• Agreed editorial amendments to the draft will be added by the Secretariat.</li> <li>• Indicator ‘Mains Replacement Rates’ no longer to feature.</li> <li>• The Chairperson will also provide updated text on ‘Customer Satisfaction Survey Scores’ with regards the ‘Ease of Contact’ indicator.</li> <li>• Updated terms for the ‘Glossary’ section have been requested from the CRU.</li> <li>• The EPA will revert by 21 April with any updated final graphs incorporating Irish Water targets against specific EPA indicators.</li> <li>• Publication targeted for 28 April.</li> </ul>

5.	Irish Water Customer Survey Update	<ul style="list-style-type: none"> <li>• The WAB agreed to publish the survey report on 5 May.</li> <li>• Key stakeholders to receive the report under embargo on 3 May.</li> <li>• The report will be circulated to media outlets on 4 May.</li> </ul>
7.	Upcoming WAB meeting dates	<ul style="list-style-type: none"> <li>• The following meeting dates were agreed: <ul style="list-style-type: none"> <li>○ 18 May 2022 at 2pm (remote attendance)</li> <li>○ 8 June 2022 at 2pm (in-person attendance with a possible meeting with An Fóram Uisce)</li> <li>○ 13 July (remote attendance)</li> </ul> </li> </ul>
8.	National Ploughing Championships 2022	<ul style="list-style-type: none"> <li>• The Board agreed to not feature at the National Ploughing Championships 2022.</li> </ul>
8.	Quarterly Report 2 of 2022	<ul style="list-style-type: none"> <li>• The Board agreed content changes for Quarterly Report 2 of 2022.</li> <li>• The WAB agreed to a data cut-off date of 27 May with a publication in June.</li> </ul>
8.	The WAB Annual Report of 2021	<ul style="list-style-type: none"> <li>• The WAB agreed the report subject to formatting and editorial amendments.</li> <li>• The WAB agreed to use full titles for the Commission for Regulation of Utilities and the Environmental Protection Agency in the first instance with their acronyms (“CRU” and “EPA”) used thereafter.</li> <li>• The report is statutorily required to be submitted to the Minister for Housing, Local Government and Heritage by 30 April.</li> </ul>

		<ul style="list-style-type: none"><li>• Publication will follow once the report has been laid before each House of the Oireachtas.</li><li>• An Irish language version will also be published in due course.</li></ul>
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