



**Minutes of the Meeting of the Water Advisory Body  
Tuesday 31 August 2021, 2pm**

Venue: Remote Meeting via WebEx Video Conferencing

Attended by:

Chairperson Paul McGowan

Members Miriam McDonald Michelle Minihan  
Martin Sisk

Secretariat Neill Dalton Darren Browne  
Claire Gavin

Apologies: Dónal Purcell

**1. Minutes of previous meetings**

***Updated Irish Water Meeting Minutes – 15 June 2021***

Following the approval from the Irish Water attendees, the Board agreed the minutes of this meeting subject to a minor editorial amendment. The minutes and the Irish Water presentation are to be published on the website.

***Main meeting minutes - 14 July 2021***

The Board agreed the minutes of this meeting subject to minor editorial amendments.

## **2. Declaration of any conflict of interest**

There was no declaration of any conflict of interest.

## **3. Release of Report 2 of 2021**

The Secretariat circulated a compilation of the media coverage following the release of the Quarterly Report No.2 of 2021. Prior to the release of this report a new Twitter account was launched under the Twitter handle of @WABireland with the first tweet publicising its release. Details on the impressions and engagements and users of the website was presented to the members. The Twitter accounts of the Commission for Regulation of Utilities, Environmental Protection Agency and An Fóram Uisce will link to the WAB twitter account for onward communication.

## **4. Progress of Report No.3 of 2021.**

All data is to be forwarded to the Secretariat by the 15 September 2021. Updated metrics from the Commission for Regulation of Utilities and the Environmental Protection Agency are expected by this date. For Section 3 of the report, the Chairperson confirmed that the Irish Water Performance Assessment Framework will be published in time for Quarterly Report No.3 with the Commission for Regulation of Utilities providing material. With regards the Scottish Water International recommendations, the plans are yet to be agreed and hence may need to defer to a following report. The Urban Wastewater report is expected to be published ahead of the Drinking Water report this year but may not publish in time for Quarterly Report No.3. The Environmental Protection Agency Water Quality 2020 (Lakes and Rivers) report is expected to feature in Quarterly Report No.3.

## **5. Customer Survey Update**

Following a tender issue via the Office of Government Procurement Framework, two responses were received. Both bidders were interviewed regarding their proposals and then the tenders were assessed. It was agreed by the Board to award the contract to the successful tenderer and that the Secretariat would proceed on that basis.

The Board agreed the research should examine how specific issues in identified locations were communicated to consumers. This could include:

- Water Discolouration;
- Mains Replacement works - The Secretariat will contact Irish Water for a candidate list of locations that includes the last 3 major mains replacements from around the country that have either being completed or are being carried out.
- Wastewater Treatment plant odour issues – Michelle Minihan will revert with recent locations.
- Boil Water Notices – Locations which will have been on a notice for more than 30 days.

The locations identified will be circulated in advance of the next meeting by email in order to progress development of the survey. Once locations and issues have been approved the contractor will develop the draft questionnaire. Miriam McDonald and the Secretariat will continue as the survey contact points.

#### **6. Confirm next three meeting dates**

Forthcoming meeting agreed dates are:

- 21 September at 2pm
- 13 October at 2pm
- 9 November at 2.30pm
- 9 December at 2.30pm

#### **7. Any Other Business**

##### ***Institute of Public Administration Directory Entry:***

The Board welcomed the inclusion and agreed the entry for the directory.

##### ***Recent Correspondence:***

The Board discussed recent correspondence and how best to address it and future correspondence going forward. It was agreed that WAB had no role in investigating individual complaints and the role of WAB is clearly defined in the Water Services Act 2017. The Secretariat will draft a response based on the agreed approach.

**The meeting was brought to a close.**

<b>Agenda Item No:</b>	<b>Action</b>	<b>Decision</b>
1.	Updated Irish Water Meeting Minutes – 15 June 2021	<ul style="list-style-type: none"> <li>• Agreed subject to editorial amendments.</li> <li>• The minutes and the Irish Water presentation are to be published on the website.</li> </ul>
1.	Main meeting minutes - 14 July 2021	<ul style="list-style-type: none"> <li>• Agreed subject to editorial amendments.</li> <li>• Will be published on the website</li> </ul>
3.	WAB Twitter Account	<ul style="list-style-type: none"> <li>• The Twitter accounts of the Commission for Regulation of Utilities, Environmental Protection Agency and An Fóram Uisce will link to the WAB twitter account for onward communication.</li> </ul>
4.	Progress of Report No.3 of 2021	<ul style="list-style-type: none"> <li>• Updated metrics to be supplied to the Secretariat by 15 September 2021.</li> <li>• Material covering the Irish Water Performance Assessment Framework and the Water Quality 2020 Report will be supplied to the Secretariat by the 15 September 2021.</li> </ul>
5.	Customer Survey	<ul style="list-style-type: none"> <li>• It was agreed by the Board to award the contract to the successful tenderer and that the Secretariat would proceed on that basis.</li> <li>• The Board agreed the research should examine how specific issues in identified locations were communicated to consumers.</li> <li>• The Secretariat will contact Irish Water for a candidate list of locations regarding ‘Mains Replacement’ works.</li> </ul>

		<ul style="list-style-type: none"> <li>• Michelle Minihan will revert with recent locations of Wastewater Treatment plant odour issues.</li> <li>• The locations identified will be circulated in advance of the next meeting by email</li> <li>• Miriam McDonald and the Secretariat will continue as the survey contact points.</li> </ul>
6.	Meeting Dates	<ul style="list-style-type: none"> <li>• Agreed new meeting dates</li> </ul>
7.	Institute of Public Administration Directory Entry:	<ul style="list-style-type: none"> <li>• Agreed</li> </ul>
7.	Recent Correspondence	<ul style="list-style-type: none"> <li>• It was agreed that WAB had no role in investigating individual complaints and the role of WAB is clearly defined in the Water Services Act 2017.</li> <li>• The Secretariat will draft a response based on the agreed approach.</li> </ul>