



**Minutes of the Meeting of the Water Advisory Body
Tuesday 18 October 2022 at 11.30am**

Venue: Conference Room, Custom House

Attended by:

Chairperson	Paul Mc Gowan	
Members	Michelle Minihan	Dónal Purcell
	Martin Sisk	Miriam Mc Donald
Secretariat	Claire Gavin	Nason Fallon
	Deirdre Byrne	Valerie Longmore

1. Draft minutes of the previous meeting on 13 September 2022.

The Board agreed the minutes of this meeting.

2. Draft Minutes of meeting with An Fóram Uisce on 13 September 2022.

The Board agreed the minutes of this meeting and to a request for An Fóram Uisce to review them.

3. Declaration of any conflict of interest.

There was no declaration of any conflict of interest.

4. Meeting with Fintan Towey, Assistant Secretary, Water Division DHLGH

- **Water Services (Amendment)(No. 2) Bill 2022**

The WAB discussed the proposed legislation and noted that the WAB was to be dissolved at year end 31 December 2022 and that Irish Water will be known as Uisce Éireann.

- **Irish Water Oversight and Governance**

The WAB agreed to write to the Assistant Secretary, Water Division, the Department of Housing, Local Government and Heritage, offering its views on how the new accountability arrangements for Irish Water (Uisce Éireann) could be addressed under the Public Accounts Committee and to outline the work programme for the remaining term of the WAB.

- The WAB noted that it is important that Irish Water is held to account on the quality of its customer service/experience, operational performance, its ability to deliver tangible and measurable outcomes and outputs which benefit all its customers, and which deliver measurable and timely progress towards full compliance with the relevant EU directives on water, wastewater and the environment.
- The Public Accounts Committee in its new role should actively and regularly engage with An Fóram Uisce, the Commission for Regulation of Utilities and the Environmental Protection Agency to ensure their relevant findings and reports on the performance of Irish Water across these performance areas is clearly understood so that the committee might challenge Irish Water to perform at the level expected of a relatively mature utility, and to hold them to account appropriately.
- Irish Water has tended to have a technical focus rather than a customer-centric focus and the customer experience needs to improve. This should be an area of particular focus for the Committee.

5. Irish Water Regulatory Framework.

A draft note on the work to date will be issued to Irish Water welcoming their views which will then be considered at a further meeting of the WAB on 10 November 2022.

6. WAB Quarterly Report No.3 of 2022-update.

The Quarterly Report No.3 of 2022 is near completion.

The Cut-off date of 23 September for data to be submitted to the Secretariat was noted.

Reports on Boil Water Notices and Lead Service Connections from the Environmental Protection Agency are still to be submitted. It was noted that the WAB Quarterly Report No.3 of 2022 will not contain significant new content.

7. Customer Satisfaction Survey.

Due to time restraints it is the view of the WAB that there will be no further work or discussions carried out in respect of the customer satisfaction survey.

8. Work Plan 2022 Review.

It was agreed by the Board that the focus of the 2022 work plan would consist of

- Quarterly Reports 3 and 4
- The Annual Report
- The Regulatory Framework

The WAB have agreed that all work will be completed by 30 April 2023.

9. Water Services Policy Statement 2018-2025 – Review.

It was noted that the view of the WAB on the Water Service Policy Statement will be captured in its Final Report.

10. Confirm Next Three Meeting Dates.

- Thursday 10 November 2022 at 10.30am in person in the Custom House, with Irish Water in attendance.

- Thursday 8 December 2022 at 10.30am. This meeting is scheduled to take place remotely via WebEx
- Thursday 2 February 2023 at 11.30am in person, at a venue to be arranged at a later date.

11. Any Other Business.

The minutes of the meeting on 2 September were raised as to whether these had been cleared, which the Chair approved. They were approved.

Michelle Minihan will finish with the WAB on the 11 November as she is leaving the Environmental Protection Agency. The Board acknowledged Michelle's work with them and wished her all the best in the future. In the interim a point of contact from the Environmental Protection Agency will be available to the WAB for report information.