

Irish Water Charges Plan

Scheme of charges applicable from 1st October 2014 to 31st December 2016

Water and Wastewater charges for Domestic and Non-Domestic Customers

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1 Definition of Terms

In this water charges plan, unless the context otherwise requires:

'Act' means the Water Services (No. 2) Act 2013

"Additional Services" means any works or services delivered to the Customer by or on behalf of Irish Water in relation to but excluding the provision of Water Services.

"Billing Period" generally means a period of approximately 90 calendar days (every quarter). The Billing Period may vary in duration during 2015.

'Boil Water Notice' means a notice issued by Irish Water, after consultation with the HSE or the EPA specifying the restriction of the use of a Water Supply, and/or advising Customers to boil water when a community's drinking water is, or could be, contaminated by pathogens. Harmful micro-organisms are often described as pathogens and common causes of Boil Water Notices include E.coli and cryptosporidium contamination of the Water Supply

"Commission" means the Commission for Energy Regulation

'Code of Practice' means Irish Water's Codes of Practice for Domestic and Non-Domestic Customers as required under the Act subject to approval by the CER

'Connection' means the physical connection of a Customer's Premises to the Network to facilitate the provision of Water Services to the Customer's Premises

'Customer' means in relation to the provision of Water Services, the Occupier of the Premises in respect of which the Water Services are provided

'Customer Drain' means a drainage pipe, or system of such pipes and related fittings for collection of Wastewater, (that is not owned by, vested in or controlled by Irish Water, and that is not a Service Connection), which is used or to be used as the case may be, to convey Wastewater from one or more Premises or to any Wastewater treatment system on a Premises where the Wastewater is generated

'Customer Application Campaign' means a campaign to inform Domestic Customers regarding the introduction of water charges and to facilitate Irish Water in receiving Customer information necessary for the commencement of domestic billing and for applying Water Allowances **'Domestic Customer'** means a Customer occupying a Domestic Premises or otherwise liable for charges in respect of such Premises

'Domestic Premises'¹ means a building or part of a building used by a person as his or her place of private residence (whether as his or her principal place of such residence or not) and includes accommodation provided in such residence to one or more students to enable them to pursue their studies on a full time basis but does not include any part of a building used for the provision, for the purposes of reward, with a view to profit or otherwise in the course of business, of accommodation, including self-catering accommodation, (other than accommodation provided in a place of private residence aforesaid to one or more students for the purposes aforesaid) unless the person to whom the accommodation is so provided uses the accommodation as his or her Principal Residence

'Domestic Purposes' means provision of Water Services for day to day domestic requirements including drinking, washing and sanitation

¹ Definition applied as per Section 105 of the 2007 Water Services Act.

‘Drinking Water Restriction Notice’ means a notice issued where there is a contamination of the Water Supply and boiling is not sufficient to make the water potable. Drinking Water Restriction Notices are typically caused by chemical contamination with an immediate risk to public health, for example, pesticides

‘Emergency’ means any situation identified by Irish Water (acting in its discretion) to be an Emergency, including:

- a. an Emergency endangering persons and/or property; or
- b. where the water supply to the Customer or to other Customers is limited or unavailable; or
- c. an immediate threat to public health or the environment.

‘Force Majeure’ means any individual or series of acts, events, omissions or non-events beyond a Party’s reasonable control or which could not have reasonably been prevented or the consequences of which could not have reasonably been prevented and which has the effect of preventing a party from complying with its obligations under Irish Water’s standard Terms and Conditions, including an Emergency, acts of God, riots, war, acts of terrorism, strikes (other than labour disputes involving Irish Water employees), fire, flood, storm, data virus, utility failure (other than a failure by Irish Water), drought, sonic boom, radiation contamination, earthquake or shortage or contamination of Water Supply

‘Irish Water’ means Irish Water (Uisce Éireann) a company incorporated in Ireland (company registration number 530363) and having (as at 1 October 2014) its registered office at 24-26 Talbot Street, Dublin 1

‘Large Water User’ means a Non-Domestic Customer whose annual water consumption exceeds² 50,000m³ For the purposes of the Water Charges Plan, the Large Water User definition will be specifically used to segment Non-Domestic Customers for the purposes of applying discounts for water not fit for human consumption. Irish Water will revise this definition once Non-Domestic Customers are migrated onto Irish Water’s centralised billing system if deemed necessary

‘Local Authority’ means the county council or city council (as defined in the Local government Act 2001) responsible for the functional area in which the Premises is located

‘Local Authority Domestic Allowance’ means allowances available for mixed use properties where water is used partly for Domestic Purposes, for which non-domestic charges are not levied, and partly for non-domestic Purposes, for which non-domestic charges are levied

‘Minimum Charge’ means the lowest possible charge that will apply to properties which are not occupied as primary residences

‘Mixed Use Customer’ means a Customer occupying a Mixed Use Premises or otherwise liable for charges in respect of such a Premises

‘Mixed Use Premises’ means Premises used partly as a person’s home or dwelling and partly for business purposes which receive a Shared Supply of water, e.g. a supply serving both a farmhouse occupied as a sole or principal dwelling and a farm; or, a shop and a flat occupied as a sole or principal dwelling

‘Month’ means a period of 30 days

² Prior to completion of non-domestic customer migration, data for Irish customers cannot be used to distinguish a Large Water User. The 50,000 threshold is widely used in the UK as a threshold for Large Water Users, for example Welsh Water (categorise industrial customers using potable water by consumption in excess of 50,000 m³ see page 22). Also see Severn Trent and Thames Water (page 2).

‘Non-Domestic Customer’ means a Customer occupying a Non-Domestic Premises or otherwise liable for charges in respect of such a Premises

‘Non-Domestic Premises’ means Water Services used for: (i) agriculture or horticulture; (ii) any trade, industry or business; (iii) any purpose incidental to a Domestic Premises or private garden if the water is drawn otherwise than from a tap inside the Domestic Premises or if a hosepipe or other similar apparatus is used; (iv) central heating other than the central heating of a Domestic Premises; (v) apparatus depending while in use upon a supply of continuously running water, not being an apparatus used solely for heating water

“Occupier” means in relation to a Premises, the person or legal entity for the time being entitled to the occupation of the Premises, which person shall, unless proven otherwise be deemed to be the Owner.

‘Owner’ means, in relation to a Premises, a person or legal entity who, whether for themselves or as a trustee or agent for any other person or legal entity, is entitled to receive the rent of the Premises (or where the Premises are not let at a rent, would be so entitled if they were let), provided that nothing in this definition shall capture:

- a. a person who has defaulted on their mortgage and so is not in possession of their home;
- b. an agent acting in its capacity as a commercial agent for the sale, lease or rent of the Premises; or
- c. an executor or administrator of the estate of which the Premises forms part.

