



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council



Irish Water National Leakage Reduction Programme

Dublin City – South Central Area

Matt Thomson & Gráinne Carey | 20 June 2018



Leakage Reduction Programme Overview

- What's involved
- Benefits
- Background & overview
- Objectives
- Delivery of works
- Customer communications



What works are being delivered?

- District Metering Area (DMA) Establishment
- Find & Fix of leaks
- ‘First Fix for Free’ scheme
- Water Mains Renewal
- Public side lead service replacement
- Non-domestic meter replacement
- Pressure management

These works, being delivered in partnership with the Local Authorities are part of an overall strategic programme

What are the benefits of the works?

- ✓ Reduced water mains burst frequency
- ✓ More reliable water supply
- ✓ Improved water quality
- ✓ Reduced leakage
- ✓ Improved supply connections
- ✓ Increased system capacity
- ✓ Improved operation and maintenance
- ✓ 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

Everyday over 1.7 billion litres of water is distributed through the national network

...but almost half is lost through leaks in old, damaged pipes.



Summary objectives



Reduction of national leakage by 2021



Repair leaks to the public network

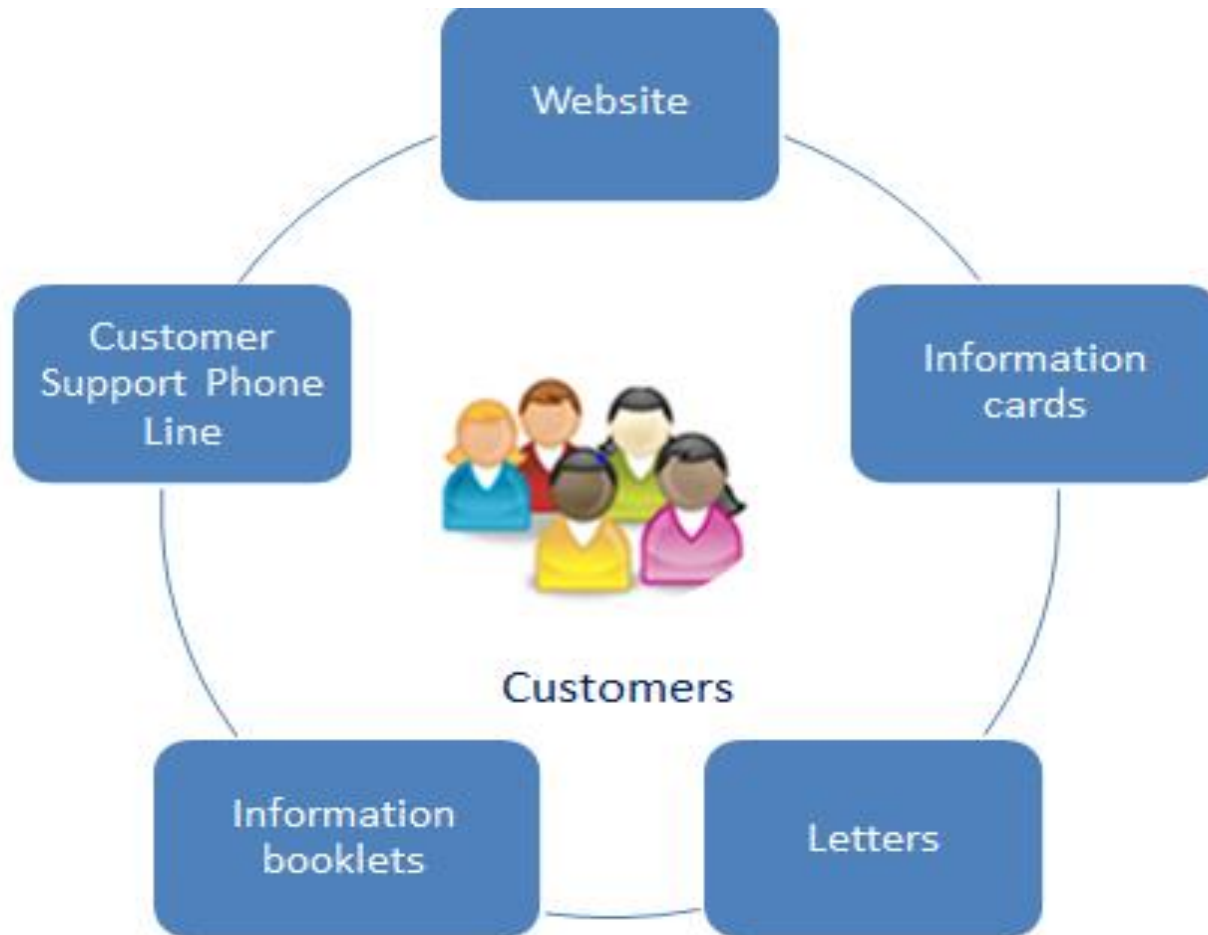


Invest over €500 million to replace and repair problematic pipes across the country

Over the course of this 4-year programme, Irish Water will be working in partnership with Dublin City Council to identify and prioritise problem pipework for repair and replacement.



