



**Minutes of the Meeting of the Water Advisory Body**

**Tuesday 9 November 2021, 2.30pm**

Venue: Remote Meeting via WebEx Video Conferencing

Attended by:

Chairperson Paul McGowan

Members Michelle Minihan

Dónal Purcell

Martin Sisk

Secretariat Neill Dalton

Colin Flood

Apologies: Miriam McDonald

Claire Gavin

**1. Minutes of previous meetings**

**Minutes of WAB Main Meeting on 13 October 2021**

**CRU/WAB Meeting Minutes – 13 October 2021**

The Members agreed the minutes of these meetings subject to editorial amendments. The Commission for Regulation of Utilities minutes will be shared for comment with the Commission for Regulation of Utilities attendees. Both sets of minutes will be published on the WAB website.

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

There was no declaration of any conflict of interest.

**3. Progress of Report 3 of 2021.**

An update was given on the progress of the report. The Members discussed the language used in the report in relation to Ballymore Eustace and Gorey and agreed the press release should feature these incidents. The Members approved the report and agreed that it would be published on Tuesday 16 November 2021 to maximise media coverage. The press release and Ministerial letter will issue to the Chair along with a copy of the desktop published report for approval prior to publication.

#### **4. Consider Report 4 of 2021**

The Members agreed to have all data and text to the Secretariat by 6 December 2021. The members discussed the publication date and agreed that the report would be published as early as possible in 2022 to maximise the media coverage. The Secretariat drew the Members' attention to the legislation noting WABs obligation to publish 4 quarterly reports per annum. The Members acknowledged same and confirmed it was satisfied that a January publication for the 4<sup>th</sup> report of 2021 was in order. The Environmental Protection Agency's Drinking Water in Public Supplies report and the Commission for Regulation of Utilities' report on the incident in Bailieborough are expected to be included in that report along with an update on the Customer Survey.

#### **5. Review of WAB Key Performance Indicators.**

WAB members reviewed and discussed the suite of indicators to be used in future reports. This follows on from the publication by CRU of the decision on Irish Water's Performance Assessment Framework. The Members will further discuss these at the next meeting (9 December 2021) with Paul and Michelle to provide targets for Irish Water to achieve in specific indicators.

Paul and Michelle will meet to agree the targets for these new indicators. If possible, these new metrics will be added to the first quarterly WAB report of 2022.

The WAB agreed the following:

KPI 1 – Leakage – retain, now with targets for network and customer side reductions.

Targets 161ML/D, 15ML/D

KPI 2 – First Fix – CRU to advise if the data would still be available to allow WAB to continue reporting/commenting on this.

KPI 3 – Remedial Action List (Water) – retain – EPA data. EPA to advise what the target for 2024 is.

KPI 4 – Priority Urban Area List (Wastewater) – retain – EPA data. EPA to advise what the target for 2024 is.

KPI 5 – Lead Service Connections Replaced – retain.

KPI 6 – DROP - Mains Replacement Rate

KPI 7 – Overall Compliance with Microbiological Indicators – retain – EPA data/CRU PAF – Targets 98.48% to 99.9%

KPI 8 – Boil Water Notices – retain – EPA data/CRU PAF – Target 0

KPI 9 – Compliance with UWWT – Plants with Discharge Licences – retain – EPA data/CRU PAF – Target 100%

KPI 10 – Ease of Contact – Call Abandonment Rate – retain – CRU PAF. Target 4%

KPI 10 – Ease of Contact – Calls answered by Agent within 20 seconds – retain – CRU PAF. Target 85%

KPI 10 – DROP - Ease of Contact – Calls dealt with by IVR/answered by Agent within 20 seconds – no longer monitored under PAF

KPI 10 – ADD Customer Satisfaction Scores – align with Customer Satisfaction Survey under CRU PAF. Target TBD.

KPI 11 – IW Complaints Management – Response to Complaints within 5 working days – retain – CRU PAF. Target 100%

KPI 11 – IW Complaints Management – Final Decision within 2 Months – retain – CRU PAF. Target 100%

KPI 12 - ADD Unplanned Interruptions to Water Supply – Targets (>12 Hours/<12% of properties; >24 Hours/<3.6% of properties).