‘Personal Public Service Number (PPSN)’ means a unique reference number that helps persons access social welfare benefits, public services and information in Ireland. Section 26 of the Act enables Irish Water, for the purposes of performing its functions, to request information from, inter alia, the Minister for Social Protection. The Social Welfare Act was amended on 17th July 2014 and Irish Water is now specified as a body for the use of the PPSN³

‘Premises’ includes any part of any public or private building, vessel, vehicle, structure or land (whether or not there are structures on the land and whether or not the land is covered with water), and any plant or related accessories on or under such land, or any hereditament of tenure, together with any out-buildings and Curtilage, but does not include land which is a Public Road, a road which is the subject of an order under Section 11 of the Roads Act 1993 or a road for which a Local Authority is responsible in accordance with a non-statutory Local Authority taking in charge scheme

‘Principal Residence’ means the Premises at which a Customer is claiming their household Water Allowance from Irish Water

‘Priority Services Register’ means a register of Customers who are dependent on water for a medical condition who need to be advised in the event of there being a planned or unplanned outage of water supplies affecting their home

‘Registered Occupier’ means, in relation to a Premises, the Occupier with an account registered with Irish Water for that Premises

‘Sewer’ means drainage pipes and sewers of every description (excluding Storm Water Sewers), owned by, vested in or controlled (on a permanent basis) by Irish Water, but does not include a Customer Drain or Connection

‘Shared Supply’ means a water service pipe that serves more than one Customer

‘Standing Charge’ means a fixed charge per day applied to Non-Domestic Customers which seeks to recover some of Irish Water’s fixed costs associated with providing Water Supply. A Standing

³ See Section 20 of the Social Welfare and Pensions Act 2014.

Charge will not apply to Domestic Customers, rather they will be charged exclusively based upon consumption

‘Storm Water’ means rainwater run-off that enters any pipe

‘Storm Water Sewer’ means any pipe or other conduit (a) used solely for the conveyance of Storm Water; or (b) designed or intended to be used for the conveyance of Storm Water (whether or not it is connected to a sewer by a Storm Water overflow within the meaning of the Wastewater Discharge (Authorisation) Regulations 2007 (SI No 684 of 2007))

‘Terms and Conditions’ means the Terms and Conditions which are used by Irish Water as part of the manner and method by which its charges are calculated so that it performs its functions in a commercially viable manner in accordance with Section 22 of the Act. Such Terms and Conditions form a constituent part of this Water Charges Plan

‘Volumetric Charge’ means the charge per m³ (cubic metre) of water supplied or Wastewater discharged - 1 m³ is equal to 1,000 litres

‘Wastewater’ means Sewage or other Sewage Effluent discharged, or to be discharged, to a Customer Drain, Connection or Sewer but does not include Storm Water⁴

‘Water Allowances’ means household and per child Water Allowances for Domestic Customers provided for in accordance with the Water Charges Policy Direction 2014

‘Water Main’ means Water Supply pipes owned by, vested in or controlled by Irish Water but does not include pipes, fittings and appliances in respect of service Connections or Customer distribution Systems

‘Water Services’ means all services, including the provision of water intended for human consumption, which provide storage, measurement, treatment or distribution of surface water, ground water or water supplied by Irish Water, or Wastewater collection, storage, measurement, treatment or disposal

‘Water Point Reference Number (WPRN)’ means a unique number assigned to every single Water Services Connection in the country. The WPRN number is prominently displayed on water bills received from Irish Water

‘Water Service Type’ means the type of Irish Water service a Customer is in receipt of, specifically Water Supply service, Wastewater service, combined service or neither

‘Water Service Use’ means the purpose of a Customer’s water use, specifically if water use is in a domestic or non-domestic context

‘Water Supply’ means water supplied by the public Water Main

⁴ The 2013 Water Services Act excludes the provision, operation or maintenance of Storm Water Sewers from the general functions of Irish Water

2 Introduction to our charges

The services provided by Irish Water are those related to the provision of Water Supply and Wastewater Services to Domestic and Non-Domestic Customers. We apply charges with respect to the cost incurred by Irish Water in providing Water Supply and Wastewater Services, providing Connection to the Water Supply or Wastewater network and any Additional Services provided to our Customers. One of our key aims is to make charges reflect as closely as possible the cost of the services we provide.

The water charges set out in this document represent the charges for providing Water Services in line with our Terms and Conditions but do not limit the right of Irish Water to recover (i) additional charges from Customers who receive non-standard Water Services or (ii) costs from Customers who do not comply with their responsibilities and duties under the Act or the Water Services Act 2007⁵ or related legislation and where such costs are recoverable by Irish Water pursuant to all such legislation.

2.1 Context to water charges plan

The application, assessment and recovery of charges under this charges plan are subject to the provisions of the Act. Part 3 of the Act provides Irish Water with the power⁶ to charge all Customers supplied by Irish Water which will allow the creation of a new sustainable funding model for the delivery of Water Services in Ireland.

The charges levied by Irish Water shall be calculated in accordance with a water charges plan⁷ which will be subject to the approval of the CER. The CER is the economic regulator of Irish Water and Section 39(2) of the Act sets out matters that the CER must have regard to when carrying out its functions. Section 22 of the Act provides for Irish Water to submit to the CER a plan (referred to as a “water charges plan”) for the charging of Customers for the provision of Water Services. Section 22 also sets out Irish Water’s responsibilities with respect to what we should include in our water charges plan, covering:

- The water charges plan shall apply in respect of such period as the CER shall direct;
- The manner and method by which Irish Water shall charge each Customer for the provision of water;
- The costs likely to be incurred by Irish Water in the performance of its functions during the period to which the water charges plan relates;
- The water charges plan may, where the quantity of water supplied to a Premises is measured by a meter, make provision for charges to be calculated by reference to the quantity of water supplied to, and the quantity of Wastewater discharged from, that Premises;
- The water charges plan may, where the quantity of water supplied to a Premises is not measured by a meter, make provision for charges to be calculated by reference to an assessment by Irish Water of the quantity of water supplied to the Premises concerned, and the quantity of Wastewater discharged from, the Premises concerned;
- The water charges plan may make provision for charges in respect of the provision of a service Connection to or in respect of a Premises.

The water charges plan may specify:

- different methods in relation to different classes of Customer as respects the calculation of water charges;

⁵ [Water Services Act 2007](#)

⁶ Part 3, Section 21 provides that Irish Water shall charge each customer for the provision by it of water services.

⁷ Part 3, Section 22 of the Act specifically refers to Irish Water responsibilities with respect to its water charges plan.

- different rates of charge as respects different classes of Customer; and
- different methods of payment in respect of water charges.

Irish Water shall, when preparing a water charges plan, take account of the following matters:

- a) the need to ensure that Irish Water performs its functions in a commercially viable manner;
- b) the public utility nature of its functions; and
- c) the need to maintain a balance between the matters referred to in (a) and (b).

All of those methods, rates and other associated matters in connection with the charging of Customers will be set out in Irish Water's Terms and Conditions.

This document represents Irish Water's scheme of charges which are reflective of a number of Government and CER directions (some of which are being finalised currently) which in totality comprise the water charges plan. Irish Water's scheme of charges should be read in conjunction with the following supporting documentation:

- Water Charges Plan Supporting Information [CER14407 A 03](#);
- Modified Water Charges Plan Additional Information;
- Government Announcement on Water Allowances⁸;
- Water Charges Policy Direction 2014⁹;
- Allowed Revenue Determination [CER14366a Section 3](#);
- Domestic Tariff Design Principles¹⁰;
- Non-Domestic Interim and Enduring tariff arrangements¹¹;
- Irish Water Customer Handbook [CER/14/364](#); and
- Irish Water Terms and Conditions.