Customer Communications



Customer communications collateral

Missed You Card

water.ie/leakreduction

**Sorry we missed you
Please call us**

We called today to survey your water supply pipes, as part of our Leakage Reduction Programme. This survey will help us upgrade the water supply in your area.

Please call the number below so that we can reschedule our visit for a time that suits you.

Date: Time:

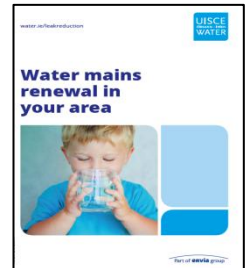
Phone:

All our staff and contractors carry identity cards. To ensure your safety, always ask to see an identity card when we call.

To contact us, please call the above number 91. If you have any further questions, please see www.water.ie or call **Callsave 1850 278 278**.

Part of [ewb.ie](http://www.ewb.ie)

14 day booklet



2 day notice

water.ie/leakreduction

Water mains renewal beginning in your area

As part of our Leakage Reduction Programme, essential works to improve the water network will soon begin in your area. This may result in multiple interruptions to your water supply and some traffic disruption, noise.

Date:

We regret any inconvenience these works create and will make every effort to minimise disruption. Please keep this card as a reminder of when the works begin. For further information get water supply interruptions in your area, please visit www.water.ie

If you have any questions, please phone **Callsave 1850 278 278**.

Part of [ewb.ie](http://www.ewb.ie)

Supply Restored card

water.ie/leakreduction

Your water supply has been restored

Thank you for your cooperation and patience during these essential works. Your supply has now been restored.

When you turn on the tap, your water may be cloudy, slightly discoloured or have sediment in it. Don't worry, this is normal. Run the cold tap in your kitchen for a few minutes, and the water runs clear to ensure that any residue is flushed out.

If the water does not turn clear or you experience any issues with your supply, please phone **Callsave 1850 278 278**.

Part of [ewb.ie](http://www.ewb.ie)



Survey outcome card

water.ie/leakreduction

Your water supply survey outcome

Water Asset Reference Number (if applicable):

Date:

As part of the national Leakage Reduction Programme, we surveyed your water supply pipes to find out how well they are working. This survey will help us upgrade the water supply in your area.

No water in any part of your supply.

Your supply is at good condition.

Your supply has a slight or minor condition that needs to be repaired.

We have detected a lead in the water connection that needs to be replaced.

No more work is required for your property.

Please see www.water.ie to find out more about lead in your water and contact a specialist to discuss testing and replacement.

Part of [ewb.ie](http://www.ewb.ie)



water.ie/leakreduction

Consent Form

Consent to works to be carried out on property

Date:

WPA#:

(Other Water Reference Number)

To:

2100, Canal Road, Dublin 15

1. I confirm that I am the owner of the following property:

Address:

City:

2. I acknowledge that Irish Water is carrying out the replacement of water connection infrastructure in my area. I confirm that I have read and understand the programme to replace obsolete or defective water connections in my area. I agree to the replacement of my water connection and to the installation of an inside stop valve. I agree to the installation of an inside stop valve and to the installation of an inside stop valve.

3. I hereby consent to Irish Water being on my property and to the installation of an inside stop valve on my property.

4. I understand that Irish Water will disconnect and re-connect the ground following the completion of the works. I confirm that I have read and understand the programme to replace obsolete or defective water connections in my area. I agree to the replacement of my water connection and to the installation of an inside stop valve.

5. I acknowledge that the carrying out of the works on behalf of Irish Water may cause some inconvenience to my property. I agree to the installation of an inside stop valve and to the installation of an inside stop valve.

Part of [ewb.ie](http://www.ewb.ie)

Overview card

water.ie/leakreduction

We are surveying the water network in your area

We are undertaking a national Leakage Reduction Programme that will fix or replace old and damaged pipes across the country. This will reduce leakage and improve the water supply, so there'll be fewer water outages from burst and leaking pipes and a safer, more reliable supply of water to your home.

As part of this programme, we're surveying the water supply network in your area. We regret any inconvenience this may cause and will inform you of any disruption to your water supply.

If you have any questions, please see www.water.ie or call **Callsave 1850 278 278**.

Part of [ewb.ie](http://www.ewb.ie)

Contact card

water.ie/leakreduction

**Have you got a question?
Ask us**

Website: www.water.ie Irish Water
PO Box 860
South City Delivery Office
Cork City
Cork

Twitter: @IWCare

Phone: **Callsave 1850 278 278**

Message: **LoCall 1890 378 378** (for hearing impaired customers with their own mobile equipment)

Part of [ewb.ie](http://www.ewb.ie)

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?

