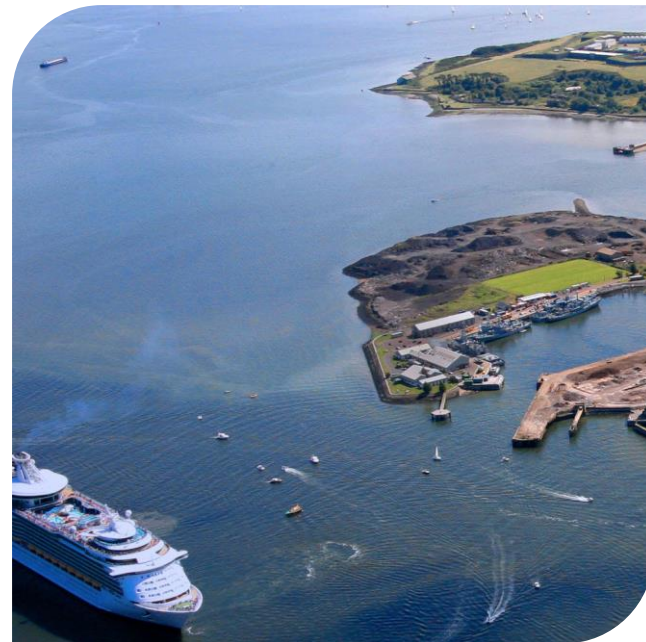


The Story of Ireland's Water

Eamon Gallen
Peter Gallagher

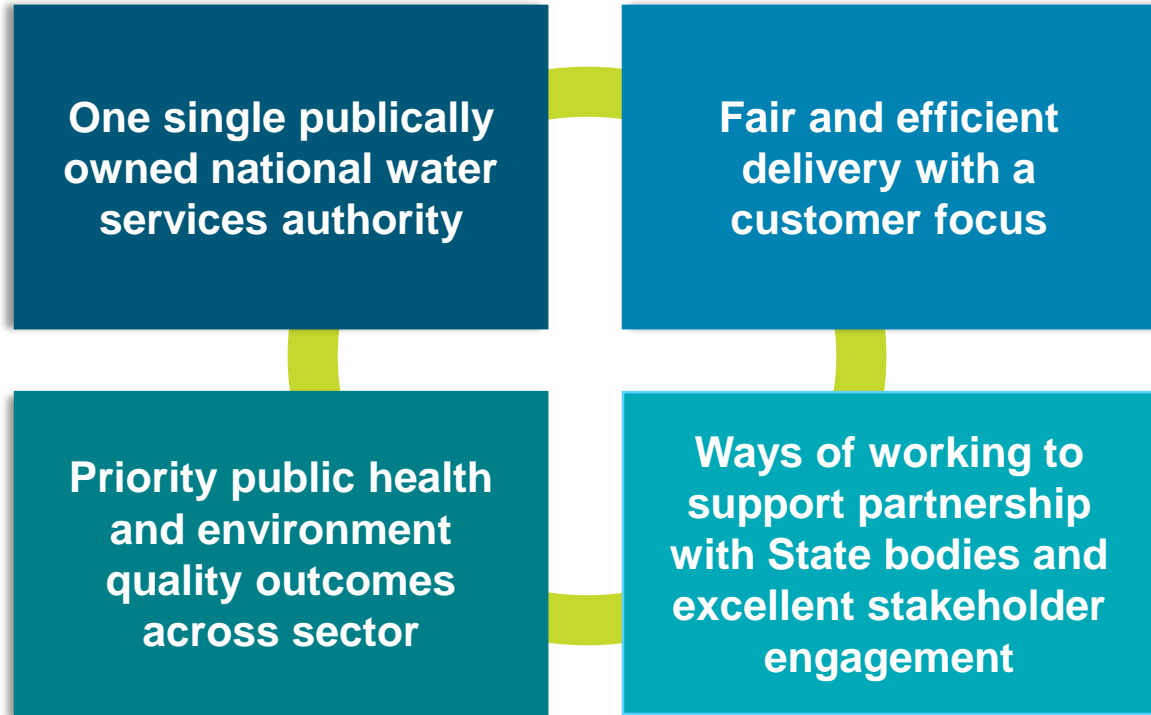


Everyone who works in the water services industry today is working towards the same vision for Ireland's water services

