



Minutes of the Meeting of the Water Advisory Body

Tuesday 15 June 2021, 3:30pm

Venue: Remote Meeting via WebEx Video Conferencing

Attended by:

Chairperson Paul McGowan

Members Miriam McDonald Michelle Minihan
Martin Sisk Dónal Purcell

Secretariat Neill Dalton Darren Browne

Apologies: Colin Flood

1. Minutes of previous meetings

WAB Board Meeting minutes – 18 May 2021

The Board agreed the minutes of the last meeting of the WAB subject to editorial amendments.

2. Declaration of any conflict of interest

There was no declaration of any conflict of interest.

3. Discussion re IW meeting and Customer Survey tender Review

The Board held a discussion following the earlier meeting and presentation by Irish Water on the topic of previous customer service surveys completed. The Board discussed

continuing concerns around communication between Irish Water and residents impacted by water quality issues and outages.

The Board discussed the WAB's Irish Water customer survey. It was discussed that while some elements may be conducive to a national survey as a representative sample, certain elements, such as communications from Irish Water regarding Boiled Water Notices, may require a more targeted approach on which proposals are sought. The Board discussed survey costings and noted their desire to have survey outcomes that were actionable.

In order to avoid duplication of work, the Chair will circulate an internal CRU memo covering existing and proposed work in this area. The Secretariat, Chair and Miriam McDonald will meet and review tender document before circulation to the full Board for comment.

4. Progress of Report No.2 of 2021.

The Secretariat provided an update on current progress of Quarterly Report No. 2 of 2021. For Part 2 of the report, the Secretariat has received data from the CRU with further data from the EPA expected over the next few days. There has been no new data on metrics for 'Leakage', 'Mains Replacement Rates', 'Ease of Contact' and 'Customer Complaints Management'. New data has been received for the 'First Fix' metrics.

For Part 3 of the report, it was confirmed that the following topics will be included:

- First Fix Scheme
- Single Public Utility Paper
- Stage 1 Irish Water Procurement review
- National Water Resources Plan

The CRU has provided text on the First Fix Scheme. The Chair will provide further material on the Single Public Utility Paper. Michelle Minihan will provide text covering the National Water Resources Plan. Text regarding the Stage 1 Irish Water Procurement review will be drafted by both the Chair and Michelle.

Outstanding material will be received by the Secretariat by early next week with the report due to be published by mid-July.

5. Consider Report 3 of 2021

It is expected that the CRU Performance Assessment Framework decision will be published in time for comment in the Quarterly 3 report. Furthermore, a CRU decision on the implementation of the Scottish Water International recommendations may be released in time for the report. The EPA is expecting to release the Drinking Water Quality in Public Supplies report for 2020 by September which would feature in the report. A general reference to the ongoing customer survey work will also feature.

6. Confirm next three meeting dates

Forthcoming meeting dates are:

- 14 July at 2pm
- 31 August at 2pm
- 21 September at 2pm

7. Any Other Business

Meeting with the Minister:

There has been no update from the Minister's office.

Meeting with the Joint Oireachtas Chair:

There has been no update following communication with their office.

Media Enquiry:

A media enquiry from The Irish Times was received with a reply provided by Michelle Minihan.

New Secretariat Principal Officer:

The Secretariat is expecting a new Principal Officer in the next couple of weeks.

The meeting was brought to a close.

Agenda Item No:	Action	Decision
1.	Minutes of 18 May	<ul style="list-style-type: none"> • Agreed subject to Michelle editorial amendments.
3.	Customer Survey	<ul style="list-style-type: none"> • The Chair will circulate an internal CRU memo covering existing and proposed work in this area. • The Secretariat, Chair and Miriam McDonald will meet and review tender document before circulation to the full Board for comment.
4.	Q2 Report	<ul style="list-style-type: none"> • EPA to send updated metrics ASAP. • The Chair will draft SPU text • Michelle Minihan to draft text on National Water Resources Plan. • Text regarding the Stage 1 Irish Water Procurement review will be drafted by both the Chair and Michelle. • Board to return material by early week beginning 21 June • Report to published by early July
5.	Q3 Report	<ul style="list-style-type: none"> • Performance Assessment Framework decision is expected to be published in time for comment in Q3 Report. • Hopeful to have the CRU decision on the implementation of the SWI recommendations. • EPA Drinking Water Quality in Public Supplies Report 2020 is expected to be released by September and be included. • Reference to Customer Survey

	Meeting Dates	<ul style="list-style-type: none">• Agreed new meeting date for 2pm, 21 September.
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