

Single Domestic Connection **Guide to Connect**



A guide to connecting your property to water and wastewater services.

**Uisce
Éireann** 
Irish Water

Safeguarding our water for our future.

Disclaimer

This booklet presents general information about Uisce Éireann's connection process and is provided for information purposes only. The information contained in this booklet is not intended to be legal advice or to be construed as an offer or invitation for connection to the Uisce Éireann network.

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Introduction



We have developed this booklet to explain how your new property can get a new or modified connection into the Uisce Éireann network. This booklet will help you understand the different processes involved in:



- The Pre-Connection Enquiry Process,
- The Connection Application Process,
- The Diversions Process, and
- How the Connection is Made.

In all instances, we advise you to make a Pre-Connection Enquiry at an early stage of your project, as the outcome of this Pre-Connection Enquiry may influence your plans and your planning permission submission. Once you have secured planning permission, you can submit your Connection Application. The completion of the acceptance criteria is a precursor to obtaining a connection.



1.1 How to Apply

The table below outlines the forms you should use when enquiring about the feasibility of a new or modified connection and when applying for a new or modified connection to Uisce Éireann.

	Connection type	Pre-Connection Enquiry form	Application form
	<p>Single Domestic Premises</p> <p>This is a connection to a single domestic premises, for example: Constructing a new single domestic property, converting a single domestic property from a private to a public water supply or other. If you have 2 independent houses that need to be connected to an existing mains, you should use 2 single domestic applications.</p>	Single Domestic Premises – water and/ or wastewater connection	Single Domestic Premises – water and/or wastewater connection
	<p>Temporary Connection</p> <p>This is a connection which will later be removed. For example, temporary construction work or an event. A temporary connection is required to facilitate on-site works for all housing developments. All Temporary Connections are metered connections.</p>	Not required	Temporary – water and/or wastewater connection

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Pre-Connection Enquiry (PCE)



STEP

Average timeline from PCE to PCE Response Letter is 16 weeks

1

Pre-Connection Enquiry

The Pre-Connection Enquiry (PCE) allows us to provide an early indication of the feasibility of your new or modified connection and what upgrades may be required to cater for your property. We strongly recommend you to submit a PCE prior to submitting your Planning Application.

Please note: Where you are unsure of the proximity of a water or wastewater network on the public road fronting your property, a PCE assessment is advised.

2

Uisce Éireann completes review of PCE and issues the PCE Response Letter

Once we complete the review of your PCE, we will issue a PCE Response Letter to you. The PCE Response Letter will confirm if it is feasible for your property to connect into the Uisce Éireann network and whether any upgrade works are required to facilitate the connection.

3

Planning Application

You are responsible for completing your Planning Application and submitting it to the planning authority. This should include the PCE Response Letter issued by Uisce Éireann.

3

Connection Application Process



Average timeframe from Application to Connection Agreement is 16 weeks

STEP

4

Connection Application

Please submit your completed Connection Application form once you have secured planning permission. You, or an agent acting on your behalf, must supply the appropriate documentation as outlined in the application form. Please, refer to Section F (“Supporting Documentation”) of your Connection Application form.

5

Application Assessment

We will confirm receipt of your Application and provide you with a unique CDS reference number. We will then assess your Application to confirm that it is still feasible and will calculate the least cost design solution that is technically acceptable to Uisce Éireann. We will also advise if any additional infrastructure works are required to cater for your property.

6

Connection Agreement

We will then issue a Connection Agreement along with the associated cost estimate and details of agreed designs. Please note: any network extensions required to service your development will be completed by Uisce Éireann at your cost and in accordance with Uisce Éireann’s Standard Details and Codes of Practice.

7

Accepting an Agreement

You can accept the Connection Agreement by fulfilling the acceptance criteria as set out in the Agreement.

To accept your Connection Agreement you must submit the following to Uisce Éireann:

1. Signed Letter of Acceptance,
2. Connection charges payment.

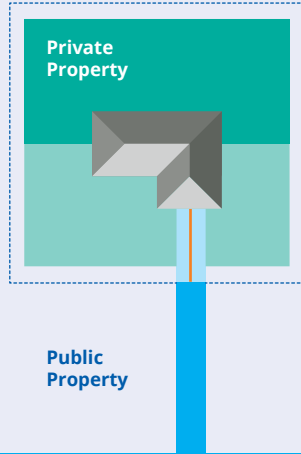
3



3.1 Connection Assets - Diagrams

Water Infrastructure Diagram

The graphic shown below provides details of the water infrastructure owned by Uisce Éireann and the water infrastructure which will remain private in the future.



Legend

- Owner's pipe maintenance responsibility
- Uisce Éireann's pipe maintenance responsibility
- Private Property Boundary

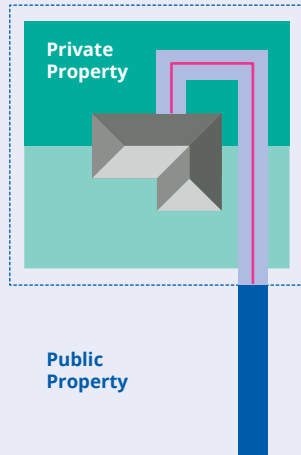
Water Meter

Regardless of its location, your meter remains Uisce Éireann's responsibility



Wastewater Infrastructure Diagram

The graphic shown below provides details of the wastewater infrastructure owned by Uisce Éireann and the wastewater infrastructure which will remain private in the future.