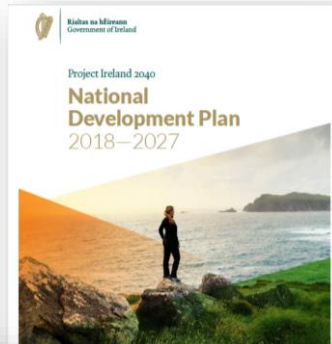
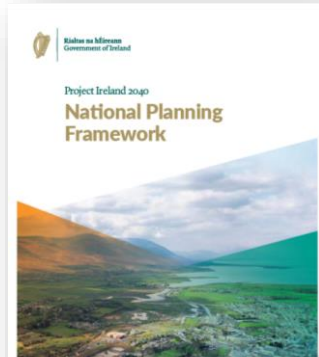
- Clean, safe drinking water for everyone, to the same consistent standard
- Return wastewater safely to our environment
- Protect our environment
- Enable economic and social development



Water Services Policy Statement focuses on 4 Key Principles



Government policy on water is very clearly defined and mirrored in all Irish Water policy documents



25 Year
Strategic Plan



7 Year
Business Plan

We currently deliver 1.7 billion litres of treated water every day...

..to Irish homes

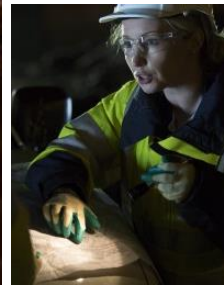


..and Irish businesses

...managing over 7,000 individual assets,
many of which are not fit for purpose...



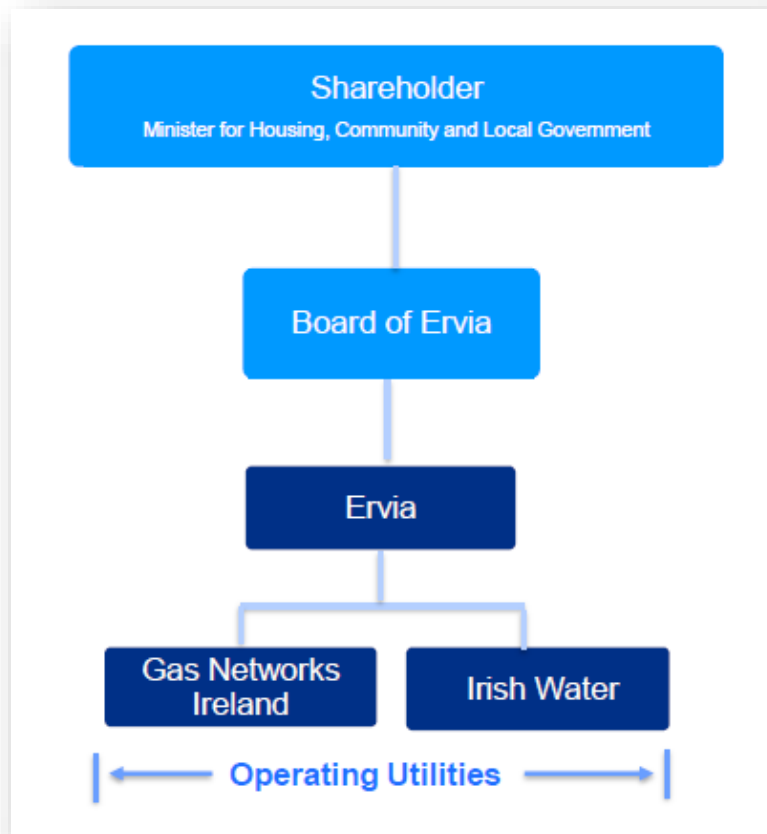
...with 88,000km of water and wastewater pipe to manage 24/7, including leaks...