Local Authority

water.ie/leakreduction

Leakage Reduction Programme

Overview Briefing

Elected Reps

water.ie/leakreduction

Leakage Reduction Programme

Overview Briefing

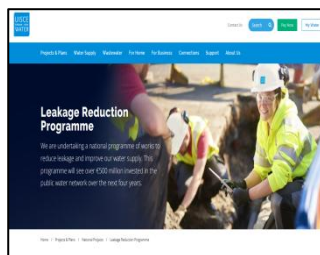
Business groups

water.ie/leakreduction

Leakage Reduction Programme

Overview Briefing

Website



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)

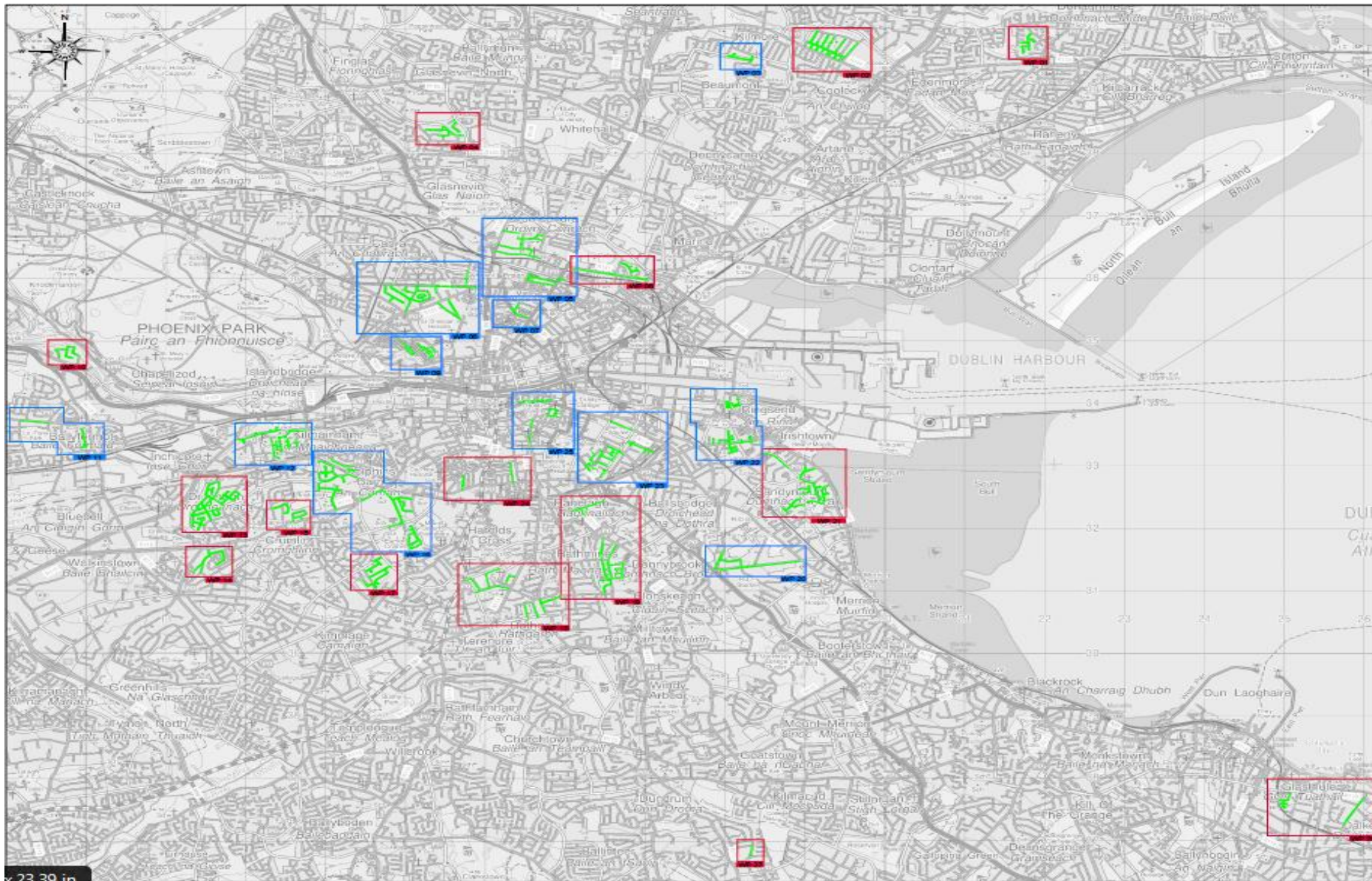
Post: **P.O. Box 860, South City Delivery Office, Cork City, Cork**

