

AILG Elected Members July 2023 Briefing

Sligo, 22nd July 2023



Briefing Agenda

Time	Topic / Speaker
10.05am	Introduction John Dempsey - Local Authority Engagement Director
	Investment and Operations Update Anthony Skeffington – Regional Operations Manager (Water) Northwest Emer Colwell - Regional Communications Lead Northwest Des Joyce – Water Specialists Lead
11.05am	Tea\Coffee Break
11.30am	Elected Member – Uisce Éireann Communication & Engagement Florence White – Head of Local Authority Engagement Geoffrey Bourke - Business Operations Manager Darragh Murphy – Head of Media Relations
12.30pm	<i>Finish</i>

Feedback and follow-up

- We hope to respond to as many comments and questions as possible today, following up later on any unanswered questions
- In terms of local authority specific questions, we're happy to take note of these at the end of each session
- A copy of this presentation will be made available after the meeting





Elected representatives are a vital community link

- Uisce Éireann has benefitted from an excellent Local Authority water services legacy and co-operation since 2014
- We value, and want to further strengthen, the working relationship and engagement with Councillors – particularly as we take on full service responsibility
- We're thankful for the strong engagement and co-operation we've received from the AILG at all levels over the last few months (President, Executive and Director)
- **We're very much looking forward to hearing your views here today**

Maintaining operations
while making important
investment

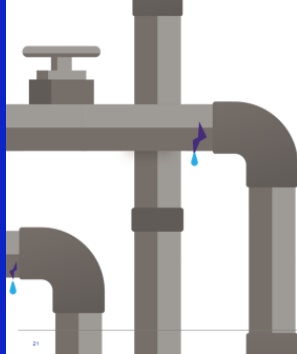


Managing Water Services Operations Across The Country

Treatment Plants		711 WTP 1,056 WWTP 4,071 Pumping Stations	1.7b litres/day 1.3b litres/day
Networks		64,348 km Water 26,000 km Sewer 37% Leakage	
People		1.6m Households Served 3,157 Operations Staff 9 DBO Contractors, 1,076 UÉ Vehicles	
Financial (p\la)		Opex spend Capital Maintenance Leakage Management	€620m €78m €45m

€5.26 billion

allocated to upgrade our asset base as part of the Business Financial Plan 2020–2024



10,801 lead services replaced in 2022 as part of our lead pipe replacement programme

32.7% leakage rate in the Greater Dublin Area for Q4 2022, which out performed the national average.



125 new or upgraded wastewater treatment plants since 2014



130,034 People removed from the EPA Remedial Action List (RAL) in 2022



70 new or upgraded water treatment plants since 2014



Uisce Éireann is on track to **eliminate** the majority of **raw sewage discharges** by the **end of 2025**



Leakage savings of **c.214 mega litres per day** achieved in 2022

This is equivalent to the daily supply to 630,000 homes



Supporting **Housing for All** – the Government's housing plan to 2030.

It is estimated that Ireland will need an average of 33,000 new homes to be provided each year from 2021 to 2030.



Current Investment Plan 2020 – 2024 (RC3)

- **€5.35bn** Capital investment nationally
 - Investing **€1.2 billion** in **2023** (€680m in 2018, c€350m in 2013)
- **Prioritising** most urgent **improvements**
 - *Water quality, wastewater capacity and compliance, leakage reduction, sustainability and environment, customer service*
- Delivery **challenges**
 - Safety, planning & consents, supply chain, inflation

Typical Investment Timelines

- In delivering projects and programmes UÉ must:
 - follow the **Public Spending Code** requirements;
 - comply with all **planning & environmental** legislation;
 - put in place all necessary **consents and licences** before works start;
 - **procure works, goods & services** in accordance with national and European legislation.
- Given the large variety and of scale of projects we deliver **there isn't a typical timeline** which covers all eventualities

Typical Investment Timelines

- New or major upgrade to a **small to medium-sized** Treatment Plant involving land acquisition and planning - **5 to 7 years** from decision to commissioning
- For a **large treatment plant**, requiring more consents and Ministerial approval - timelines can extend **up to 10 years**
- For smaller projects, like **watermain rehabilitation or minor upgrades**, the timescales would be much less, with works planned and delivered within **12 to 24 months**