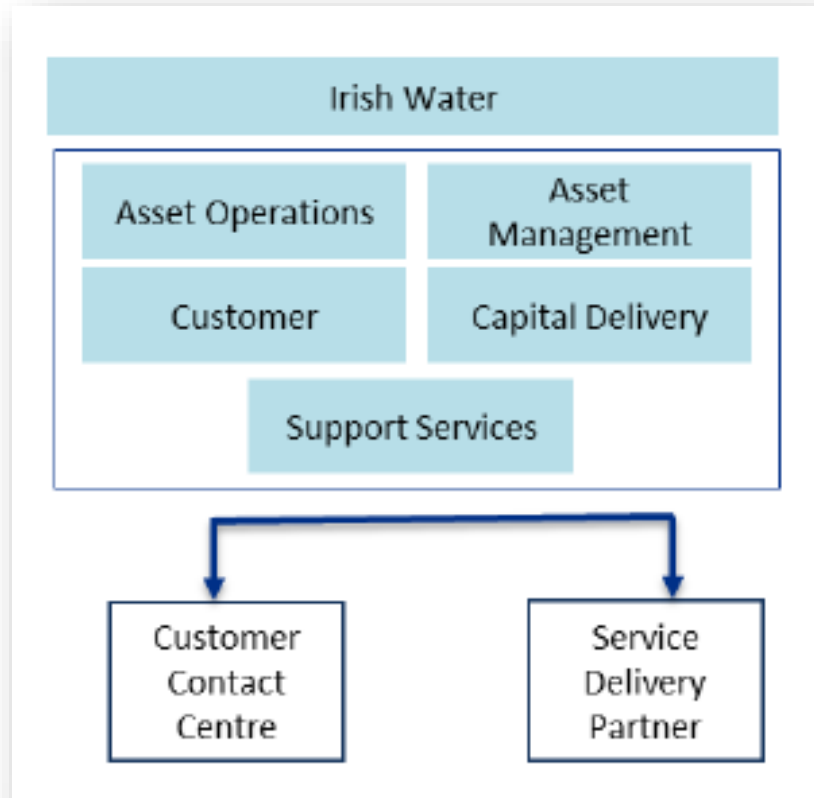
...while Ireland's demand for water services is growing significantly



This is how we are structured...



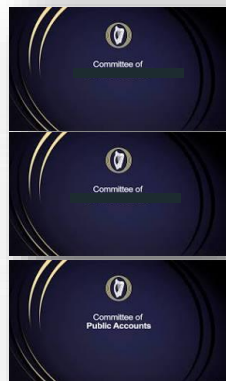
...and this is how we currently operate...



...with extensive and important oversight bodies...



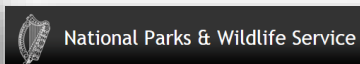
NewERA



Joint Oireachtas Committee on
**Housing Planning & Local
Government**

Joint Oireachtas Committee on
**Future Funding of Water
Services**

Committee of
Public Accounts



...and staff based around the country...



East/Midlands Region	Dublin City
	Mullingar
West/North West Region	Castlebar
	Cavan Town
	Donegal Town
Southern Region	Mallow
	Limerick City
	Kilkenny City

...to deliver Irish Water Business Plan's key objectives



We will invest €5.5b in Ireland's Infrastructure to protect public health and the environment between 2014-2021.



We will work with our Local Authority partners to transform the water industry into an effective and efficient modern water utility.

