

Presentation to AILG Members

19 June 2018

Killarney

Single Public Utility Overview



Safeguarding our water for the future: One Plan, One Team



Vision

A unified water services industry, delivering excellent customer service and safeguarding our water for our customers



Customer

Working together we'll ensure that all customers experience the same consistently excellent service



Workforce

Expertise and knowledge of water services is essential to the future success of Irish Water

A place where people can develop their potential and expand their careers

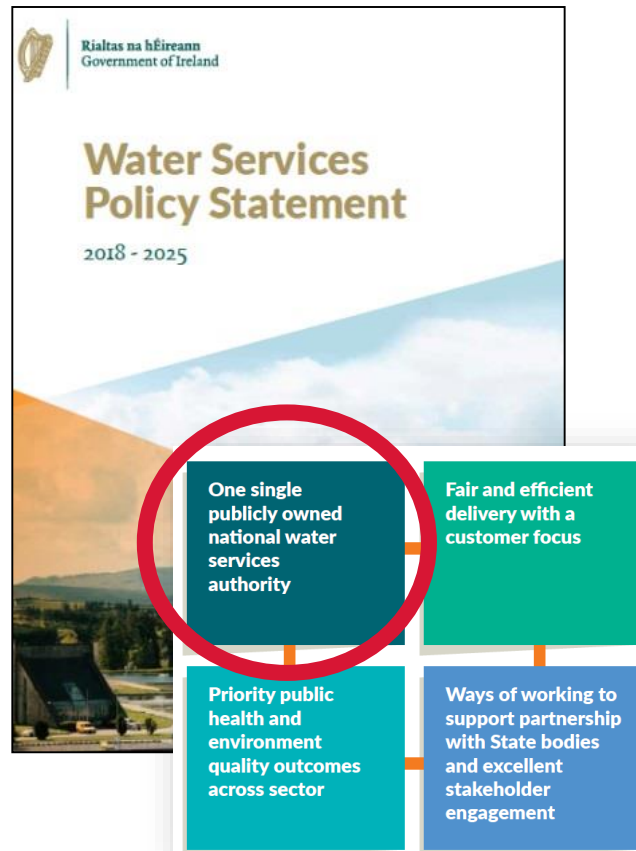


Local Development

Supporting economic and social development

Water Services Policy Statement (published May 2018)

One single
publicly
owned
national water
services
authority



“The public water system is to remain in public ownership. Public water services are to be delivered by an efficient single regulated public national water services authority, accountable to the Oireachtas. This responsibility is being performed by Irish Water.”

“There is to be a focus on ensuring that Irish Water is appropriately structured to deliver on key policy objectives in terms of ensuring water supply, enhancing water quality and achieving business efficiencies, now and into the future.”

“There is an expectation that there will be provision of high quality, reliable water services, delivered through resilient systems that are operated economically and efficiently.”

	Agenda Items
1	Single Public Utility Overview
2	LAs and IW Working Together
3	Proposed Implementation Approach
4	Next Steps
5	Q&A

- IW recognises further engagement with all stakeholders is needed regarding its proposals, and this work is expected to take place over the coming months
- Existing agreements remain in place until such time as an alternative is agreed

1

Single Public Utility Overview

Creating a Single Public Utility

One of the largest and most complex transformations ever undertaken in the public sector in Ireland.