Estimated timelines do not take into account objections, planning appeals and legal challenges which can occur on any project



We will continue to invest in Water & Wastewater infrastructure

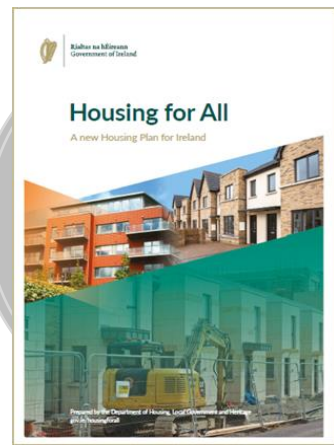
2014 to 2019 - **€3.6bn**

2020 to 2024 - **€5.5bn**

2025 to 2029 - **€8-10bn***

** Subject to Strategic Funding Plan and Commission for
Regulation of Utilities (CRU) approval*

Leading 5 initiatives to support Housing Delivery and Growth



27.1 Investment in Water Services - Ongoing

NDP 2021-2030 commits continued significant investment by UÉ



27.2 Timely Delivery of Connections - Ongoing

Q4 2022, UÉ responded to 92% connection enquiries and 84% of connection applications within 16 weeks



27.3 Experienced Based Accreditation - Complete

Launched June 2022, 18 months ahead of schedule, supported by Irish Home Builders Association. 25 Contractors accredited



27.4 First Mover - Q4 2022

CRU published decision 2022. Implementation 2023



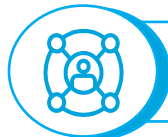
27.5 Capacity Register - Complete

Water and Wastewater Capacity Registers published on www.water.ie

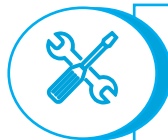
Looking to the future as we integrate all public water services in Uisce Éireann



The Framework for Future Delivery of Water Services, published by Government in June 2022, set out the **next phase in transformation of water services in Ireland**.



Recognised **importance of single, national strategic approach to water services**, supported by Government funding commitments.



Fully integrating all public water services will deliver on the ambition of ensuring **consistent standards** of high quality drinking water across all parts of Ireland, will meet needs of **communities and customers**, represent **value for money** and facilitate balanced **economic development**.



Progressing plans to begin phased operational transfer of services from Local Authorities to Uisce Éireann. Our shared goal is the delivery of secure, safe and sustainable water services for communities across Ireland with a **focus on seamless transition**.

Uisce Éireann will build on the legacy and contribution of Local Authority staff

- There is a **role for all eligible water services staff** in UÉ
- All water services staff have option to **voluntarily transfer to UÉ any time up to 2026**
- We will build on the legacy of all water services staff, particularly in **working for and delivering for local communities**
- **There will be no change to current locality, with primary focus on safety of public health and all staff**, as we progress operational transfer



Estimated Service Transfer Dates

LA Transfer Phasing

Version: 12.4

Issue Date: 12/07/2023

Tranche	EAST	NORTH WEST	SEM	SOUTH WEST	Estimated Transfer Date
1	Meath	Roscommon	Westmeath	Cork City	Wed 19th July 2023
2	Fingal	Sligo	Longford	Limerick	Wed 26th July 2023
		Galway City	Offaly		
	Kildare	Monaghan	Laois		Thu 27th July 2023
			Carlow		
3	Wicklow South Dublin	Leitrim Cavan	Wexford	Cork County	Wed 6th September 2023
4	Dublin City	Donegal	Kilkenny	Kerry	Wed 13th September 2023
5	DLR	Galway County	Tipperary	Clare	Wed 20th September 2023
6	Louth	Mayo	Waterford		Wed 27th September 2023

- The actual service transfer date for each individual Local Authority (LA) is dependent upon the prior completion of all critical service transfer readiness work for the LA
- Depending on the pace of critical readiness work completion, individual LAs may move up or down in the phasing timeline vs what is shown here