KPI 13 – ADD Wastewater Agglomerations with no treatment or preliminary treatment only – Target 0

KPI 14 – ADD Energy Consumption – TPER in GWh – Target >40.71 GWh reduction

It was noted that the targets refer to the performance/outcome expected by end 2024.

## **6. Customer Survey Update**

Following the approval of the questionnaire to be used, the survey company (Core) have begun their consumer interviewing on the 25 October 2021 and Small/Medium Enterprise

interviewing on the 3 November 2021. The interviewing process will continue until the 3 December 2021 and the analysis of the data completed by the 10 December 2021. In the week beginning the 13 December 2021 the survey company will provide Miriam and the Secretariat with a draft of the results and presentation for review and comment. Once approved, the Secretariat will arrange a presentation by Core to the WAB at its meeting on 20 January 2022. Results of the survey are expected to be included in the first quarterly report of 2022.

### **7. Self-Assessment Evaluation Questionnaire**

The members reviewed the submitted results of the Self-Assessment Evaluation Questionnaire under the Code of Practice for Governance of State Bodies. No category was returned as Very Dissatisfied or Dissatisfied. The actions arising from the evaluation are to recirculate the WAB Oversight Agreement and Code of Conduct to the Members and to schedule a review of the questionnaire in six months (May 2022). The WAB agreed to include a topic around the regulatory framework governing Irish Water to be discussed at a future meeting as part of the WAB's 2022 work programme.

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

The following meeting dates were agreed:

- 9 December 2021 at 2.30pm
- 20 January 2022 at 9.30am
- 15 February 2022 at 11am. This meeting was also agreed to take place in-person in the Custom House subject to public health restrictions at the time.

### **9. Any Other Business**

The Secretariat gave an update on the request to get a suitable media training course in place for the Board members. Three quotes were sought with two received and the Secretariat are reviewing. The WAB requested that the training take place in 2022 when face to face meetings are allowed.

Neill Dalton advised the WAB he was leaving the section on 12 November 2021 and this would be his last meeting. The WAB acknowledged and thanked Neill for the work he has done, and wished him well in his new role.

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

<b>Agenda Item No:</b>	<b>Action</b>	<b>Decision</b>
1.	<ul style="list-style-type: none"> <li>• Minutes of WAB Main Meeting on 13 October 2021</li> <li>• CRU/WAB Meeting Minutes – 13 October 2021</li> </ul>	<ul style="list-style-type: none"> <li>• Agreed subject to editorial amendments.</li> <li>• Issue CRU meeting minutes to CRU for comment.</li> <li>• Will be published on the website</li> </ul>
3.	Progress of Report 3 of 2021	<ul style="list-style-type: none"> <li>• To be published on Tuesday 16 November 2021. Press release, final desktop published version of the report and Ministerial letter to be approved by the Chair prior to publication.</li> </ul>
4.	Report 4 of 2021	<ul style="list-style-type: none"> <li>• Members agreed to provide data and text to the Secretariat by 6 December 2021.</li> <li>• The Secretariat will circulate to the full board for comment with a target of publication at the start of January 2022.</li> </ul>
5.	Review of WAB Key Performance Indicators	<ul style="list-style-type: none"> <li>• Paul and Michelle to provide the targets for updated and new indicators.</li> <li>• Add this item to December meeting agenda for further discussion.</li> </ul>
6.	Customer Survey	<ul style="list-style-type: none"> <li>• Week beginning the 13 December 2021 the survey company will provide Miriam and the Secretariat with a draft of the results and presentation for review and comment. Once approved, the secretariat will then arrange a presentation by Core to the WAB.</li> </ul>
7.	Self-Assessment Evaluation Questionnaire	<ul style="list-style-type: none"> <li>• Recirculate the WAB Oversight Agreement and Code of Conduct to the board</li> </ul>

		<p>members and to schedule a review of the questionnaire in six months (May 2022).</p> <ul style="list-style-type: none"> <li>• The WAB agreed to include a topic around the regulatory framework governing Irish Water to be discussed at a future meeting as part of the WABs 2022 work programme</li> </ul>
9.	Media Training	<ul style="list-style-type: none"> <li>• Secretariat to complete procurement process and arrange the training to take place in 2022 when face to face meetings are allowed.</li> </ul>