

Water Advisory Body publishes Quarterly Report No. 3 of 2020

- Concerns continue about Irish Water's ability to meet key metrics -

Dublin, Ireland – January 2021: In its latest report, the Water Advisory Body (WAB) has tasked Irish Water with putting in place an action plan for each of the 51 water supplies that remain on the Remedial Action List, as identified by Environmental Protection Agency. WAB is also concerned with the lack of progress by Irish Water during 2020 to replace lead connections, with little progress made.

Established in June 2018, the purpose of the WAB is to advise the Minister for Housing, Local Government and Heritage on measures needed to improve the transparency and accountability of Irish Water. WAB is also required to report on a quarterly basis to an Oireachtas Committee on the performance by Irish Water in the implementation of its Strategic Funding Plan.

Chairperson of The Water Advisory Body, Paul McGowan, noted: *“Evaluating Irish Water’s performance against key metrics, the WAB has certain concerns including the number of water supplies that remain on the EPA’s Remedial Action List and the lack of progress by Irish Water during 2020 to replace lead connections. However, we welcome Irish Water’s improved performance against all four ‘ease of contact’ metrics in 2019 when compared to 2018 and that Irish Water has demonstrated good performance against the complaints resolution metric in 2019”*.

Some of the key findings in the report include:

- ✓ **Remedial Action List (Water)** - An action plan to remediate each of the drinking water supplies that are currently included on the EPA’s Remedial Action List is required.
- ✓ **Lead service connections replaced** - WAB is concerned about the lack of progress by Irish Water during 2020 to replace lead connections.
- ✓ **Boil Water Notices** - Over the last seven quarters, the vast majority of those on boil water notices were affected for more than 30 days.
- ✓ **Ease of Contact** - The WAB welcomes Irish Water’s improved performance against all four ‘ease of contact’ metrics in 2019 when compared to 2018. The WAB expects Irish Water to continue to improve its performance.
- ✓ **Irish Water Customer Complaints Management** - Irish Water has demonstrated good performance against the Customer Complaints Management metric although there was a slight drop off in 2019 in Irish Water’s response rate to complaints from non-domestic customers for which a final decision is issued within two months.
- ✓ **Urban Wastewater Treatment** - The greater Dublin area, served by Ringsend treatment plant, was one of the areas that failed mandatory standards. The Ringsend plant does not have the capacity to effectively treat all the wastewater it receives.

Chairperson of The Water Advisory Body, Paul McGowan, concluded by saying: *“It continues to be the WAB’s view that the management and improvement of the drinking and waste water infrastructure and network requires significant and sustained action, particularly in the areas of leakages, mains repairs and waste water treatment.”*

ENDS

Notes for the Editor

For further information contact Michael Moriarty at FleishmanHillard

Tel: 01 618 8419

Email: Michael.moriarty@fleishmaneuropa.com

About the WAB

The Water Advisory Body (the WAB) is an independent statutory body established under Part 7 of the Water Services Act 2017. The WAB was formally established on 1 June 2018. Irish Water's Strategic Funding Plan is a public document and available on Irish Water's website www.water.ie. Every three months the WAB prepares a report on Irish Water. This report sets out the WAB's view on how Irish Water is performing against its own Strategic Funding Plan. Each report is prepared for the Oireachtas and is published on the WAB's website. This is the third quarterly report of the WAB and covers Q3 2020. For further information on the WAB, including this and previous reports, see www.wateradvisorybody.ie