Elected Member – Uisce Éireann Communication & Engagement



Uisce Éireann is in constant contact with public representatives

- **Dedicated telephone and email service** for Oireachtas Members & Councillors
- Responded to **>100,000 queries** from 1,100 elected representatives **since 2014**
- **13,235 queries in 2022** - 66% resolved within 3 days and 81% resolved within 10 days.
- **656 proactive project updates** in 2022. **409** in 2023 to date.
- **32 project briefings** 2022. **18** in 2023 to date
- **10 project events** in 2023 (sod turning, official opening)
- **90 Councillor Clinics** in 2022. Similar number planned in 2023.
- **5 local authority workshops** in 2023
- **1,400 press releases** sent directly to elected representatives in 2022.

We communicate with local elected members, formally and informally, through a range of existing channels

- LRSD (Local Representative Service Desk)
- Councillor Clinics
- Incident Management and Proactive Project Updates
- Public consultation webinars and information sessions



0818 178 178



localrepsupport@water.ie







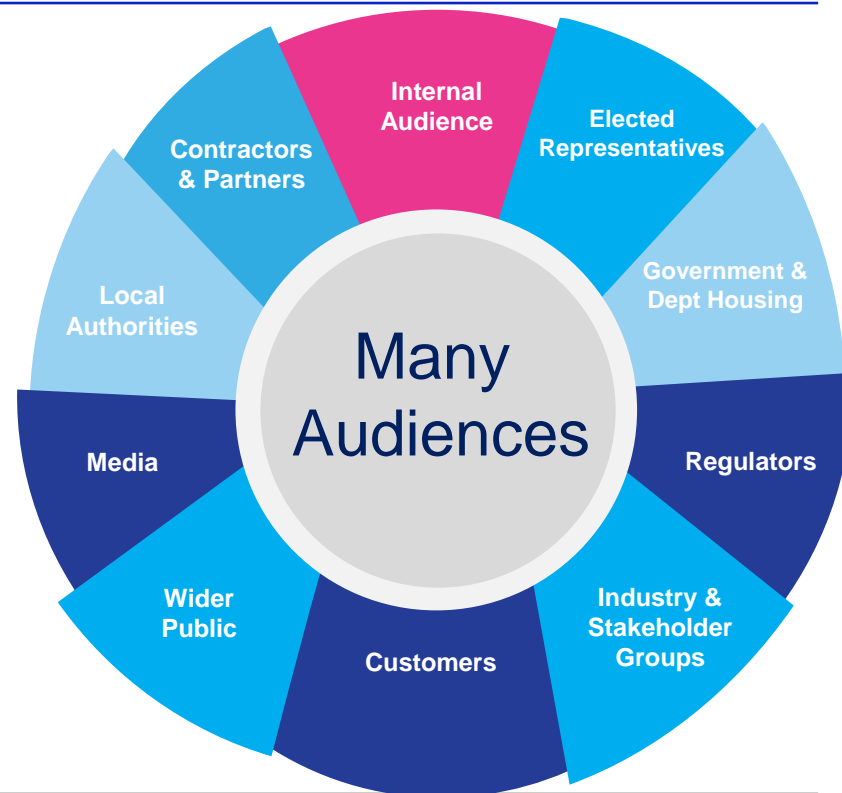
**Uisce Éireann, PO Box 860, South
City Delivery Office, Cork City**

LRSD – Main channel for outbound press releases, project updates, incident support, councillor clinic support, event invitations

- A dedicated priority channel for elected representatives—**dedicated** phone line and email
- **Unique service** for Irish utilities / public agencies
- **Effective and well regarded** ‘high volume’ service (c.13,000+ queries annually)
- **No automated response** – little or no wait time
- Calls get **higher priority** in Contact Centre
- **Dedicated, experienced team** managing queries

Our wider communications use all available channels

DIGITAL 	Website: www.water.ie Twitter, Facebook, LinkedIn, YouTube
MEDIA 	Local and National proactive media print broadcast and online
CAMPAIGNS 	Conservation, Leakage, TBYF TPYP Uisce Éireann name change
Consultations 	Integrated communications and stakeholder engagement on projects plans and programmes



We share our progress and update customers



Uisce Éireann progresses upgrades to the water network in Dundalk



Trim Water Treatment Plant Upgrade



June 2023

Uisce Éireann is progressing a major project to upgrade Trim Water Treatment Plant.