From    To

31 LOCAL AUTHORITIES &
IRISH WATER



+15 ORG LAYERS



MULTIPLE WAYS OF
WORKING



COST RECOVERY SLA



NO DIRECT LINE OF SIGHT TO
CUSTOMERS, STAFF, ASSETS,
SERVICE DELIVERY



INCONSISTENT CUSTOMER
EXPERIENCE



1 IRISH WATER
ORGANISATION



7 ORG LAYERS



SINGLE STANDARDISED
WAY OF WORKING



BUSINESS PLAN DELIVERY



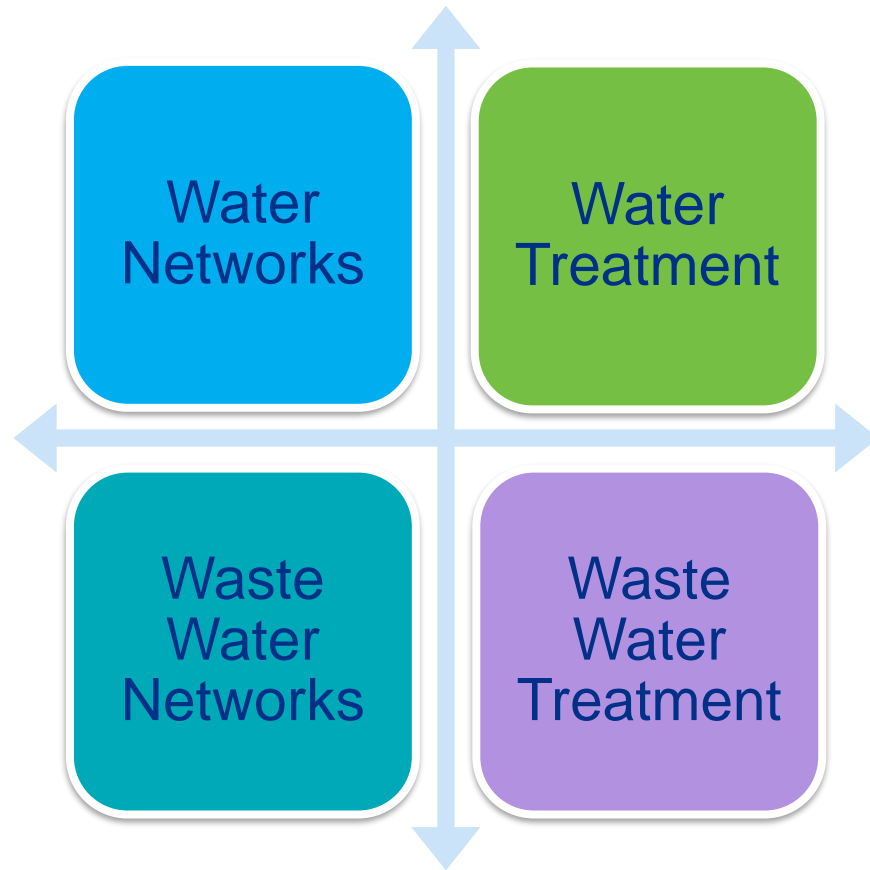
FULL CONTROL OF CUSTOMERS, STAFF,
ASSETS & SERVICE DELIVERY IN TIME



CONSISTENT CUSTOMER SERVICE

What does the Single Public Utility look like in action?

Work streamered into 4 core operational areas



National Direction



Work Management



Local Delivery



**Ongoing working relationship with
Local Authorities**

What does the Single Public Utility look like from a customer and staff perspective?



What are the benefits of changing to the Single Public Utility?

Improved Customer Service 	Emergency Response Capability 	Technology & Automation 
Single Way of Working 	Planned Maintenance of Assets 	Specialists in Process & Systems 
Single Developer Services Process 	Planning Ahead – links To LA Plans 	Operational efficiencies of €70m p/a 

Why do we need a Single Public Utility?

Significant & sustained Government investment in water services needs to be prioritised for Ireland to meet current and future demand