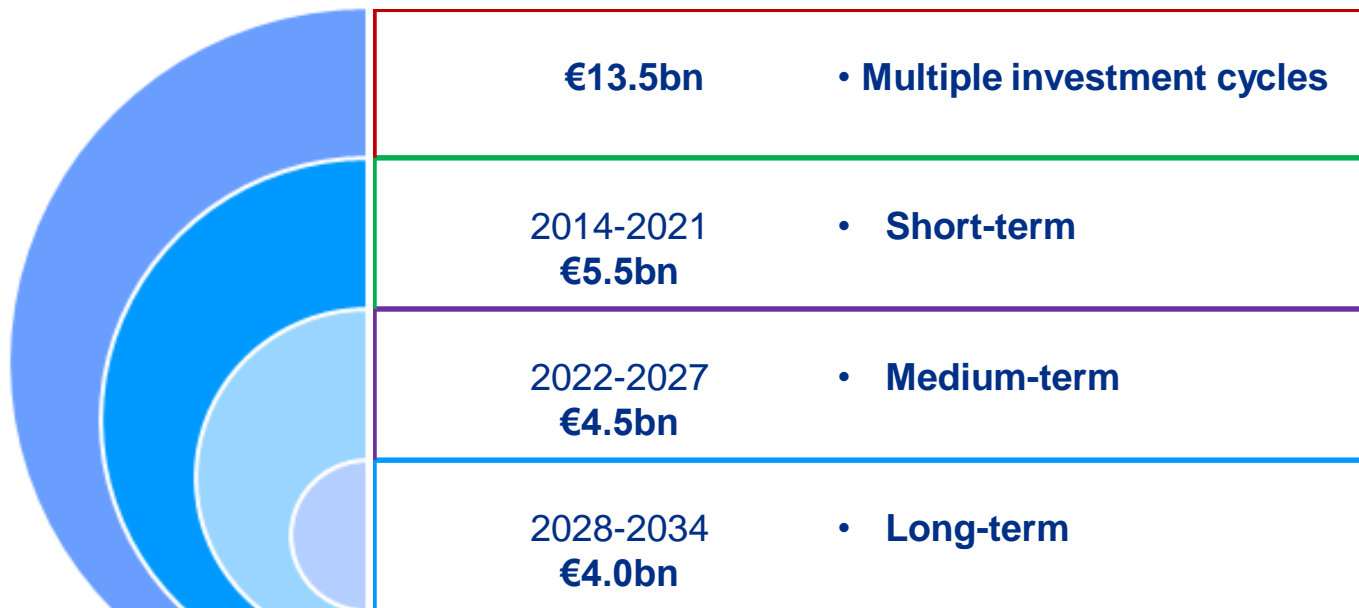


We will achieve operational excellence realising €1.1b of cumulative operating efficiencies by 2021.

How we prioritize investment

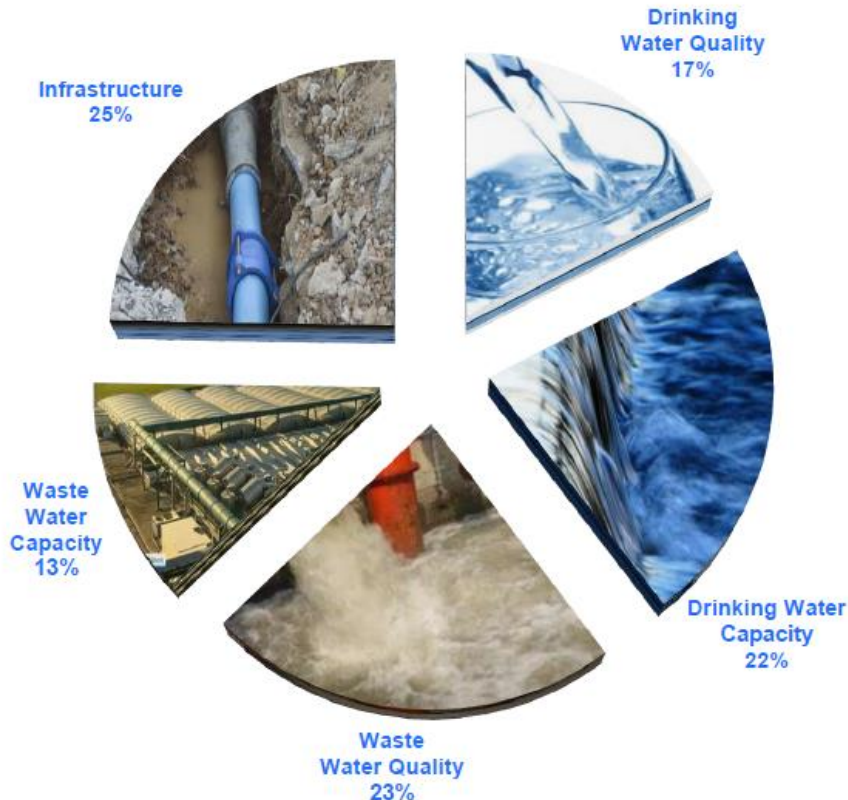
- We use **operational information** to help to decide when and where to upgrade pipes and develop infrastructure.
- This is based on **risk assessment** which looks at :
 - the condition of the asset, its age and pressure;
 - the scale of customer impact such as number of people affected, if big businesses or hospitals are on that network; and
 - supporting social and economic growth.
- The overall **scale of funding** is a matter for government having regard to the assessment of needs by Irish Water.

