

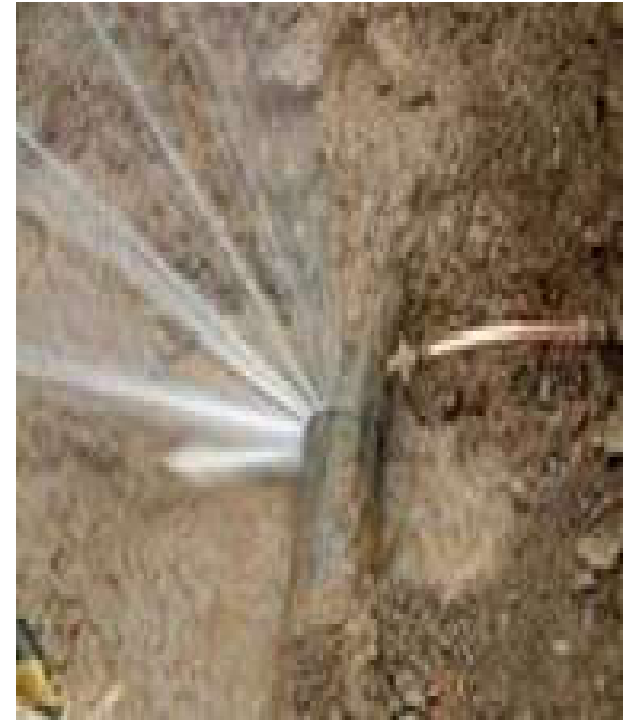
Leakage Reduction Programme



DCC Environment SPC
Overview Briefing

Agenda

- Benefits
- Background & overview
- Objectives
- Role of DCC
- Delivery of works
- Customer communications
- Customer care



What works will be delivered under the National Programme?

- District Metering Area (DMA) Establishment
- Find & Fix
- First Fix Free
- Water Mains Renewal
- Lead Services
- Non-Domestic Metering
- Pressure Management

What works are involved in Dublin City?

- Watermains renewal
- Lead services
- Pressure management

It is proposed to commence these works in the Sandymount area. These works, as part of an overall strategic programme, will result in savings of almost 15 million litres of water a day in Dublin City – that's enough water to fill 6 Olympic-size swimming pools each day.

What are the benefits to Dublin City and the wider region?

- ✓ Reduced water mains burst frequency
- ✓ More reliable water supply
- ✓ Improved water quality
- ✓ Reduced leakage
- ✓ Improved supply connections
- ✓ Increased system capacity
- ✓ Improved customer experience

A safe, reliable water supply is important for our health, our environment and to meet the future demands of our growing population and economy

Background & overview

Dublin City has approximately 2,300kms of underground water network. Almost half of these pipes are over 60 years old many are made of cast iron, which is prone to rusting. This rust is a key contributor to leakage within the pipes. The rust causes encrustation inside the pipes, reducing the area through which the water can flow. This degradation of the pipe system results in reduced water flow to homes and businesses. It will build on the successes previously carried out under the supervision of Dublin City Council.



To find out more about the progress we are making in repairing our water network, visit www.water.ie or [@IrishWater](https://twitter.com/IrishWater)

Background & overview

- Every day over 233 million litres of water is distributed through the Dublin City network but much of this clean water is lost through leaks in old, damaged pipes.
- Leakage Reduction Programme sets out to reduce leakage by replacing badly encrusted pipes within the distribution network. The Programme also removes public side lead pipes and replace shared service connections. This will help to ensure that we have a clean, safe and reliable public water supply now and into the future to support our growing population and economy.



Summary objectives



Reduction of leakage in the Dublin City region



The replacement of over 72 km of water mains in Dublin



€28 million investment in the Dublin region to replace problematic pipes over the next four years, and an investment of over €500 million across the country



Target savings of approximately 15 million litres of water a day in Dublin City through leakage reduction from the complete programme of works

Over the course of this 4-year programme, Irish Water will be working in collaboration with Dublin City Council on an ongoing basis to identify and prioritise problem pipework for repair and replacement. This iterative process will combine burst reports, leakage data and pipework records to identify priority areas for investigation and detailed survey works. This information will then be used to prepare a planned programme of works in conjunction with Dublin City Council to utilise the full delivery capacity to ensure water supplies are safeguarded.



Where technically possible, the replacement of public water mains will be carried out using innovative technology and trenchless methods of pipe replacement. This will help to reduce the number of supply interruptions to customers and will also minimise the level of disruption on local roads. We understand that there will be some level of disruption to customers but we will endeavour to keep this to a minimum.

