



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

**Thursday 20 January 2022, 9.30 am**

Venue: Remote Meeting via WebEx Video Conferencing

Attended by:

Chairperson Paul McGowan

Members	Michelle Minihan	Dónal Purcell
	Martin Sisk	Miriam McDonald
Secretariat	Claire Gavin	Colin Flood
	Darren Browne	George Antonescu

**1. Minutes of previous meetings**

**Minutes of WAB Main Meeting on 9 December 2021:**

The Members agreed the minutes of this meeting subject to editorial amendments and they will be published on the WAB website.

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

There was no declaration of any conflict of interest.

**3. Release of WAB Quarterly Report No.4 of 2021**

The WAB discussed the media coverage that the report received. There was significant coverage of the report across local media and radio outlets. The WAB thanked Michelle Minihan for her contributions in conducting these radio interviews. An update was also provided on the WAB website and Twitter activity following the report's release. The

Secretariat will enquire with the Public Relations company as to the format of press releases issued.

#### **4. Progress of WAB Quarterly Report No.1 of 2022**

It was agreed that WAB Quarterly Report No.1 of 2022 would be published in March 2022, with the data cut-off date set as the end of 25 February 2022.

The report will include:

- revised Key Performance Indicators for Irish Water and
- the Environmental Protection Agency's Drinking Water Quality in Public Supplies Report 2020.

#### **5. Core Research presentation on Customer Survey**

Representatives from Core Research delivered an extensive presentation on the methodology and main findings of the Irish Water Customer Survey conducted on behalf of the WAB. Upon conclusion, a question and answer session ensued.

#### **6. Discussion on the WAB Irish Water Customer Survey findings**

The Members had a discussion about the methodology and the main findings of the WAB Irish Water Customer Survey.

It was agreed that the survey was a representation of customer perception rather than a strict reflection of facts and noted that respondents may have received information from Irish Water, but overlooked it.

In relation to clarity of information, it was pointed out that Irish Water have no control about information spread over social networks, which might contribute to a negative perception about information received, affecting in turn the image of the Irish Water brand.

Another point regarding information related to 'Boil Water Notices' which tend to happen ad-hoc, offering limited (if any) opportunities to inform the public in advance. However, customer expectations were that notifications should go out in advance for planned works, similar to what the Electrical Supply Board are doing for planned electricity outages.

It was agreed that the key findings of the survey and the WAB's recommendations would form a separate report, and not be published as part of a WAB quarterly report.

It was agreed that Members would send to the Secretariat their views on the key messages and recommendations; and explore other questions to be addressed by CORE Research at a future meeting with WAB.

It was also agreed that the 'Introduction' section of the report should acknowledge that the WAB targeted areas that had issues with their water supply.

The Members' preferences about how to proceed will be discussed at next meeting.

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

The following meeting dates were agreed:

- 15 February 2022 at 11am.
- 10 March 2022 at 2pm.
- 14 April 2022 at 9.30

### **8. Any Other Business**

#### **Regulatory Framework for the Commission for Regulation of Utilities and the Environmental Protection Agency:**

The Chairperson will circulate to the Members for comment a draft document on the water regulatory framework which will form the basis for discussion with the relevant regulators and possibly advice to the Minister for Housing, Local Government and Heritage.

The Chairperson will also circulate draft invitation letters to be sent to Commission for Regulation of Utilities, Environmental Protection Agency and the Water Forum.

#### **Staffing of the Secretariat:**

The Members thanked Colin Flood for his work and wished him all the best in his future role.

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

<b>Agenda Item No:</b>	<b>Action</b>	<b>Decision</b>
1.	Minutes of WAB Main Meeting on 9 December 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 Quarterly Report No.4 of 2021	<ul style="list-style-type: none"> <li>• The Secretariat will enquire with the Public Relations company as to the format of press releases issued.</li> </ul>
4.	Progress of WAB Quarterly Report No.1 of 2022	<ul style="list-style-type: none"> <li>• The report will be published in March 2022, with the data cut-off date set as the end of 25 February 2022.</li> <li>• The report will include revised Key Performance Indicators for Irish Water and the Environmental Protection Agency's Drinking Water Quality in Public Supplies Report 2020.</li> </ul>
6.	Discussion on the Customer Survey findings	<ul style="list-style-type: none"> <li>• The findings of the customer survey will be published separate from the quarterly report.</li> <li>• Members to form their key messages and recommendations based on customer survey and send them to the Secretariat</li> <li>• Members will discuss how to proceed at next meeting.</li> </ul>
8.	Regulatory Framework for the Commission for Regulation of Utilities and the Environmental Protection Agency:	<ul style="list-style-type: none"> <li>• The Chairperson will circulate to the Members for comment a draft document on the water regulatory framework.</li> <li>• Chairperson will also circulate draft invitation letters to be sent to Commission</li> </ul>

		for Regulation of Utilities, and Environmental Protection Agency.
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