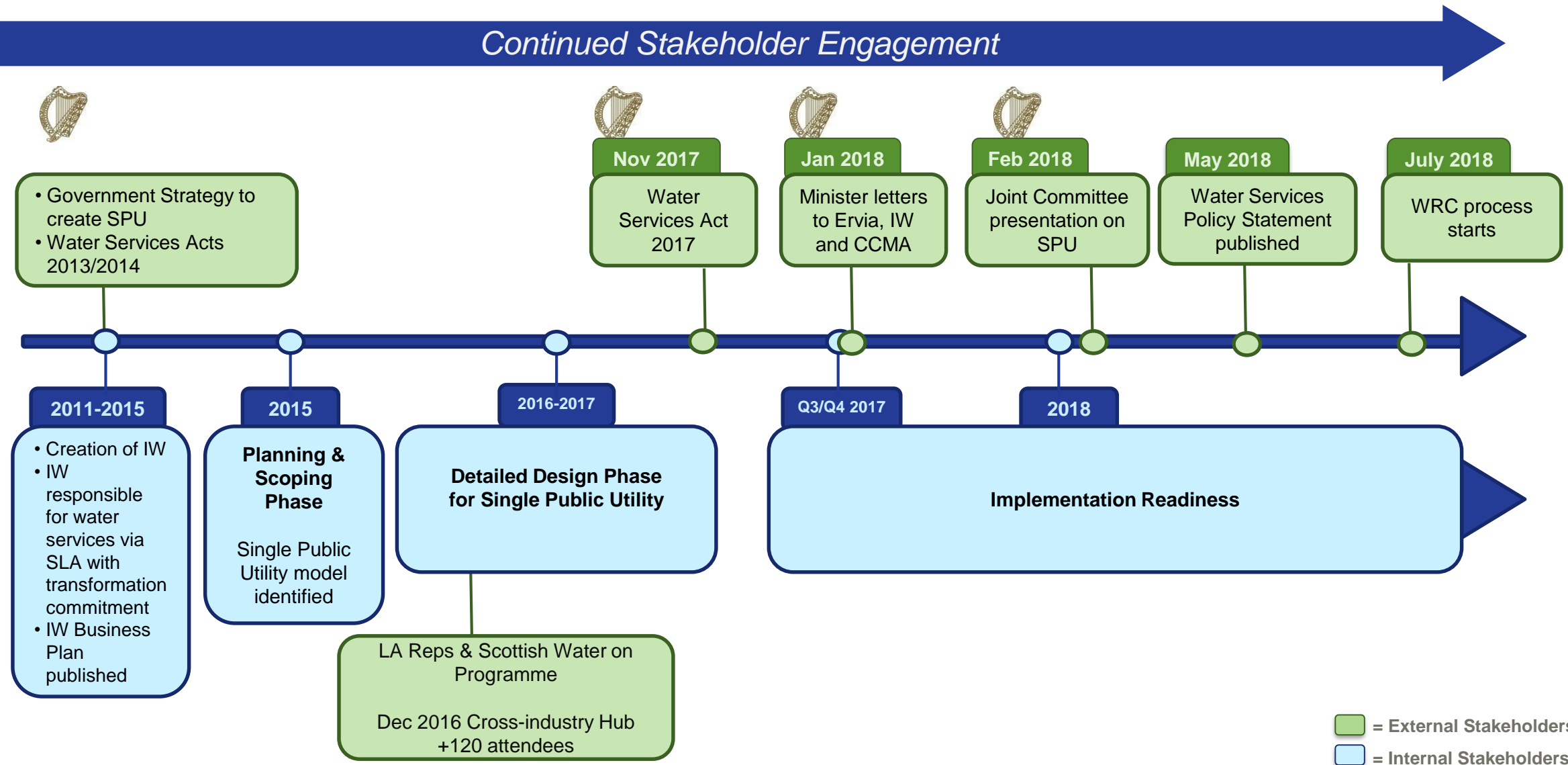
The IW/LA SLA model has delivered achievements to date, but is not capable of delivering the level of improvements required as in the Government-approved Business Plan by 2021:

The scope for further service improvements and efficiencies is limited



- × Further material efficiencies unlikely with **32** organisations & the benchmarks cannot be achieved which will limit scope for capital investment, **i.e. investment plans dependent on generating an additional €70m/pa of operational savings;**
- × Achieving a single standard way of working is not possible;
- × **Industry standards require specialist operators, technology & centres of excellence** (commitment to in-sourced model of operations);
- × There is a need for a streamlined management structure with single accountability;
- × Inability to deliver consistent customer service;
- × **Key challenges require regional rather than county-based approaches** (leakage, laboratory services, trade effluent control, contingency management, process control)