Role of Dublin City Council

DCC will be working with Irish Water to successfully deliver the Leakage Reduction Programme works in the Dublin City region. The roles of DCC are as follows:

- **Senior Management & SLA Unit (DCC)** – will assist in the identification, planning, supervision and delivery of works and communications processes associated with the Leakage Reduction Programme works in the Dublin City region.
- **Elected Representatives** – a key stakeholder and an important communications channel to inform the general public, whom they represent.
- **Operations (Water Division)** – DCC (Direct Labour crews) will be delivering work packages planned for Dublin City, in partnership with Irish Water.
- **Roads & Traffic Department** - will be responsible for issuing road opening licences to facilitate works and road closure licences, where necessary. They will also assist Irish Water by implementing various policies and traffic measures, relating to any roads and traffic issues that may arise as a result of the works.

How will the works be rolled out?

The first step is to carry out surveys in areas of Dublin where we know there may be issues with the water supply network.

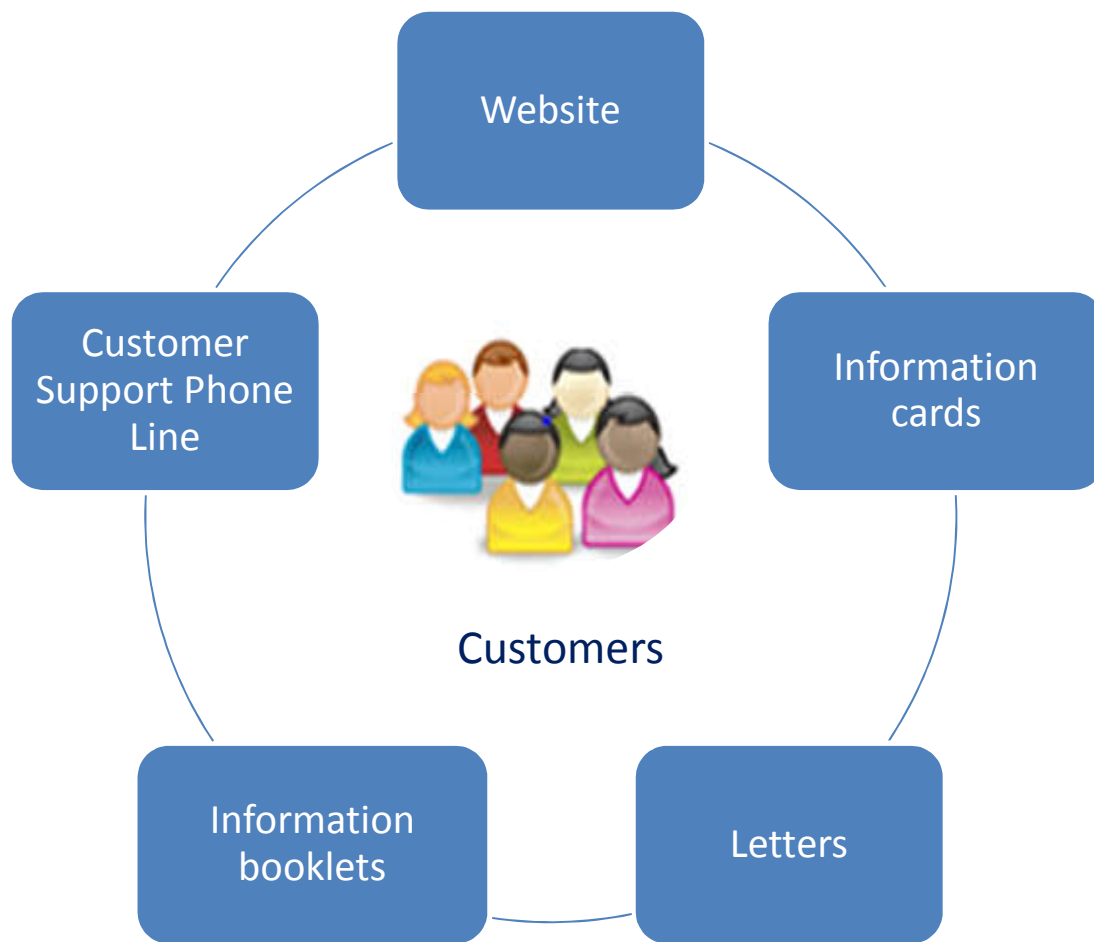
The work will then be carefully planned and replacement of the problematic pipework will begin. Work in this area will be supported by a Contractor similar to what was carried out previously by Dublin City Council and fully supervised to ensure that quality and standards are maintained. DCC Direct Labour will be delivering (in partnership) a number of the packages.

Customers will be notified if works are required at their property and all customers who may be impacted by water outages will be notified in advance with a 14-day information booklet and a 2-day reminder notice.

If there are road works on the road near you, a traffic management plan will be put in place to minimise disruption.