The scheme of charges in this document are designed to ensure that Irish Water only recovers the allowed revenue approved by the CER over the period 1st October 2014 until 31st December 2016. Irish Water has been guided by principles¹² associated with equity and non-discrimination; efficiency in use of Water Services; cost reflectivity; cost recovery; stability and simplicity in developing our scheme of charges.

2.2 How to contact us

If Customers have queries about any of our charges, or if assistance is needed with any element of the provision of Water Services, we can be contacted by telephone, email or web as follows:

Figure 2.1 Irish Water contact details

All enquiries (includes billing, leaks, water quality, water or Wastewater emergencies)	
Customer Helpline	1890 278 278
Lines Open	24 hours, 7 days a week
Address	PO Box 860, South City Delivery Office, Cork City
Twitter	@IrishWater
Website	www.water.ie

⁸ [Government outlines free allowance for water and funding for Irish Water](#) 6th May 2014

⁹ [Water Charges Policy Direction 2014](#) 2nd July 2014

¹⁰ Irish Water submitted its proposals to CER on Domestic Tariff Design Principles, click to view [Irish Water Domestic Tariff Design Proposals](#)

¹¹ Irish Water submitted its proposals to CER on Non-Domestic Interim and Enduring Tariff Arrangements, click to view [Irish Water Non-domestic Interim and Enduring Arrangements](#)

¹² Section 3 of [Irish Water Domestic Tariff Design Proposals](#) provides full details on key objectives and principles

2.3 What services will we charge for?

Our service charges are:

- Water Supply charges – when a Customer Premises is connected (directly or indirectly) to Irish Water’s Water Supply network.
- Wastewater charges – when a Customer Premises is connected (directly or indirectly) to Irish Water’s Wastewater network; and
- Other service charges – for services that Irish Water provides, such as:
 - Connecting Premises to Irish Water’s Water Supply and Wastewater network;
 - Certain instances where the Customer requests that Irish Water carry out Additional Services.

Table 2.1 Chargeable services for Domestic Customers

Service Charge	Connected to Irish Water’s water Supply network	Connected to Irish Water’s wastewater Supply network	Additional Services requested by Customer
Water Supply Charges	√		
Wastewater Charges		√	
Connections Charges	√	√	
Additional Services Charges			√

2.4 Water charges plan structure

We have structured our water charges plan as follows:

- section 3 sets out the domestic Water Supply and Wastewater charges which will apply from 1st October 2014 to 31st December 2016;
- section 4 sets out Non-Domestic Customer charges;
- section 5 sets out the charging arrangements for group water schemes connected to the public Water Main;
- section 6 sets out applicable charges for Connection to Irish Water’s Water Supply and Wastewater networks;
- section 7 sets out charges for Additional Services carried out by Irish Water at a Customer’s request;
- section 8 sets out bill payment options for Customers; and
- section 9 sets out contact details if Customers require advice.

3 Domestic Water Supply and Wastewater charges

3.1 Liability for charges

Irish Water will charge Customers for Water Services if the Customer is connected (directly or indirectly) to Irish Water's Water Supply or Wastewater network. Liability for domestic water charges commences on 1st October 2014. Customers will be billed in arrears for Water Supply charges and Wastewater charges commencing in January 2015.

If the Customer is connected to Irish Water's Water Supply or Wastewater networks they will be charged Water Supply charges or Wastewater charges, or both if they are connected to both. If the Customer has a private Water Supply they will not pay charges for that Water Supply to Irish Water. If the Customer has a private Wastewater treatment system they will not pay Wastewater charges to Irish Water. The basis of charges will depend on whether a water meter is installed at the Customer Premises. Where a water meter is installed, Irish Water will charge based on recorded water and Wastewater usage. Where a water meter is not installed, Irish Water will charge based on an assessment of the average water and Wastewater usage for a comparable household. Table 3.1 summarises the basis of our domestic Water Supply and Wastewater charges.

Table 3.1 Water Supply and Wastewater charges for Domestic Customers

Type of Charge	Has the Premises got a water meter?	The basis of the Domestic water charge
Domestic Water Supply	No	<ul style="list-style-type: none"> A Volumetric Charge based on an assessment of consumption
	Yes	<ul style="list-style-type: none"> A Volumetric Charge based on metered consumption
Domestic Wastewater	No	<ul style="list-style-type: none"> A Volumetric Charge based on an assessment of consumption¹¹
	Yes	<ul style="list-style-type: none"> A Volumetric Charge based on metered consumption¹³

Depending on which service is received (Water Supply and Wastewater, Water Supply only or Wastewater only) the Customer will receive a bill detailing the charge for each service individually. A Volumetric Charge (applied to the volume of water supplied/wastewater discharged) will apply for each service. Domestic Customers will not be subject to a Standing Charge. The domestic Water Supply and Wastewater charges set out in this document have been guided by the CER's letter dated 30th June 2014 and its updated letters dated September 17th 2014 and September 24th 2014 formally requesting Irish Water's submission of the water charges plan.

The Act states that the Customer is the Occupier of the Premises to which Water Services are provided and that "it shall be presumed, unless the contrary is proved, that the Owner of a Premises is also the Occupier of that Premises".

¹³ The principle of water in/water out applies. Section 22 (9) of the Water Services (no 2) Act 2013 states that "for the purposes of calculation a charge under section 21, the amount of wastewater discharged from a Premises is deemed to be equal to the amount of water supplied to that Premises, unless Irish water and the customer agree otherwise"

3.2 Water and Wastewater charges

To promote the efficient use of water and to provide Customers with more control over their water bills, Irish Water will charge by way of variable volumetric Water Supply and Wastewater charges. Irish Water will charge Customers for the volume of water they use. Wastewater is not metered, however the Act specifies that “for the purposes of calculating water charges, the amount of water discharged from a Premises is deemed to be equal to the amount of water supplied to that Premises unless Irish Water and the Customer agree otherwise¹⁴”. Therefore, Irish Water will set Wastewater volume at 100% of the Customer’s Water Supply volume unless the Customer can demonstrate that its Wastewater is not discharged to Irish Water’s Wastewater network. The Water Supply unit charges and Wastewater unit charges are set at the same level.

Table 3.2 sets out the Water Supply and Wastewater charges that will apply for the water consumption of Domestic Customers from 1st October 2014.

Table 3.2 Volumetric unit charges for Domestic Customers

Volumetric unit charges	€/ m3
Volumetric unit Water Supply charge	2.44
Volumetric unit Wastewater charge	2.44

Irish Water may review the unit rates set out above, with the consent of the CER, in the event that actual water consumption is materially different from forecast. This may occur before the end of this charging period.

3.3 Metered and Unmetered charges

3.3.1 Metered Charges

If there is a meter installed at the Customer Premises by Irish Water, the above Water Supply and/or Wastewater unit charges will be applied to the volume of water recorded on the meter, in excess of any applicable Water Allowances (see section 3.5), serving the Premises. This will constitute the water charge for each Billing Period.

Table 3.3 below shows the quarterly bill some customers may face, from low to very high users receiving both Water Supply and Wastewater services. These average bills are based on data available to us (see section 2.2 of Irish Water’s Water Charges Plan supporting document for full details). The relevant Water Allowances are applied.