Legend

- Owner's pipe maintenance responsibility
- Uisce Éireann's pipe maintenance responsibility
- Private Property Boundary

4

The Connection Process

STEP

8

Processing the Connection

Once you have accepted your Connection Agreement in full and we have processed your payment, we will contact you to agree a mutually suitable time for the provision of the physical connection into the Uisce Éireann network.

9

Physical Connection

We will apply for a Road Opening Licence (ROL) and complete a design of your connection. Once the ROL is granted by the Road Authority, Uisce Éireann or an agent acting on our behalf, will carry out the physical Connection Works. Note that the connection will be for the property outlined in your Agreement and no additional properties may connect to it.

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Meter Installation

A boundary box will be installed in a publicly accessible space outside your property as part of your connection. Only your supply must connect to this boundary box. Where a meter is to be installed in the boundary box, Uisce Éireann will notify you and send you a booklet.

Average timeline from securing ROL to Connection is 12 weeks



4

The Connection Process (continued)



4.1 Making the Connection

In advance of Uisce Éireann carrying out a connection to the public network, Customers are responsible for delivering all private side works as set out in their agreed designs. However, only Uisce Éireann or our authorised agents are permitted to make the Connection to the Uisce Éireann water and wastewater networks. No other entity is permitted to complete the Connection Works to the Uisce Éireann networks.

In instances where a Connection has been made, either directly or indirectly, to the network without our consent, this constitutes an Illegal Connection under the Water Services Act of 2007. Where Uisce Éireann becomes aware of Illegal Connections to the water and wastewater networks, it maintains the right to prosecute or take appropriate action.

In all circumstances, the Connection is to be completed by Uisce Éireann or our authorised agents and Uisce Éireann reserves the right to disconnect connections completed by another entity. Should Uisce Éireann incur any additional costs in regularising the Connection, these costs will be charged to the relevant party. Without prejudice to this regularisation process, Uisce Éireann expressly reserves all its rights and entitlements in respect of such Illegal Connections.

When will your Connection be made?

Once you have entered into a Connection Agreement, Uisce Éireann will contact you to confirm your preferred connection date. Based on the date you provide we will complete a detailed design of your connection and apply for a Road Opening Licence (ROL). Please note, from securing the Road Opening Licence, from the Local Authority, to completing connection takes on average **12 weeks**. Once the detailed design stage is complete and all approvals are in place, we will then contact you 14 days prior to commencement of Works.

The Customer is responsible to complete all private side works as set out in their agreed design in advance of Uisce Éireann carrying out a connection to the public network.



Only Uisce Éireann or an agent acting on our behalf will complete the connection to the public network. No other entity is permitted to make the final connection to the public network due to a public health risk. Uisce Éireann reserves the right to disconnect connections which were not completed by Uisce Éireann and/or our agents.



4.2 - Meter Install

Once your connection is complete, a Water Point Reference Number (WPRN) will be assigned. Once complete, Uisce Éireann, or agents acting on our behalf, will install meters and ancillary devices as required.

Water Metering is a critical enabler for Uisce Éireann to meet its business objectives to provide safe reliable water and support growth. Without accurate and reliable measurement of water supply, it is considerably more challenging to manage the supply and distribution of water through the public network to serve customer needs.

Metering is fundamental to the identification of water losses from the network, and the efficient management of a scarce resource. The "Water Services Policy Statement 2018-2025" (Government of Ireland) seeks the most effective combination of metering to achieve leak reduction. Water metering offers the opportunity for customers to manage their usage of scarce resources.

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Diversions Information and Process



Uisce Éireann is responsible for all public water and wastewater infrastructure.

The water infrastructure provides raw water for treatment and, following treatment, potable drinking water for supply. The wastewater infrastructure collects untreated and, on occasion, treated wastewater from customers' premises prior to its associated treatment and discharge. In most instances this water and wastewater infrastructure is located under the public road. However, due to access requirements at specific locations, some of this infrastructure is located in private lands. These public water supply and wastewater collection assets service multiple customers in many instances.

It is the Applicants responsibility to identify the presence of any Uisce Éireann assets within or adjacent to any proposed development. In order to assist the Applicant in determining the location of Uisce Éireann assets, the best practice is to contact Uisce Éireann in advance of designing the proposal. Details, where known, can be obtained by emailing an Ordnance Survey map identifying the proposed location of your intended development to datarequests@water.ie.

The exact location of any Uisce Éireann assets are to be confirmed via site investigation by the Applicant. Other indicators or methodologies for identifying infrastructure located within your lands are the presence of registered wayleave agreements, visible manholes, vent stacks, valve chambers, marker posts etc. within the proposed site.