We have estimated it will take many investment cycles to address our water and wastewater issues



Between 2014-2021, we will invest as follows to address the most urgent issues

Capital Investment Plan to 2021	
Drinking Water Quality	€950m
Drinking Water Capacity	€1,250m
Waste Water Quality	€1,250m
Waste Water Capacity	€700m
Infrastructure	€1,364m
Total	€5,514m



2014-2016, we have already invested €1.7 billion

...and this is how Ireland has benefitted to date

Drinking Water

- Boil Water restriction lifted from 145,000 people
- 70 reservoirs cleaned and refurbished
- 840km of new or replaced mains, further 1,000km targeted
- 9 new water treatment plants delivered, 18 upgraded
- 247 Pressure Reduction upgrades reducing leakage
- 880,000 domestic meters installed

Waste Water

- 32 waste water plants upgraded and 27 new plants built
- 350 flow monitoring and sampling sites upgraded
- 436 Plant Optimisation audits and 2,000 improvement recommendations
- 25 priority source control projects to resolve wastewater overloading

Other Efficiencies

- 600 disinfection plants assessed and works commenced
- Over 10,800 Urgent H&S addressed
- 73 Energy Reduction Schemes

These are our continuing Strategic Priorities to 2021

Capital Maintenance
(Asset Replacement)

Sewer Flooding

Water Pressure

Water

- Microbiological (BWN & BWN Risk)
 - Lead
 - Remedial Action List (RAL)
 - Trihalomethanes (THMs)

Wastewater

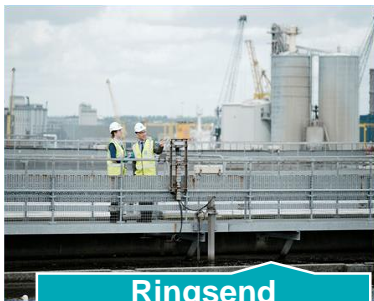
- ECJ / UWWTD Treatment
 - 44 Locations (2014) with no treatment
- Licence Compliance

Reduce
Leakage

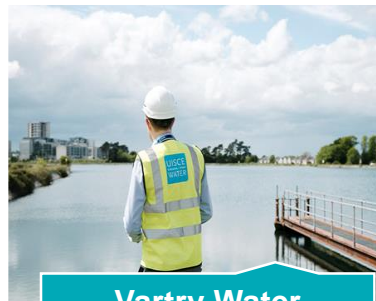
Resilience &
Headroom

Efficient provision for
Growth (Housing)

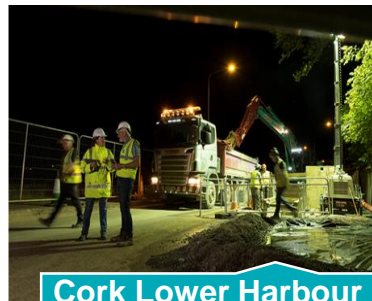
We are making significant investment in large scale critical infrastructure



