

Minutes of the WAB Meeting

Friday 5 April 2019 10.30am

Venue: Withdrawing Room, Custom House, Dublin 1

Attended by:

Chairperson Paul McGowan

Members Sharon Kennedy

Miriam McDonald

Darragh Page

Martin Sisk

Secretariat Lisa Clifford

Neill Dalton

Ken Doyle

Irish Water Attending for part of item 5.

Brendan Murphy, Ervia Commercial & Regulatory Director

Angela Costello, Irish Water Head of Human Resources

Michael O'Leary, Acting Irish Water General Manager

Eamon Gallen, Acting Irish Water Managing Director

1. Minutes of last meetings and matters arising

The minutes of the meeting held on 1 March 2019 were presented and agreed by the members.

2. Declaration of any conflicts of interest

There were no declarations of conflicts of interest from the members.

3. Mockup of 1st WAB report

The Secretariat presented a mockup of the first WAB report to the Board. The Board requested that the mockup be revised to include the following:

- An introduction section to the report and background to WAB, between Part 1 and Part 2;
- A revision of the text for indicator 8 to include the words "drinking water";
- The EPA are to revert with an amended text for indicator 10 to signify that the indicator will measure compliance with Urban Waste Water Licenses under the Urban Waste Water Treatment Directive;

- Some minor text changes to the Executive Summary.

It was agreed that the report should be written for a general public audience using the most accessible language and limiting the use of any acronyms. All indicators will contain an explanation of what the indicator is to measure, why it is important, the status and source of the metric. The Secretariat will draft a revised mock up with the changes requested by the Board and engage with appropriate Board members to begin drafting text on individual metrics.

At the next meeting the WAB will discuss the EPA's Urban Waste Water Report and the forthcoming Capex Monitoring Report from the CRU and how these will be incorporated into the WAB's first report.

4. Customer Service Statistics published by Irish Water

The Secretariat provided a summary of publicly available information on Irish Water's customer service statistics, and procurement, remuneration and staffing policies. The Board had a discussion on how Irish Water performance in these areas can be measured against comparable entities such as Northern Ireland Water and Scottish Water. It was agreed that a decision on how to move this forward would be made following the publication of the CRU's Revenue Control 3 consultation; this paper will contain relevant data enabling the WAB to consider its next steps.

5. Meeting with Irish Water

A delegation from Irish Water attended at the request of the WAB and made a presentation (appended to the minute) to the Board on the work undertaken by Irish Water to date. Following the presentation by Irish Water, and a discussion by the Board, it was agreed that a number of clarifications would be sought from Irish Water:

- A detailed breakdown on how the pay model is working in practice, detailing how many staff at each level fit into the three categories and the level of experience of the staff in each category;
- What procurement procedures are in place;
- How specifically are Irish Water putting the customer at the centre of the business; the presentation from Irish Water did not provided details on how they are viewed by customers; and
- How customer service satisfaction targets were arrived at.

Next Meeting

The date and time of the next meeting was agreed as 7 May 2019, Conference Room, Custom House, Dublin 1 at 10:30am.