¹⁴ Part 3, Section 22 (9) of the Water Services (no. 2) Act 2013

Table 3.3 Sample of quarterly metered charges for different households

Customers Grouped by Forecast Consumption – low to high					
Household Type	Low Water User Bottom 25%	Medium Water User 25% - 50%	High Water User 50% - 75%	Very High Water User Top 25%	Quarterly Cap
1 Adult	€0.00	€9.00	€34.94	€104.77	€43.92
2 Adults	€18.09	€55.37	€91.98	€162.57	€69.54
2 Adults 1 Child	€6.17	€47.61	€82.80	€162.10	€69.54
2 Adults 2 Children	€1.60	€45.08	€82.98	€151.84	€69.54
2 Adults 3 Children	€0.00	€37.02	€79.76	€149.26	€69.54
3 Adults	€31.79	€73.23	€108.42	€187.72	€95.16
3 Adults 1 Child	€27.22	€70.70	€108.60	€177.46	€95.16
4 Adults	€52.84	€96.32	€134.22	€203.08	€120.78

Bills for each category are quarterly and are calculated based on the average consumption for each category

In any Billing Period where a metered Customer must be billed based upon an estimate of their consumption, Irish Water will apply one of the below measures in the following order of preference to derive applicable charges:

- Base charges on the metered Customer's consumption for the equivalent Billing Period in the previous year; or
- Base charges on the metered Customer's consumption for the previous Billing Period; or
- Base charges on an assessment of the Customer's consumption using number of occupants i.e. use Irish Water's unmetered charge methodology as basis (please see section 3.3.2 for further details).

3.3.2 Unmetered Charges

If the Customer Premises does not have a water meter installed, the above unit charges will be applied to an assessment of consumption, less any applicable Water Allowances, to derive the charge per Billing Period. This assessment is based on the number of occupants, a factor shown to correlate strongly with water consumption. Irish Water has carried out a sample of its metered population to capture data on averages, ranges and variability of consumption by house occupancy using meter read data taken from a representative sample of customers. The survey data informed demand assumptions to aid the development of assessed tariffs for unmetered Domestic Customers and provides confidence that the assessment of unmetered Customers' water consumption in different categories is appropriate relative to metered Customers in the same categories.

Unmetered domestic charges applicable from 1st October 2014 are based upon an assessment of consumption using household occupancy, as follows:

Table 3.4 Assessed consumption for unmetered Domestic Premises

Assessed consumption per unmetered Premises (quarterly and annual) (rounded to .1)		
No. of occupants per Premises	m³ per quarter	m³ Annual
1 occupant	16.5	66
2 occupants	21.8	87
3 occupants	27	108
4 occupants	32.3	129
5 occupants	37.5	150
6 occupants	42.8	171

Note:

1. Assessed consumption set out in Table 3.4 is gross, i.e. before deduction of Government Water Allowances. Applying applicable Water Allowances will reduce the amount billed.
2. During the current charging period Irish Water will review the consumption assumptions underpinning the unmetered charges when more data on consumption patterns become available.
3. Customers may request Irish Water to change their occupancy status at any time. Irish Water will facilitate that request subject to the change in occupancy being for a period greater than 90 days.
4. If the change in occupancy is from 1 to 0 occupants, the Premises will move to the minimum charge for Premises not permanently occupied (see section 3.8).
5. If an unmetered Customer declares a change in occupancy status prior to the end of a Billing Period, that Customer will be charged at the revised occupancy level pro-rated from the date of notification of change of occupancy status.
6. Customers must notify Irish Water in advance of a change in occupancy. If the customer does not notify Irish Water in advance the change in occupancy will take effect from the date of notification.
7. For each additional occupant an annual incremental consumption of 21 m³ will be applied.

Table 3.5 below sets out the quarterly unmetered charge for a sample of household types.

Table 3.5 Sample Range of Quarterly unmetered charges (consumption rounded to .1)

Occupancy status	Gross Assessed Consumption	Net Assessed Consumption	Quarterly Water Supply Charge	Quarterly Wastewater Charge	Combined Quarterly Charge
	m ³	m ³	€	€	€
1 adult	16.5	9.0	€21.96	€21.96	€43.92
1 adult 1 child	21.8	9.0	€21.96	€21.96	€43.92
2 adults	21.8	14.3	€34.77	€34.77	€69.54
2 adults 1 child	27.0	14.3	€34.77	€34.77	€69.54
2 adults 2 children	32.3	14.3	€34.77	€34.77	€69.54
2 adults 3 children	37.5	14.3	€34.77	€34.77	€69.54
3 adults	27.0	19.5	€47.58	€47.58	€95.16
4 adults	32.3	24.8	€60.39	€60.39	€120.78
5 adults	37.5	30.0	€73.20	€73.20	€146.40

3.4 Default unmetered charge

Irish Water will contact all Domestic Customers in 2014 to validate¹⁵ information for each Customer pertaining to their household occupancy status, Water Service Use and Water Service Type. The response from each unmetered Customer will determine their classification for tariff billing purposes and will facilitate Irish Water in applying any applicable Water Allowances. If a Customer does not validate their information Irish Water will assign a default charge based upon the assessed consumption level for 2 occupants¹⁶ (see Table 3.4).

Notes:

1. Customers should respond to the Customer Application Campaign but may also contact Irish Water at any time to validate their household occupancy status, Water Service Use and Water Service Type.
2. Customers on the default unmetered charge will be assumed ineligible to receive Water Allowances. The application of Water Allowances is contingent upon Customers registering their details with Irish Water (see section 3.5)
3. Once Customers validate their Customer details, Irish Water will move the Customer from the default charge to the relevant unmetered charge in accordance with their assessed consumption net of any entitled Water Allowances.

3.5 Household and Child Water Allowances

In accordance with the Government's 2014 Water Charges Policy Direction to the CER¹⁷, Domestic Customers will be able to avail of a Water Allowance per household and a children's Water Allowance to cover the normal consumption of water supplied and Wastewater treated per child. Both allowances are applied with respect to a Customer's Principal Residence in Ireland. The Government

¹⁵ A Customer Application Campaign is underway with three main channels – postal form, telephone and internet.

¹⁶ Basis of assumption is Census 2011 for average occupancy per household (rounded down to 2 persons) and a general assumption for both Water Supply and Wastewater for Water Service Type.

¹⁷ [Water Charges Policy Direction 2014](#) 2nd July 2014

direction estimated normal per child consumption to be 38,000 litres per annum, but advised that this would be verified through actual consumption data from metering.

Irish Water carried out a survey of its metered population to capture data on consumption by house occupancy using meter read data taken from a representative sample of Customers. Analysis of the initial metered data estimates normal per child consumption to be in the order of 21 metres cubed per annum. Irish Water will review this estimate when a more robust period of metered data is available.

