



Mr. Darragh O'Brien T.D.
Minister for Housing, Local Government & Heritage
Custom House
Dublin 1
D01 W6X0

15 August 2022

Re: Water Advisory Body
Quarterly Report No. 2 of 2022

Dear Minister

Please see the attached report, which has been produced in accordance with Section 44 (1) (b) of the Water Services Act, 2017.

The report will be published on the Water Advisory Body (WAB) website tomorrow (16 August) and a press release will be issued.

In submitting the report, the following are of note:

- The report seeks to address in so far as possible the performance of Irish Water in the implementation of its Strategic Funding Plan 2019-2024;
- it is based on information that has been published; and
- it seeks to present the information using plain, jargon free, language, as far as practicable.

In this report, we highlight changes to 7 out of 13 Performance Indicators, which are used by the WAB to monitor how well Irish Water is performing. We also review reports produced by the Environmental Protection Agency and the Commission for Regulation of Utilities, on matters such as Bathing Water Quality and Irish Water's Disconnection and Reconnection Policy

Some points of note from the report are set out below.

In May 2022, the WAB published the results of a survey of Irish Water customers, which targeted customers in areas which had recently had issues with their water supply. It looked at Irish Water's communication in terms of clarity, timeliness, efficiency, professionalism, and overall experience. The survey also attempted to gauge how this group of customers (both residential and business)

would like to be communicated with in the future. Detailed information on the results of the survey can be found in the Report.

The WAB notes a decline in the number of consumers on Boil Water Notices at the end of Q1 2022 but the fact that 20 out of the 21 current notices are “long term” or over 30 days in duration is a concern.

It is encouraging to note that bathing water quality continued to improve in 2021, when 144 (97%) of the identified bathing waters assessed met or exceeded the minimum standard of “Sufficient”.

Irish Water replaced 1,607 lead service connections in Quarter 1 2022, which is low as the target for 2022 is greater than 10,000 replacements. However, it is encouraging that with an increased budget for 2022, Irish Water expects to significantly increase lead service connection replacements and exceed 10,000 by the end of the year.

The WAB is pleased to note that Irish Water achieved a customer satisfaction score of 77% in 2020, which is an increase of 4% on its 2019 score. In terms of telephone response times however, Irish Water failed to meet its target of 85% of calls answered within 20 seconds in the queue in 2020, with a score of 82%. Irish Water needs to improve and sustain its performance to meet the 85% target in the years up to 2024.

The report, along with other information about the Water Advisory Body, can be found on the website, www.wateradvisorybody.ie.

The WAB welcomes the opportunity to meet you and update you on its work and is available to do so at your convenience. We will also send a copy of the report to the Joint Oireachtas Committee and will seek to engage with them on our work and the content of the report.

Yours sincerely



Paul McGowan
Chairperson