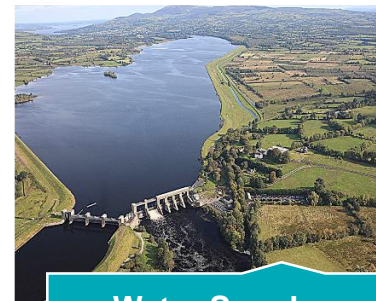
**Ringsend
Wastewater
Treatment Plant**



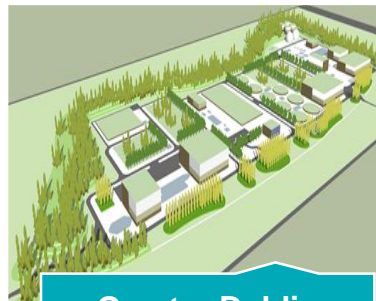
**Vartry Water
Supply Project**



**Cork Lower Harbour
Main Drainage
Scheme**



**Water Supply
Project.**



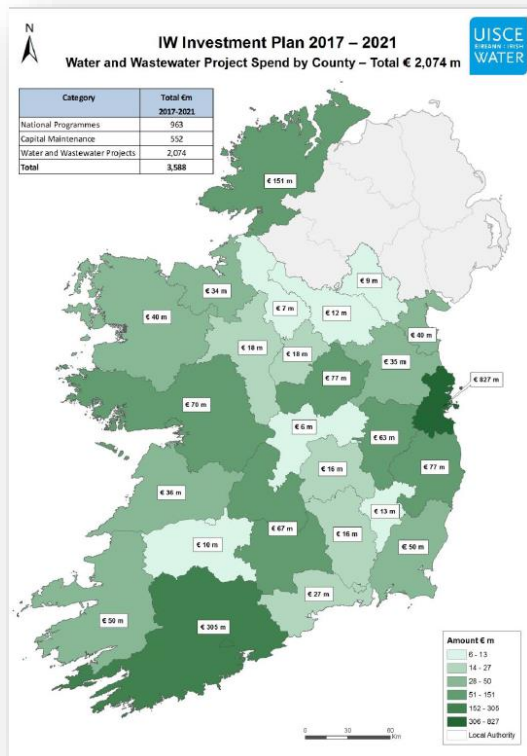
**Greater Dublin
Drainage Scheme**



**Regional Biosolids
Storage Facility**

Irish Water in the West & North West Region

Water and Wastewater Project Spend



Category	Total €m 2017-2021
National Programmes	963
Capital Maintenance	552
Water and Wastewater Projects - Estimated total spend 2017-2021	2,074
<ul style="list-style-type: none"> <i>Of which estimated spend in West/North West is €360m</i> 	
Total	3,588

Water Activities in the West & North West Region



Water Quality

72 Schemes on Qtr1, 2018 RAL nationwide
14 schemes in West/North West serving 84,909 population
Irish Water target is for 2 schemes on RAL end 2018, 1scheme on RAL end 2019 with 1scheme remaining (Lough Talt)

Leakage Reduction

National Leakage Reduction Programme (launched 2017)

Under this programme there is replacement of aging water main, replacement of public lead connections and Find & Fix underway across the region.

First Fix Scheme: (30/06/2017)

17,117 customer notifications issued in the region
14.41 million litres of water saved every day in the region



National Programmes

National Disinfection
Reservoir cleaning
Dam inspections
Process Optimisation at treatment plants

Waste Water Activities in West & North West Region



Waste Water Quality

Irish Water is progressing priority projects to address the agglomerations in your region that are currently discharging wastewater without treatment.

These include:

Donegal: Ramelton, Falcarragh, Moville, Burtonport, Kerrykeal, Kilcar, *Coolatee Housing Estate*

Galway: Spiddal, Roundstone, Carraroe, Ahascragh, Kinvara

National Programmes

Process Optimisation at Wastewater Treatment Plant
Critical Sewer Survey Programme
National Wastewater Sludge Management Plan

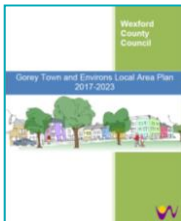


Sample Projects



Glenties/Dungloe Sewerage Scheme (SS), Donegal Group B SS, Kinvara WWTP, Bailieborough WWTP, Kingscourt WWTP, Ahascragh WWTP, Athenry SS, Galway East WWTP, Drumshanbo WWTP, Belmullet WWTP, Monaghan Town SS, Carrickmacross SS, Roscommon Town SS, Ballaghaderreen WWTP, Sligo & Environs SS

Other Activities in the West & North West Region

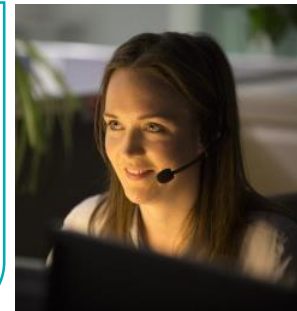


Supporting Regional and County Development

Supporting Regional Spatial and Economic Strategies (to be finalised in 2018) as well as ongoing reviews of County Development Plans and Local Area Plans

Supporting Customers

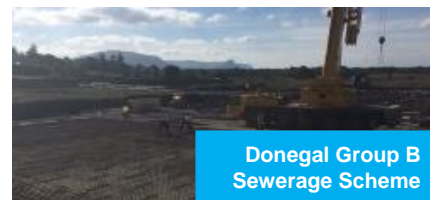
Contact centre available 24/7 365 days – 76% first contact resolution
Customer Charters – set service levels
Vulnerable Customer register and services
Non-domestic customers transferred
New connections policy
New Connections and Developer Services with regional support
Non-Domestic Tariff Framework Review underway by CRU



Supporting Incidents and Outages

Executing National Emergency Plans with the LAs during Storm Ophelia and Storm Emma
Working with the LAs to manage major incidents e.g. Lough Mask BWN in Mayo and flooding and drought in Donegal.
Average week – 45 reported outages by LAs, with approx. 20,000 premises affected. Burst mains highest driver of outages

Example projects in West & North West Region



**Thank you for
your time**

Questions?