The following Water Allowances apply for Domestic Customers:

Table 3.6 Domestic Water Allowances

Irish Water Domestic Customer	Annual Water Allowance Consumption	
	Annual m ³	Annual litres
Water Allowance per service per household (primary residence only)	30	30,000
Water Allowance per service per child (primary residence only)	21	21,000

If a meter has been installed at a Customer Premises, the water charge will be based on metered consumption less any applicable Water Allowances. Unmetered Customers will be charged on their relevant level of assessed consumption (set out in Table 3.4) less any applicable Water Allowances. As an example Table 3.7 sets out the annual unmetered charge for three specific combinations of Water Allowances for, as follows:

- A Premises comprising 1 adult in receipt of the household Water Allowance
 - 1 occupant assessed consumption (66 m³) minus household Water Allowance (30m³) = Billable consumption (36m³). Apply unit rate (€2.44) per service.
- A Premises comprising 2 adults in receipt of the household Water Allowance
 - 2 occupant assessed consumption (87 m³) minus household Water Allowance (30m³) = Billable consumption (57m³). Apply unit rate (€2.44) per service.
- A Premises comprising 2 adults and 2 children in receipt of the household Water Allowance and the children's Water Allowance for each child
 - 4 occupant assessed consumption (129m³) minus household Water Allowance (30m³) minus per child Water Allowance (21m³ x 2) = Billable consumption (57m³). Apply unit rate (€2.44) per service.

Table 3.7 Sample annual domestic unmetered water charges net of Water Allowances

Occupancy status	Gross Assessed Consumption m³	Net Assessed Consumption m³	Annual Water Supply Charge €	Annual Wastewater Charge €	Combined Annual Charge €
1 adult	66	36	€87.84	€87.84	€175.68
2 adults	87	57	€139.08	€139.08	€278.16
2 adults and 2 children	129	57	€139.08	€139.08	€278.16

Notes

1. Water Allowances shall only apply to those Domestic Premises connected directly or indirectly¹⁸ to Irish Water's Water Supply and/or Wastewater networks which serve a Registered Occupier's Principal Residence.
2. The household Water Allowance will be granted to the Registered Occupier for the purpose of Water Supply and/or Wastewater Services.
3. Where the Registered Occupier moves their Principal Residence, Irish Water will ensure that all entitled Water Allowances continue to be applied.
4. The Registered Occupier qualifies for the children's Water Allowance¹⁹ for each child that normally resides in the premise and is:
 - Under 16 years of age; or
 - Aged 16 or 17 and either in full-time education or incapable of self-support by reason of long-term physical or mental disability; and
 - Ordinarily resident in the State; and
 - Not detained in a reformatory, industrial school or in legal custody.
5. The children's Water Allowance will only apply to the address at which the child is registered for the purposes of receiving child benefit, unless the Registered Occupier provides approval to transfer.
6. Customers must apply for their Water Allowance either by responding to Irish Water's Customer Validation Campaign or by contacting Irish Water directly. In order to claim Water Allowances, a PPSN for the Registered Occupier and any relevant children will be required.
7. The application of Water Allowances will be contingent upon customer's registering their information.
8. Customers must apply for Water Allowances to establish their entitlement from the date of their application. This facilitates Irish Water in recouping the cost of the Water Allowances from the Exchequer.
9. For Customers who register their information prior to the conclusion of the Customer Application Campaign, any relevant Water Allowances will be backdated to 1st October 2014.

¹⁸ Indirectly refers to a scenario where, for example, a local authority is not responsible for the upkeep of infrastructure within a development but the water / wastewater services nonetheless connect into Irish Water's network.

¹⁹ Eligibility is consistent with the rules as defined by the Department of Social Protection for purposes of child benefit <http://www.welfare.ie/en/Pages/Child-Benefit.aspx>

10. For Customers who contact Irish Water to register their details post conclusion of the Customer Application Campaign, any relevant Water Allowances will be backdated 60 days prior to the date of registration.
11. The reasonable application of this process will be monitored by the CER.
12. Irish Water may carry out audits to ensure accurate Water Allowance claims.
13. The Water Allowances shall be applied on a daily basis.
14. The Water Allowance year is defined as a rolling year commencing from 1st October 2014 or from the date a Customer registers their entitlement to Water Allowances, whichever is the later.
15. Annual Water Allowances can be carried over between billing periods but not beyond the annual period.
16. For the first year, the carry over calculation will occur, and any applicable allowance credits applied to consumption, at the end of the first annual period i.e. by 30th September 2015. From 1st October 2015, Water Allowance units not used within one Billing Period will be carried over to the next Billing Period within the annual period.
17. If the Customer has not fully consumed entitled annual Water Allowance units in the period 1st October 2014 to 30th September 2015, then any quarterly over payment will be credited to the relevant Customer's bill prior to 1st October 2015.
18. As per the Government's 2014 Water Charges Policy Direction to the CER, Water Allowances will apply for Domestic Customers who pay their charges in a timely manner. Water Allowances will therefore apply to Customers who adhere to Irish Water's payment terms, payment arrangements plans or dunning process²⁰ as the case may be.

3.6 Capped charges

3.6.1 Transition from unmetered to metered charges

All metered Customers' charges will be capped at the equivalent unmetered charge for an initial period of 9 months. The cap will apply from the start date of the next Billing Period after installation of the meter. Customers who have a meter installed on or before 1st October 2014 will have their bills capped at their equivalent unmetered charge for a period of 9 months starting on 1st October 2014.

3.6.2 Leakage

If a Customer's Premises is identified as having a potential leak under the First Fix Scheme²¹ the Customer's bill will be capped at the equivalent unmetered charge for the period until²²:

- the cause is identified as normal usage;
- a leak is located and fixed as part of Irish Water's First Fix Scheme;
- a leak is identified as being inside the Customer's Premises; or
- the Customer is removed from the First Fix Scheme for not participating in the scheme or agreeing to the Terms and Conditions.

Where a leak has been identified as being inside a customer's premises the cap will be removed one full Billing Period after this.

²⁰ The Dunning process refers to the collections process, whereby the utility communicates with customers who have fallen behind in paying their bills. The degree of dunning that a utility may resort to depends on several factors, including the amount of the debt and the length of time for which the payment is overdue.

²¹ The process for identifying potential leaks will be set out under Irish Water's 'First Fix Scheme' which will be consulted on by CER shortly.

²² These conditions must be approved by the CER following its First Fix Scheme consultation.

3.6.3 Essential Medical Use

If a customer has a medical condition consistently requiring the use of additional water they may declare this in their application to Irish Water for their Water Allowances. A subsequent application form for the Essential Medical Use Register will be made available on request.

At present there is no requirement for the Customer to state the medical condition giving rise to the need for additional water on the application form i.e. there is no list of qualifying medical conditions. However in applying for this protection the Customer will be advised that Irish Water may seek evidence of their medical condition (medical certificate or similar) and that Irish Water may investigate instances of high usage to determine if there is other water use (e.g. non-domestic) or leakage at the property. Customers may be liable for water charges retrospectively if it is proved that no such medical condition exists.

The approach for dealing with customers with medical conditions requiring additional water will be reviewed after 12 months.