Timeline to date and stakeholder involvement



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LAs and IW Working Together

Public Representation

- Local Representative Service Desk (LRSD)
- Councillor Clinics (quarterly)
- Access to IW (e.g. regional information specialists)
- Proposed IW/LA Liaison Office Network
(point of escalation and medium/long-term strategic issues)

Legacy Issues

- Financial: cost-neutral from a local authority perspective, rates
- Others: taking-in-charge, group water schemes, etc.

Local Authority Employees

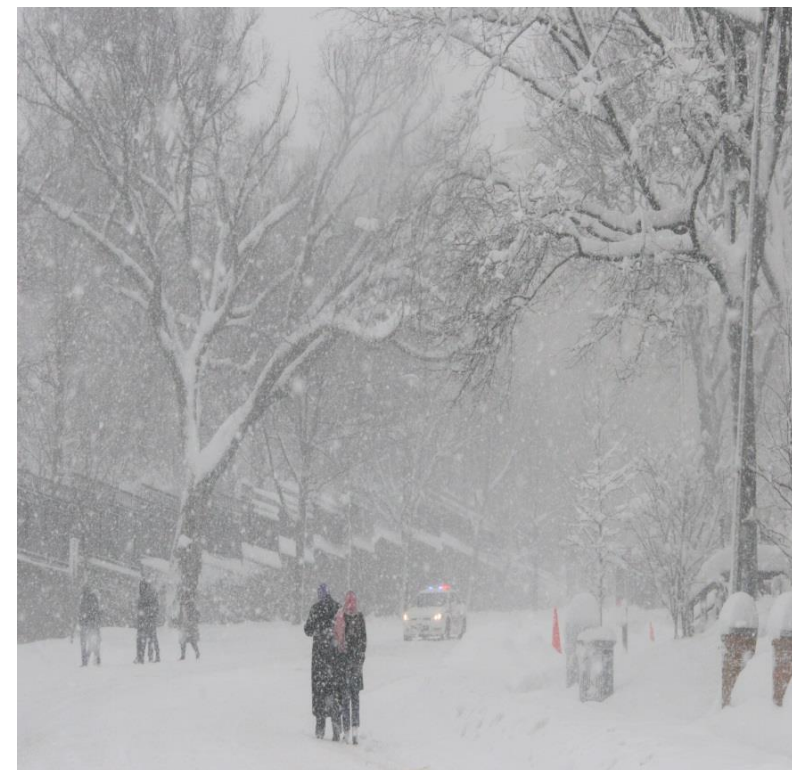
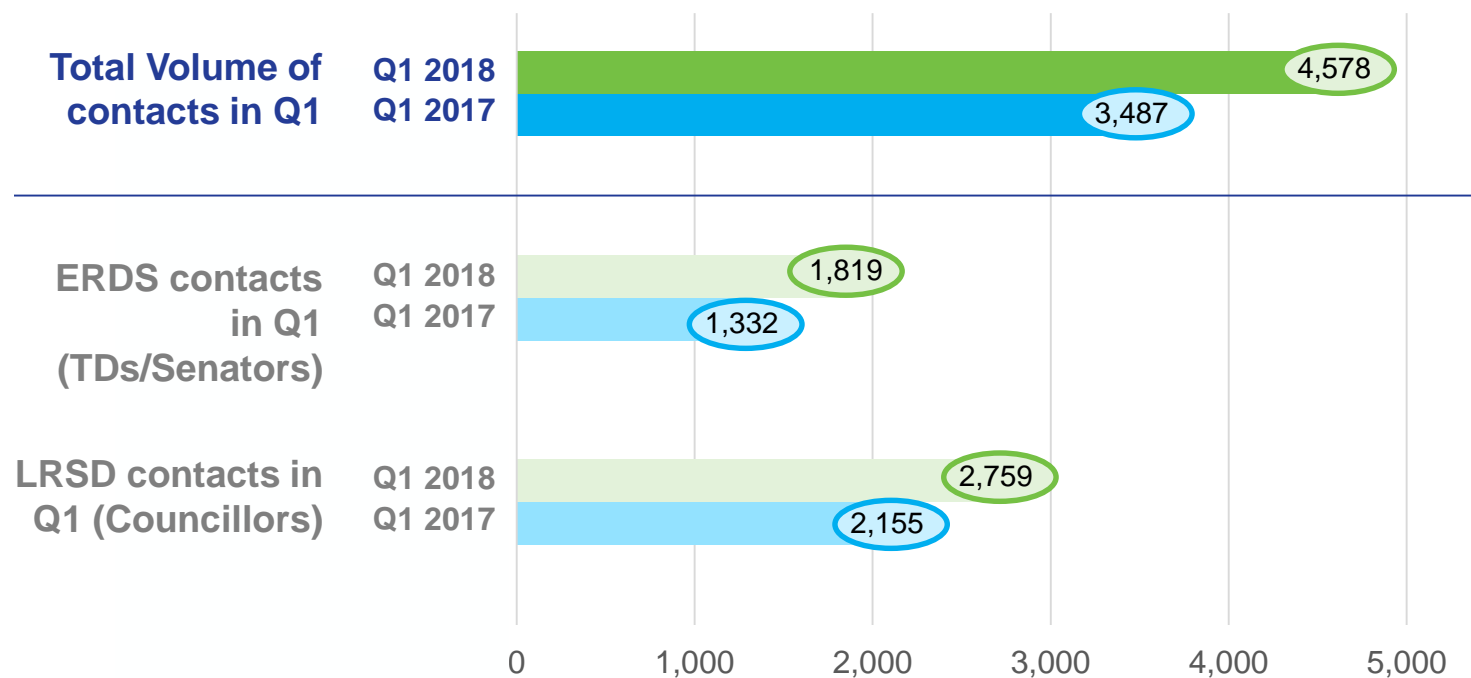
- Fair and transparent process to unite workforce (WRC)
- Addressing concerns of water service staff e.g. place of work, employment status, T&Cs protection
- No compulsory redundancies
- Career opportunities
- Training and development
- Local service delivery and close to the customer