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

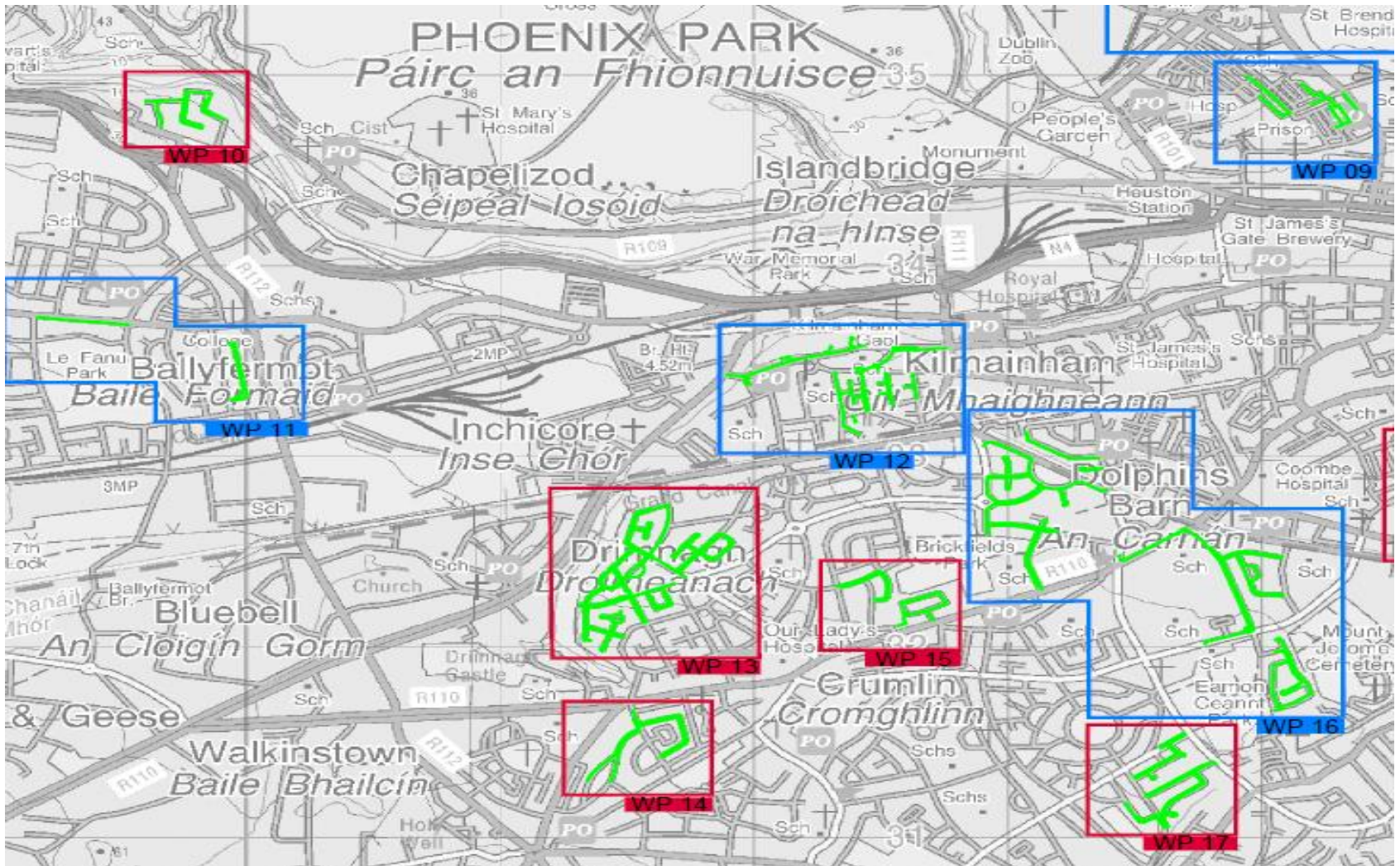
Email: localreprsupportdesk@water.ie

Phone: **Callsave 1850 178 178**

Dublin work packages



South Central Area planned works



South Central Area planned works



WP 9 - Stoneybatter

1.2 kilometres

Niall Street
Murtagh Road
Oxmantown Road
Manor Place
Ostman Place
Ivar Street
Norseman Place
Olaf Road
Sitric Place
Manor Street

WP 10 - Chapelizod

1.45 kilometres

Belgrove Lawn
Glenaulin Park
Glenaulin Drive

WP 17 - Crumlin

2.6 kilometres

Stannaway Road
Devenish Road
Tonguefield Road
Blarney Park
Cloyne Road
Bangor Road
Kilfenora Road

Support

ervia

Aurora
TELECOM



Gas
Networks
Ireland

UISCE
EIREANN | IRISH
WATER