3.7 Rebates

If a Customer's water charge reduces upon installation of a meter, that Customer may be due a rebate for the period of time that the Customer was liable for the unmetered charge. The following conditions will apply:

Notes:

1. The Customer must be subject to unmetered charges for at least 3 months and subsequently subject to metered charges for at least 3 months to qualify for a rebate:
 - Ordinarily a period of 6 months metered consumption is required before a rebate assessment is made; however
 - In the specific circumstance where a Registered Occupier moves out a period of 3 months of metered consumption will suffice to make a rebate assessment.
2. Unmetered Customers who fail to validate their occupancy details and remain on the default unmetered charge (see section 3.4) will not qualify for a rebate.
3. Irish Water will apply the rebate as a credit to each applicable Customer's account on the first bill once the assessment is complete
4. Irish Water will apply any entitled rebate as a once off credit from July 2015 onwards.

3.8 Minimum charge for Premises not permanently occupied

For Domestic Premises not permanently occupied, a Minimum Charge for Water Supply and for Wastewater shall apply per service.

Table 3.8 Minimum charge for Domestic Premises not permanently occupied

Minimum Charge	€ per quarter	€ annual
Water Supply charge	€15.63	€62.50
Wastewater charge	€15.63	€62.50
Combined Charge	€31.25	€125

Note:

1. This Minimum Charge applies to Premises that are metered or unmetered.

3.9 Discounts for water not fit for human consumption

Irish Water's is focused on providing water that is fit for human consumption and our goal is to provide this service uniformly across the country. Where this level of service is compromised and water is deemed unfit for human consumption, Irish Water will provide a tariff discount in certain situations. Specifically, water quality related discounts will apply in the following instances:

- Where a Boil Water Notice is issued meaning it is essential for Customers to boil all water used in the preparation of food and for direct consumption;
- Where a Drinking Water Restriction Notice is served on an Occupier advising the occupants not to use the water for drinking or food preparation.

Given that Boil Water and Drinking Water Restriction Notices imply that water is unfit for human consumption, Irish Water considers that Domestic Customers subject to such notices should qualify for a tariff discount (subject to certain qualifications set out below).

For Domestic Customers we will apply a discount of 100% of the Water Services charge (Table 3.9).

Table 3.9 Tariff discounts for Domestic Customers on Boil Water or Drinking Water Restriction Notices

Billing status	Water Supply Unit Charge	Wastewater Unit Charge
Domestic Metered and Unmetered Customers	100% discount	No discount on Wastewater charge

Notes:

1. Domestic Customers qualifying for a discount will be subject to a discount for the Water Supply component of their bill only.
2. Discounts will only apply if a Boil Water/Drinking Water Restriction Notice is in place for greater than 24 hours (subject to note 4 below).
3. For Boil Water/Drinking Water Restriction Notices greater than 24 hours, a full day's discount will be applied to each subsequent day for which a notice is in place.
4. Discounts will not be provided for force majeure events.
5. Where possible, Irish Water will automatically apply the discount as a credit to each applicable Domestic Customer's account. If a Customer is in receipt of a Boil Water/Drinking Water Restriction Notice but does not receive their applicable credit, that Customer should request their credit from Irish Water as follows:

Customer Helpline 1890 278 278
Postal Address Irish Water, PO Box 860, South City Delivery Office, Cork City
Website: www.water.ie
Twitter: @IrishWater

3.10 Domestic water charges duration

In accordance with the Government's Water Charges Policy Direction 2014, domestic water charges are to be fixed to the end of Irish Water's interim regulatory cycle. The interim regulatory cycle will run from 1st October 2014 to 31st December 2016.

The CER has confirmed that the duration for domestic charges in this Water Charges Plan is 1st October 2014 to 31st December 2016.

4 Non-domestic Water Supply and Wastewater charges

Since 1st January 2014, Irish Water has had responsibility for charging Non-Domestic Customers. Consistent with legislation and following a review of the non-domestic data available to Irish Water, and considering its ability to implement a tariff decision in time for 1st January 2014, Irish Water decided to retain charges for Non-Domestic Customers on the same basis as charged by the Local Authorities on 31st December 2013. Local Authorities have continued to bill Non-Domestic Customers on this basis on behalf of Irish Water since the transfer of functions to Irish Water. Irish Water will start to bill Non-Domestic Customers on a phased basis as they are migrated onto Irish Water's centralised billing system. This migration is expected to commence in Q4 2014.

In the interim period, Irish Water will maintain non-domestic tariffs in accordance with the structures and arrangements applicable prior to 1st January 2014 until at least the end of 2015 and ultimately until an enduring tariff framework is in place. Each Non-Domestic Customer will be charged in line with arrangements currently in place in their Local Authority area until the end of 2015. Current payment options and terms will also remain unchanged²³. For ease of reference, we have set out a comprehensive listing of the current non-domestic charges for each Local Authority area on our website.

In the interim period from 1st October 2014 until an enduring tariff framework is in place, Irish Water will include a provision in all new contracts entered into Non-Domestic Customers reflecting that tariffs are liable to change in line with the CER's approval of an enduring tariff framework.

There are 2 specific elements of the current non-domestic tariff arrangements which will change from 1st October 2014, section 4.1 refers to revised arrangements for Mixed Use Customers and 4.2 refers to revised arrangements for Non-Domestic Customers subject to a Boil Water or Drinking Water Restriction Notice.

4.1 Mixed use Customers

Customers that use Water Services for both domestic and non-domestic uses are termed Mixed Use Customers. From 1st October 2014 these Customers are liable to pay charges for the domestic component of their consumption. They will be charged for their domestic and non-domestic use as follows.

The *domestic component* of their consumption will be charged at the domestic unmetered charge, regardless of whether there is a meter or not, i.e. a Mixed Use Premises domestic consumption will be based on the number of people living in the home. The household and children's Water Allowances will be applied subject to the qualifying conditions set out in Section 3.5 (see notes 1-15).

The *non-domestic component* of their consumption will continue to be charged as per current non domestic tariff arrangements i.e.:

1. For metered Customers the volume to be charged at the non-domestic rate will continue to be the metered volume in excess of the current Local Authority Domestic Allowance.
2. For unmetered Customers the amount to be charged will continue to be the Local Authority assessed charge less the value of the Local Authority Domestic Allowance.

Current Local Authority Standing Charges and unit rates still apply to the non -domestic consumption.

Mixed use Customers will be billed separately for their domestic and non-domestic Water Services and will have a separate account number for each.

²³ Unless a Non-Domestic Customer upon migration onto Irish Water's billing system requests to move onto our general payment terms as set out in section 7

Notes:

1. A rebate option will be made available for Mixed Use Customers at the end of the annual period commencing 1st October 2014. If a Mixed Use Customer requests a rebate, a rebate will be applied if investigation deems that the following conditions apply:
 - A. The consumption attributed to the Mixed Use Customer's domestic unmetered charge is in excess of the annual Local Authority Domestic Allowance attributed to their non-domestic charge. A rebate will be calculated based on the excess consumption and the applicable domestic unit rates; or
 - B. Irish Water's review of total metered consumption for the annual period reveals that the Mixed Use Customer's overall consumption is lower than the consumption attributed to their domestic unmetered charge. A rebate will be calculated based on the difference and the applicable domestic unit rates; and
 - C. Mixed Use Customers impacted under A and B above will have any entitled annual rebate applied as a credit to their domestic water charge post migration of Non-Domestic Customers to Irish Water's billing system or earlier if feasible.
2. Where a Mixed Use Customer receives Water Supply from the Water Main as a secondary source of supply²⁴ only, the customer will not be liable for domestic Water Supply charges if the following conditions are met:
 - Customers must indicate²⁵ to Irish Water that they receive their Water Supply primarily from a private well;
 - Irish Water considers a Mixed Use Customer as using the public Water Main as a secondary source of Water Supply if that Customer is connected to both the public Water Main and a private well and that customer's total metered consumption is less than the sum of Customer's entitled Water Allowances annually;
 - Irish Water will review historical metered consumption once data is available to us post migration of Non-Domestic Customers onto Irish Water's billing system and where the relevant threshold is exceeded, unmetered charges may be applied retrospectively. Where a customer no longer uses the public Water Main as a secondary source of supply normal unmetered charging for domestic consumption will apply.

