

Domestic Customer Charter



Contact details

If you have any questions or need more information please contact us.

Web: **www.water.ie**
Twitter: **@IWCare**
Email: **customerservice@water.ie**
Address: **Irish Water, PO Box 448
South City Delivery Office
Cork City**

Account information or account enquiries

9am-5.30pm, Mon-Fri

Telephone: **0818 778 778** or **+353 1 707 2827**

ITRS: **1800 378 378** (for hard of hearing customers)

Water supply queries and emergencies

24 hours a day, 7 days a week

Telephone: **1800 278 278** or **+353 1 707 2828**

ITRS: **1800 378 378** (for hard of hearing customers)

This publication is available in Braille, in audio on CD and in large text format on request by calling 1800 278 278.

Safeguarding our water for our future

December 2021

Introduction

Uisce Éireann provides and manages public water and wastewater services on a national basis. We aim to provide the highest standard of water services by protecting, maintaining and improving Ireland's water and wastewater services.

This Customer Charter outlines the standard of services you should expect to receive when dealing with us. We also have a Code of Practice for each of the following:

- vulnerable customers;
- communications;
- complaint handling;
- metering; and
- network operations.

You can ask for a copy of any of these documents by calling us on **1800 278 278** or **+353 1 707 2828** or by visiting **www.water.ie**.

References in this Customer Charter to 'water services' include the public water and wastewater services that we provide.

Our service commitments

In addition to our overall service standards, we have guaranteed service commitments.

Charter payments

Should Uisce Éireann fail to meet any of these commitments, you will be entitled to a payment of €30 per commitment. Where there are multiple breaches of a commitment, Uisce Éireann will award a charter payment of €30 for each breach. You will need to contact us using the methods listed at the top of this Charter and make a request to claim a charter payment.

We will issue this €30 to you by cheque within 30 working days. If we fail to issue payment to you within 30 working days, you will be entitled to an additional payment of €15. Please see our contact details on the first page of this Charter to ask to claim this extra payment.

1. Customer complaints: We promise to respond to customer complaints within five working days, when we will offer a solution or outline the steps we will take to resolve the problem (under normal conditions).

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

2. Customer complaints: We guarantee to contact customers with an update on the progress of their complaint if their complaint remains open 10 working days after it was lodged.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

3. Bills: We guarantee to accurately calculate bills for customers who have to pay charges. All bills will be in accordance with the published Water Charges Plan which has been approved by the Commission for Regulation of Utilities

(CRU). You can find this at <https://www.water.ie/about/our-customer-commitment/>

If we fail in this guaranteed standard, you will be entitled to a payment of €30.

4. Water meter installation: Before we install a meter, Uisce Éireann guarantees to give you at least two days' notice, and to give you any information you need about the meter and its installation at your property. Please let Uisce Éireann know if you do not want to receive this notice.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

5. Damage to property: We guarantee, to a reasonable extent, to fix any damage to a premises which has occurred as a direct result of our employees' or service providers' activities while installing the meter, repairing a leak or investigating a leak. This will be done free of charge to the customer.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

6. Customers finding it hard to pay their bills: We guarantee we will be sensitive to customers who contact us when they are finding it hard to pay their water bills. We will tell customers of the payment options available, offer payment plans for customers in arrears and take a customer's ability to pay into account when agreeing any payment plan.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

7. Applying discounts/rebates: We guarantee to apply the relevant discount or rebate to a customer's bill for notices that declare water unfit for human consumption, in line with the CRU's decision on Uisce Éireann's Water Charges

Plan. This can be viewed at <https://www.water.ie/about/our-customer-commitment/>.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

8. Planned interruptions: We guarantee to provide at least two days' notice to customers who we expect will be affected by a planned interruption to supply in the area. We will provide this notice to customers through our website and social media.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

9. Planned interruptions affecting Priority Services customers: We guarantee to contact customers registered on the Priority Services Register directly at least two days in advance if there is a planned interruption taking place in their area. For more information on our Priority Services Register, please go to <https://www.water.ie/help/domestic-account/vulnerable-customers/>.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

10. Unplanned interruptions and customers on our Priority Service Register: We guarantee to give customers on our Priority Services Register the chance to tell us about their critical water supply needs when an unplanned interruption to supply is likely to last more than four hours. For more information on our vulnerable customers register, please go to <https://www.water.ie/help/domestic-account/vulnerable-customers/>.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

11. Pipework responsibility: We guarantee to talk to and work with a customer who has asked us to explain who owns pipework at a specific premises. We will do this within three working days of receiving the request.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

12. Leak repairs: We guarantee to carry out our leak repairs in a professional and efficient manner.

If we fail in this guaranteed commitment, you will be entitled to a payment of €30.