All paths or roads will be reinstated following the works. Where full reinstatement is not possible directly after the works, some surfaces may be covered with temporary materials until full reinstatement can take place.

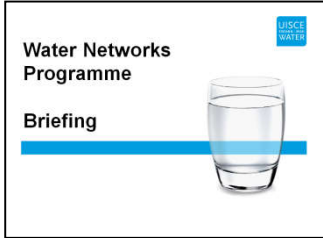
Customer Communications



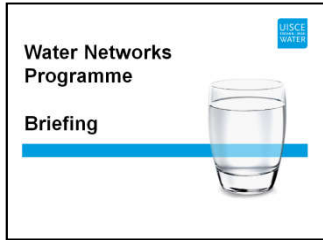
Customer Communications Protocol

Water mains survey & renewal works

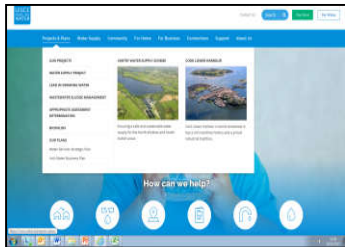
Local Authority



Elected Reps



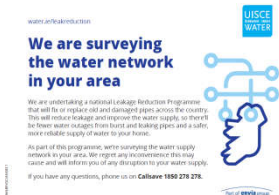
Website



FAQs

- Who is responsible for repairing water leaks on your property?
- What is an inside stop valve?
- I have registered for First Fix Free, when will I be contacted?

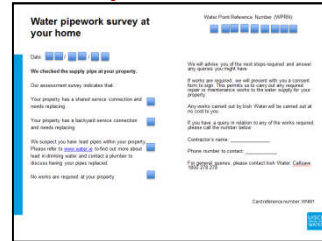
Overview card



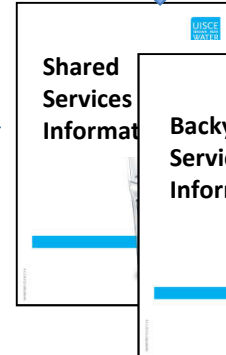
Contact card



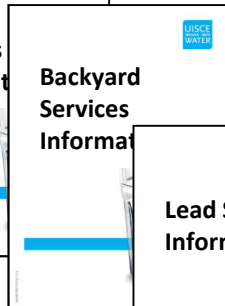
Survey outcome card



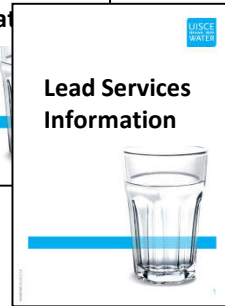
Shared Services Information



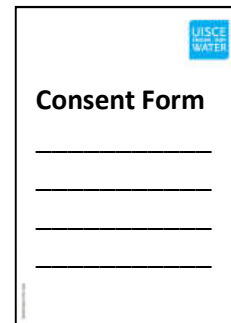
Backyard Services Information



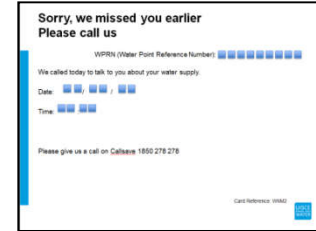
Lead Services Information



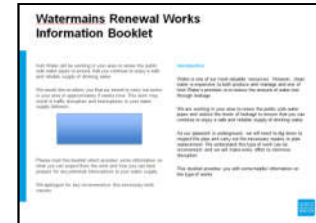
Consent Form



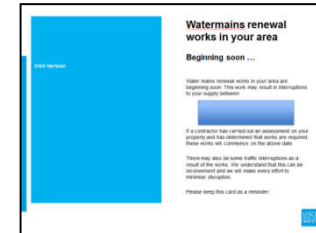
Missed You Card



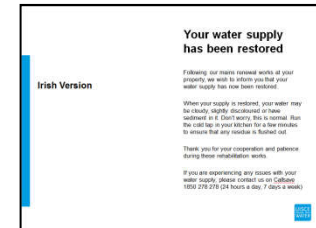
14 day booklet



2 day notice



Supply Restored card



Customer Care

We are committed to delivering excellent customer service and customers can contact us in any of the following ways:

Web: www.water.ie

Twitter: [@IWCare](https://twitter.com/IWCare)

Telephone: **Callsave 1850 278 278**
+353 1 707 2828
24 hours a day, 7 days week

Minicom: **LoCall 1890 378 378**
(for hearing impaired customers with their own minicom equipment)

Post: **P.O. Box 860, South City Delivery Office, Cork City, Cork**

Elected representatives can contact our dedicated Local Representative Support Desk (LRSD) by:

Email: localreprsupportdesk@water.ie

Phone: **Callsave 1850 178 178**