4.2 Discounts for water not fit for human consumption

Irish Water's focus is to provide water fit for human consumption and our goal is to provide this service uniformly across the country. Where this level of service is compromised and water is deemed unfit for human consumption, we will provide a tariff discount in certain situations. Specifically, water quality related discounts will apply for Non-Domestic Customers in the following instances:

- Where a Boil Water Notice is issued meaning it is essential for Non-Domestic Customers to boil all water used in the preparation of food and for direct consumption;
- Where a Drinking Water Restriction Notice is served on an Occupier advising the occupants not to use the water for drinking or food preparation.

Given that Boil Water and Drinking Water Restriction Notices imply that water is unfit for human consumption, Irish Water considers that Non-Domestic Customers subject to such notices should qualify for a tariff discount (subject to certain qualifications set out below).

²⁴ Irish Water considers a Mixed Use Customer uses the public Water Main as a secondary source of Water Supply if that Customer is connected to both the public Water Main and a private well and that customer's total metered consumption is less than any entitled Water Allowances

²⁵ Mixed use Customers can indicate to Irish Water that they receive water from the public Water Main and a private well by confirming this on the Customer Application Campaign response form or by contacting Irish Water directly

For Non-Domestic Customers on Boil Water or Drinking Water Restriction Notices, Irish Water will apply a discount of 40% of the Water Supply Volumetric Charge.

Table 4.1 Tariff discounts for Non-Domestic Customers on Boil Water or Drinking Water Restriction Notices

Billing status	Water Supply Volumetric Charge	Wastewater Service Volumetric Charge
Non-Domestic Metered and Unmetered Customers	40% discount	No discount on Wastewater service charge

Notes:

1. Irish Water reserves the right to apply a lower discount to those Non-Domestic Customers we consider to be Large Water Users. Some large Non-Domestic Customers typically use a large portion of water for industrial process purposes rather than for human consumption. Irish Water will assess the appropriate tariff discount for such Non-Domestic Customers on a case by case basis:
 - A. Non-domestic customers whose annual consumption is less than 50,000 m³ will always have a 40% discount applied;
 - B. Irish Water reserves the right to apply a **lower** discount to Non-Domestic Customers qualifying as Large Water Users if specifically approved by the CER. Some non-domestic Large Water Users typically consume a large portion of water for industrial process purposes rather than consumption intended for human consumption, and it is only in the event of such circumstances that we intend applying to the CER for a lower discount on a case by case basis. The general approach to dealing with such Customers will be developed and agreed with the CER. The level of discount proposed will be in proportion to water intended for human consumption in each case; and
 - C. 40% is the maximum discount applicable to a Non-Domestic Customer in receipt of a Boil Water or Drinking Water Restriction Notice.
2. Tariff discounts for Non-Domestic Customers will apply from 1st October 2014;
3. Non-Domestic Customers qualifying for a discount will be subject to a discount for the Water Supply component of their bill only.
4. Discounts will only apply if a Boil Water/Drinking Water Drinking Restriction Notice is in place for greater than 24 hours (subject to note 6 below).
5. For Boil Water/Drinking Water Restriction Notices greater than 24 hours, a full day's discount will be applied to each subsequent day for which a notice is in place.
6. Discounts will not be provided for force majeure events.
7. In circumstances where Non-Domestic Customers have not yet migrated to Irish Water's billing system, any applicable discount will be applied retrospectively post migration or earlier if feasible.
8. Once a Non-Domestic Customer migrates to our billing system, Irish Water will automatically apply the discount as a credit to each applicable Non-Domestic Customer's account. If a customer is in receipt of a Boil Water/Drinking Water Restriction Notice but do not receive their applicable credit, that customer can request their credit from Irish Water as follows:

Customer Helpline	1890 278 278
Postal Address	Irish Water, PO Box 860, South City Delivery Office, Cork City

Website:	www.water.ie
Twitter:	@IrishWater

5 Public group water schemes

There are separate funding and regulatory regimes in place for the group water sector, which govern, inter alia, the customer relations within the group water scheme, and the level of charges for individual customers. However, group water schemes which are connected to the public Water Main, purchase water in bulk from Irish Water (for onward supply to their customers) and so are a particular class of Non-Domestic Customer of Irish Water. Irish Water will maintain tariffs in accordance with the structures and arrangements applicable prior to 1st January 2014 until at least the end of 2015 and ultimately until an enduring tariff framework is in place.

6 New connections

Charges apply for the Connection (or re-Connection, or amendment to a Connection in the case of a redevelopment (or similar)) of a Customer Premises. Since assuming responsibility for water and Wastewater Connection charging on 1 January 2014, Irish Water has continued to implement the Connection charging policies and related charges applied by each Local Authority prior to this date.

The CER has signalled²⁶ its intention to undertake a consultation on a new Connection charging policy for Customers wishing to connect to the Irish Water network in quarter 4 2014. Until conclusion of the consultation process, Irish Water will continue to impose Connection charges on Customers who require a Connection (or re-Connection, or amendment to a Connection in the case of a redevelopment (or similar)) at the rates applied by Local Authorities as at 31st December 2013 for new Connections, including an amount equivalent to the water and Wastewater related development levies which the Local Authorities were formerly entitled to charge. Such Connection charges shall apply during the interim period, until such time as the enduring Connection charging policy is in place. Such Connection charges, including the relevant development levies, which will be applied by Irish Water during the interim period are published on the respective Local Authority websites.

Irish Water considered it necessary to develop interim General Conditions for a Water and Wastewater Connection Agreement, [pro forma] agreements and an interim financial security policy. The CER has advised that it will undertake a consultation on these documents in October 2014. The resulting, approved documents will endure unless they require revision in the context of subsequent consultation regarding new Connection charging policy. In the period from 1st October 2014 to the approval of such interim arrangements, Irish Water has advised the CER that it will use these documents, by default, where there is no financial security policy or contractual agreement documentation currently in place by the local authority.

²⁶ [Water Connection Charging Policy Information Note CER 14 109](#)

7 Additional services²⁷

Additional charges will apply where Irish Water provides Additional Services at the request of Customers. Notwithstanding certain exceptions²⁸, Irish Water will retain Additional Services and charges for Non-Domestic Customers as applied by the Local Authorities on 31st December 2013²⁹. The charges that apply for Customers for Additional Services carried out by Irish Water are set out in Table 7.1.