Safeguarding our water for our future



Improved drinking water quality



Improved security of supply

Introduction

Uisce Éireann, working in partnership with Meath County Council, has submitted a planning application for a project to upgrade and modernise Trim Water Treatment Plant which currently supplies over 10,000 customers in Trim and surrounding areas.

This project will address ongoing operational issues, safeguarding water supply for homes and businesses in Trim and surrounding areas, who have frequently experienced disruption from outages

What are the benefits of these works?

The upgrade works carried out as part of this project will:

- Ensure a secure and resilient water supply to Trim and surrounding areas.
- Ensure compliance with current drinking water quality regulations.

Sod turned on €50m sewerage treatment project



Today in partnership with Donegal County Council we turned the sod to mark the commencement of construction at the Rathmullan, Milford and Ramelton Sewerage Scheme.
Find out more below, water.ie/projects/local...
[@donegalcouncil](https://twitter.com/donegalcouncil) [@jmurphyandsons](https://twitter.com/jmurphyandsons)
[@JOD_Stigo](https://twitter.com/JOD_Stigo)



Meath Chronicle €20m Farganstown wastewater project nears delivery

THE new €20 million Farganstown Wastewater project has moved a step closer to delivery with the publication of compulsory purchase orders for the project.
The Farganstown Local Infrastructure Housing Activation Fund (LIHAF) Wastewater Project, which is currently in design stage,
"We are looking forward to delivering this significant project on behalf of the local community in Navan. Improving the required wastewater infrastructure will enable communities in Navan to continue to thrive both socially and economically in the years to come."
"Uisce Éireann is commit-



Project to upgrade and improve the water supply in Rahan to begin next week



End finally in sight for North Cork village's long-running water supply woes

Our future relationship

- **Strategic engagement** in areas like forward planning and economic development
- **Operational engagement** around areas like taking over Group Water Schemes
- Conscious as well of **local authorities other roles** e.g. as fire authorities
- In that context, **our communications and engagement proposals want to strengthen the future relationship**

Elected Member Communication & Engagement Proposals

- **UÉ will hold an annual water services workshop with each council's Elected Members**
 - **5 pilot workshops April – May 2023** (Cork County, Cork City, Louth, Galway City and Galway County)
 - Workshops with **remaining 26 Councils between September and March**, and annually thereafter (Meath, Donegal, Wexford, Tipperary, Kilkenny & Waterford – September)
- **AILG Information Leaflet Series**
 - UÉ is working with the **AILG** to produce a **water services information leaflet** in the AILG Information Leaflet series
- **The LRSD will continue as the dedicated priority channel for elected representatives**
 - UÉ will **survey** LRSD user experience in Q4
 - Working to achieve **more consistent and timely** communication
 - **Improvements** will be introduced on an **incremental basis**

- **Councillor Clinics**

- Engage with councillors to review clinic effectiveness and identify improvements
 - (*frequency, format, themes*)
- UÉ will rename clinics to better reflect their purpose

- **Regular Local Authority Area Specific Water Service Updates**

- Regular water service update to councillors in each local authority (a work in progress - Q3 update)

- **UÉ is establishing a Local Authority Strategic Liaison Office**

- Establishing a small dedicated team to focus on improving Elected Member Communication & Engagement

Vartry Site Visit & Meeting



- **UÉ - AILG Executive meeting** and site visit at Vartry in June
- **Discussed UÉ** communication and engagement **proposals**

In summary – we want to develop our relationship with you

- UÉ has successfully delivered significant investment and will continue to upgrade assets, protect the environment and support growth
- Partnership with local authorities since 2014 has been critical to this success
- Now transferring services to UÉ
- Maintaining a close relationship with Councils and Councillors is key to successful future service delivery
- **We want your continued support and welcome suggestions on future engagement**



- What works best for you in terms of national and regional updates?
- How can we engage and communicate effectively into the future?

Thank you