Dignity and respect

We will always treat you with courtesy, dignity and respect. We will try to resolve queries immediately. Where that is not possible, as soon as there is up-to-date information available, we will contact you.

Complaints

At Uisce Éireann, we are committed to delivering the best service possible. If you are unhappy with any part of our service, we encourage you to let us know and we will do everything we can to resolve the matter quickly and to your satisfaction.

When lodging a complaint with us, please provide the following information:

- your name;
- your property address;
- your telephone number; and
- the details of the complaint, including:
 - dates (where appropriate);
 - reference or account numbers;

- any information or documentation you think would help us to understand and investigate your complaint further; and
- what you would like Uisce Éireann to do to make things right.

You can phone us on **1800 278 278** or **+353 1 707 2828** (9am–5.30pm, Monday–Friday) and we will try and resolve any problems over the phone.

Or write to us at:

Uisce Éireann
PO Box 860
South City Delivery Office
Cork City

You can also email us at: **customerservice@water.ie**

Twitter: **@IWCare**

Website: **www.water.ie**

We aim to resolve any problems as quickly and as fairly as possible. Within five working days of receiving your complaint, we will offer you a solution or outline the steps we need to take to resolve to your complaint (under normal conditions).

If your complaint has not been resolved yet, we will contact you with an update on the tenth working day. You will receive a final decision from us within two months. Please note that you may be asked to work with us to provide more information during the investigation.

We will keep you up to date on progress we are making in resolving your complaint. For more detailed information on how we handle complaints, please view our 'Code of Practice on Complaint Handling'. To receive a copy, please call us on **1800 278 278** or **+353 1 707 2828** or view it online at <https://www.water.ie/about/our-customer-commitment/>

Irish Text Relay Service (ITRS)

1800 378 378

What is ITRS?

ITRS translates text into voice and voice into text to make it easier for deaf and hard-of-hearing people to make and receive calls. ITRS agents receive your calls and texts and translate them.

Do I need to register for the ITRS App?

You only need to register your chosen phone number to use the app. You can download the app or go to **www.itrs.ie** for further information. The app will ask you to register the phone number you will be using to make or receive calls. Follow the instructions in the app or click on the 'Getting Started' tab on the ITRS home page.

How do I register my number?

To use the ITRS app, you must first register the phone number you will be using to make and receive calls on the app.

- Step 1: In the ITRS app, go to 'Menu' then 'Registration'. Enter your phone number and then press 'Register'. You will be asked to phone the ITRS number to confirm your chosen phone number.
- Step 2: Leave the app and make the call from the phone number you are registering. You will only have 60 seconds to make this call.
- Step 3: Open the ITRS app again to receive confirmation that your number has been registered successfully.
- Step 4: To end, hang up the registration call and close the ITRS app.

Your phone number will now be registered and you can use the ITRS app.

Vulnerable customer register

If you have specific needs due to age, disability or a medical condition, please contact us and we will send you a copy of our 'Vulnerable Customer Code of Practice' booklet and registration form.

The booklet explains how to register with us if you have special requirements. These services are available for customers who:

- have a critical dependency on water services due to a medical condition – Priority Services Register;
- need to have communications tailored to their needs – Special Services Register.

We will always handle customer information in line with data protection laws.

Data protection

As part of a customer's interaction with Uisce Éireann, a customer may provide personal data to Uisce Éireann. All personal data will be treated in accordance with General Data Protection Regulation (Regulation (EU) 2016/679) and the Data Protection Act 2018. In order to provide services to our customers, Uisce Éireann engages service providers to help us deliver our services. Accordingly, personal data may be passed to our service providers or collected by service providers on Uisce Éireann's behalf but only insofar as is necessary to provide water services to the customer.

For further information about how Uisce Éireann processes personal data, data protection rights or to raise a query, please see our Privacy Notice at <http://www.water.ie/privacy-notice/>

Visiting your home

Our staff and service providers are trained to always identify who they are and who they are representing. They will always show you their identity card. You can contact us on **1800 278 278** to confirm the identity of our staff members or service providers.

Below is a series of steps you should follow when dealing with people calling to your home:

- Look through a window or door viewer before opening the door.
- Open your door only after connecting a door chain lock or placing your foot behind the door.
- Switch on outside lights when it is dark.
- Request and examine identity cards.
- Think 'safety' – do not leave strangers alone on your doorstep while you go into another room. Always close the door if you need to do this. Do not leave strangers alone in your home.
- Take precautions – if you are unsure or suspicious, please refuse access and contact us on **1800 278 278** to confirm the identity of our staff member or service provider.