Table 7.1 Charges for Additional Services

Service	Charge
Site visit/Investigation – Standard hours	€188 for the first hour on site plus €94 per hour thereafter
Site visit/Investigation – Out of Standard hours	€282 for the first hour on site plus €141 per hour thereafter
Site Visit/Investigation - requiring Additional Services	Reasonable rates and costs incurred
Special meter read provision	€17 (conditions apply)
Pressure testing	€220 or actual reasonable rates and costs incurred
Meter testing	Reasonable rates and costs incurred

As Irish Water becomes more established we may amend, increase or decrease the amount of Additional Services and/or the charge applied therein, with the express agreement of the CER.

We have provided an overview of each Additional Service provided below:

a) Site Visit/Site Investigation

A site visit results from any Customer request for Irish Water to review blockages, leaks, quote for non-standard works within either (i) the Customer's Premises, or (ii) the Premises of another person if there is a risk to human health or the environment or if there is a nuisance through odours from that other person's Premises.

b) Special Meter Read

A special meter read will be conducted if the Customer has requested a meter read to be undertaken outside of the normal meter reading schedule.

c) Pressure Testing

Should a Customer request a pressure test, Irish Water will arrange the pressure test and a "testing fee" will be allocated plus any additional fees associated. The pressure testing fee" charge is in addition to the Site Visit Charge.

d) Meter Testing

If a Customer believes that their water meter is not registering accurately, Irish Water will arrange to have it tested. If the meter is within the accepted Irish Water tolerances, a "testing fee" will be

²⁷ Note these charges will be subject to a further consultation by the CER. If these charges change the Customer will be rebated the difference.

²⁸ The Additional Service Charges set out in table 7.1 are primarily intended for Domestic Customers. However Irish Water reserve the right to extend their applicability to Non-Domestic Customers in instances where a Non-Domestic Customer requests an Additional Service to be carried out which was not provided for by the relevant Local Authority prior to 31st December 2013

²⁹ For example, in accordance with Cavan County Manager's Order 2013 the special meter charge for Non-Domestic Customers in Cavan will remain at €55 and in accordance with Fingal County Manager's Order 2013 the water pressure and flow test charge for Non-Domestic Customers in Fingal will remain at €250

allocated plus any additional fees associated. If the meter is not accurate to within such tolerances, the Customer will not be charged.

Notes

1. The "Site Visit / Investigation" Charge would apply for the initial site investigation and/or standard activities;
2. Irish Water will only apply charges to the Customer for actual work done;
3. Where a site visit/investigation indicates that the issue investigated is the responsibility of Irish Water (e.g. water quality is outside normal parameters, water pressure issue is on Irish Water side of boundary, etc.), the issue will be addressed by Irish Water. **A site visit charge will not be applied;**
4. Where a site visit/investigation indicates that the issue investigated is the responsibility of the Customer (e.g. broken pipe inside the Customer's side of boundary, leakage on Customer side of boundary, improper fittings, etc.), further action would be the responsibility of the Customer. **The site visit charge will be applied;**
5. Standard hours are Monday to Friday 9.00 – 17.00. Some works may have to be conducted outside these hours and are detailed as out-of-standard-hours and charged accordingly;
6. All charges are inclusive of travel, labour, materials and all associated administrative overheads;
7. For non-standard work requests, which involve additional work, individually assessed charges will be quoted. Any additional charges will be assessed on a case by case basis;
8. The charges set out in Table 6.1 apply to requested works;
9. Customer requested visits or works shall be conducted on a pre-payment basis or (at Irish Water's discretion) billed as a line item on the Customer's invoice; and
10. Customer requested visits or works shall only be appointed and scheduled post receipt of payment.

8 Domestic payment options

Once a bill has been received there are a number of payment options to choose from. These are summarised below. Irish Water may amend the payment options it offers to Customers from time to time and this will be communicated to Customers via their bill in accordance with the billing Code of Practice.

Table 8.1 Payment Options

<i>Payment Option</i>		<i>Description</i>
1	Direct Debit	You can complete and return the Direct Debit form at the back of your bill. Alternatively, if you register for online account management, you can sign up to Direct Debit at <i>www.water.ie</i> .
2	Cheque	You can pay by cheque either in full or by instalments. Please make your cheque payable to Irish Water. Send your cheque, together with your completed bank giro credit transfer slip attached to the bottom of your bill to <i>Irish Water, PO Box 860, South City Delivery Office, Cork City</i> .
3	Over the Counter (OTC)	<p>You can pay by cash at any retail outlet where you see the <i>paypoint</i> or <i>payzone</i> sign or any <i>post office</i> . You can pay your bill in full or make a part payment to a minimum of €10.</p> <p>Hand your bill with your cash to the assistant who will process your payment. You will receive a printed receipt as proof of payment. This option allows for instant payment on your terms and for more regular payments in turn assisting budgeting. Please ensure to bring your bill with you.</p>
4	Credit/ Debit cards	<p>We accept debit and credit card payments by telephone at <i>1890 278278</i>. All you need to do is quote your card details and WPRN and we will do the rest.</p> <p>We also accept debit and credit card payment online at <i>www.water.ie</i> .</p>
5	Electronic Funds Transfer (EFT)	You can pay by <i>EFT</i> either in full or by instalments. You must contact Irish Water for our bank details to get started. It is imperative that you use your WPRN as a reference number to enable us to efficiently allocate the funds to your account.

8.1 Payment terms

Irish Water's general payment terms³⁰ are 14 days from the date of issue on the bill, or immediately, if the bill is in arrears. In certain circumstances Irish Water acknowledges it may be appropriate to extend payment terms for some customers, for example in cases of a longer than usual billing period.

³⁰ Current non-domestic payment terms as applied by a Customer's relevant Local Authority on 31st December 2014 will remain in place until the end of 2015 unless a Customer requests to move onto Irish Water's general payment terms upon migration onto our billing system

In these cases the extended payment terms will be agreed with the CER. Irish Water intends to offer the facility for Customers to pay on a monthly basis allowing Customers to spread costs as evenly as possible throughout the year.

9 Customer assistance

We understand that some Customers may experience difficulties paying their water bill, and we want to help. Customers should contact us via the below contact details. A Customer should have their WPRN number to hand when contacting Irish Water. This is to allow for quicker and more efficient processing of queries.

Irish Water

Customer Helpline 1890 278 278
Postal Address Irish Water, PO Box 860, South City Delivery Office, Cork City
Website: www.water.ie
Twitter: @IrishWater

This water charges plan is subject to approval by the CER. The CER is the economic regulator of the water industry in Ireland, approving the level of Water Services charges that Irish Water can apply to our Customers. The CER can be contacted on:

The Commission for Energy Regulation, The Exchange, Belgard Square North, Tallaght, Dublin 24

Telephone: 01 4000 800

Email: info@cer.ie

<http://www.cer.ie/>

If Customers would like advice or support on money management and debt, they can contact the MABS Helpline:

Money Advice and Budgeting Service (MABS)

Helpline: 0761 07 2000 (Monday to Friday 9am to 8pm)

www.mabs.ie

Email: helpline@mabs.ie

9.1 Customer complaints

Customers who wish to make a complaint about any aspect of Irish Water's services should contact

Customer Helpline 1890 278 278
Postal Address Irish Water, PO Box 860, South City Delivery Office, Cork City
Website: www.water.ie
Twitter: @IrishWater