Local Representative Service Desk (LRSD) Overview

- Dedicated team in Irish Water to manage and respond to queries from TDs, senators and Councillors
- Queries are received via phone and email
- Team of 6, Monday – Friday 09:00-17:30
- Out of hours arrangements via Regional Information Officers
- Access to call centre, website, social media etc. 24/7
- Main topics are Asset related (68%), supply issues and Non Domestic billing queries (12%).



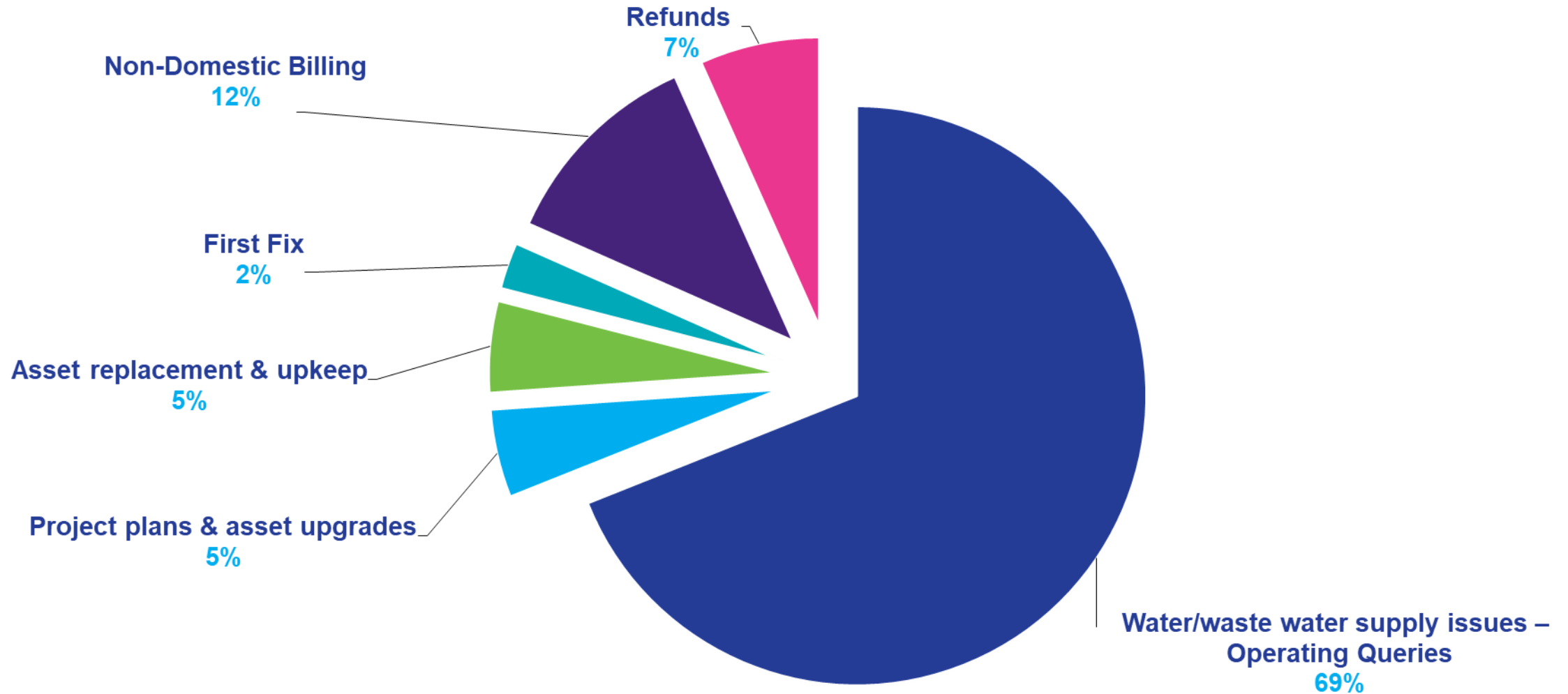
LRSD Contact Volumes 2017/2018 to date



Storm Emma Q1 2018

- Total no. of contacts for 2017 was 11.5K
- In 2018 Q1 contact volume increased by 24% compared to Q1 2017 due to Storm Emma

What are the Calls About in Q1 2018?



See Appendices for queries by county distribution

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Proposed Implementation Approach

Proposed Implementation Approach

- Implementing the Single Public Utility is a **significant undertaking**. It is one of the largest and most **complex transformations ever undertaken in the public sector in Ireland**.
- We need to **balance implementation against three elements**:
 - *No increased risk of major service failure*
 - *Securing operational service control*
 - *Business Plan target achievement*
- The proposed implementation approach was informed by **comparison with other utilities, analysis of local authorities and workforce planning considerations**.
- Given the scale and complexity of the change envisaged, **we foresee the need for a phased geographic implementation approach, starting in the Eastern region in 2019, local authority by local authority**.
- **We are consulting with key stakeholders** such as local authorities and unions to **determine how the transformation can be achieved nationally within a defined framework and timeframe**.

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Next Steps

Industrial Relations: Workplace Relations Commission (WRC) to facilitate the IR process, involving key stakeholders (starting in July)

Some Key Points:

- No compulsory redundancies
- Employee T&Cs are protected in line with the provision of the Water Services Act 2013
- Would welcome agreed approach to communications

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Q&A

**Talk with our regional
representatives**