


# First Fix Free scheme

The customer's journey from suspected leak to free leak repair




## Phase 1: Customer Usage and Notification of a Leak

1



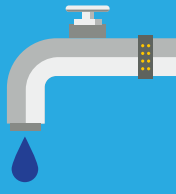
We (Irish Water) will check meter readings to identify homes with possible leaks

2



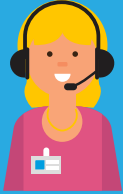
We will notify you if we suspect there may be a leak in your home

3



We will ask you to check for, and repair, any leaks inside your home. To learn how, visit [water.ie/check-for-leaks](http://water.ie/check-for-leaks)

4



If you believe you still have an external leak, call our Customer Care team or fill out our online form to request a free leak investigation

## Phase 2: Leak Investigation and Leak Repair Offer

5




Our contractor will contact you **within 10 business days** to schedule a leak investigation appointment at a suitable time

6




After the investigation we will make a decision **within 5 business days** on whether your leak qualifies for the First Fix Free scheme

7



If the leak **does** qualify for the scheme, we will provide you with a letter and a copy of the terms and conditions to sign

8




You return the signed letter and the terms and conditions to us **within 30 business days**

If the leak **does not** qualify for the scheme (for example, it is an internal leak), we will provide you with water conservation advice

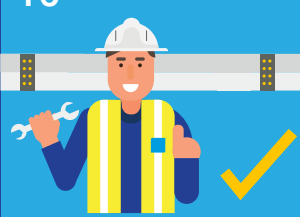
## Phase 3: Leak Repair

9



Our contractor will contact you **within 10 business days** to schedule a suitable time to repair the leak

10



Your leak is repaired at the agreed time by our contractor

**For more info:**  
For more details on the process and who can avail of the First Fix Free scheme, please refer to the **First Fix Customer Guide** at [water.ie](http://water.ie) or [cru.ie](http://cru.ie).