If it is determined that an Uisce Éireann asset is located near or under your proposed development, you are required to contact Uisce Éireann with details of your proposal in order to establish if the proposals are acceptable or if there is a need to alter or divert any Uisce Éireann asset. Contact Uisce Éireann by submitting the relevant application form.

Uisce Éireann does not charge for this early engagement, however, the subsequent cost of diverting/altering/building over any asset, as well as any costs associated with supervising the works, will be included as a charge in the Diversion/Build Over Agreement. A refundable bond/surety may also be included in respect of the diversion/alteration works.



Please, refer to the Diversion and Build-Over Enquiry page on www.water.ie to download Building-over or near an Uisce Éireann Asset Application form and access further information on:

- Building Near an Uisce Éireann Asset, including details on:
 - Minimum Separation Distance from proposed building to Uisce Éireann Sewer;
 - Minimum Separation Distance from proposed building to public water main,
- Building over an Uisce Éireann Sewer,
- Building over a Public Water Main,
- Diversion or Alteration of Uisce Éireann Assets.

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Diversion and Build Over Process



STEP

1

You establish the location of Uisce Éireann assets

Applicant to determine location of all Uisce Éireann assets on development site by: Submitting request to datarequests@water.ie for high level map of known Uisce Éireann assets and carrying out site investigation.

Other indicators or methodologies for identifying infrastructure located within the site are the presence of registered wayleave agreements, visible manholes, vent stacks, valve chambers, marker posts etc.

2

You apply for a Diversion

It is your responsibility to undertake the detailed design of the proposed diversion in accordance to Uisce Éireann Standards Details and Codes of Practice and the examples of diversion design drawings with acceptable level of detail are available on www.water.ie. Submit a Diversion Application Form along with the design proposal to diversions@water.ie. Please note, the arterial route requirements are detailed in Appendix 3 - Part 3 of Your Connection Agreement.

3

Assessment of Diversion Application

Uisce Éireann will register diversion application and assign a unique "DIV" reference number. Uisce Éireann will assess the application to determine compliance with Uisce Éireann Codes of Practice and Standard Details.

4

Uisce Éireann issue Diversions 'Confirmation of Feasibility'

Once Uisce Éireann completes the review and it is deemed to be acceptable the Applicant is issued with a Confirmation of Feasibility letter.

Diversion and Build Over Process



STEP

5 Diversion Agreement issued to Customer

Uisce Éireann issues a Diversion Agreement detailing terms and conditions, charges and any additional required agreements such as Deed of Easement and Collateral Warranties.

6 Accepting Diversion Agreement

You can enter into a Diversion Agreement with Uisce Éireann by accepting the terms and conditions as set out in the Diversion Agreement, submitting proof of insurances, method statements etc., and by making the required payments.

7 Construction Phase

Following the acceptance of the Diversion Agreement and provision of other requirements by the Applicant, Uisce Éireann will execute the Diversion Agreement and issue a notice for construction to proceed.

8 Project Close out

Upon completion of the works, customer provides 'As Built' drawings, safety file, testing details and any other requirements as outlined in the Diversion Agreement. The examples of compliant "As Build" drawings can be found on www.water.ie.



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Connection Charges

The provision of connections requires the payment of certain costs and fees by the customer, as approved by the Commission for Regulation of Utilities (CRU) in Ireland. As such, Uisce Éireann has implemented a Connection Charging Policy.

This policy provides a standard set of charges for new or modified connections into Uisce Éireann's water and wastewater networks. It also provides a single, clear, transparent and fair connection charging framework. The charges are calculated in a cost-reflective manner, based on connection type.

The charges can be viewed on www.water.ie and on www.cru.ie.



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Important Items to Note

Below is a list of items which you will need to keep in mind as you navigate the various connection processes outlined in this Guide.



Engage with us early.

The average timeframe for the PCE and Connection Application processes is 16 weeks. However, this is just a guide, and we recommend engaging with us as early as possible.



Don't delay when you receive your Connection Agreement.

All Agreements are valid for 90 days only. If it is not fully accepted within this timeframe, you will need to reapply. For an Agreement to be considered fully accepted, all signed documentation, along with payment of connection charges, must be submitted to Uisce Éireann.





Secure easements and third party consents if connecting to private assets early.

Some connections require Easements, and some may even require Arterial or 'Third Party' Easements. These can take time for you to secure, so we advise allowing plenty of time for this process. Where your property's connection is connecting into a Third Party's water or wastewater infrastructure, you will require this type of Easement to be put in place, prior to your connection being made into our network. Always consult with Uisce Éireann early in your planning process to understand the specific requirements and to facilitate a smooth connection process.



Understand the Diversions process and requirements.

If you plan to build a structure near an Uisce Éireann asset, and the proposed structure will be within the separation distances stipulated on www.water.ie, you are required to contact Uisce Éireann, so that your proposal can be considered.



Understand the physical connection delivery timelines.

Understand that the connection process can take time, from application approval to the completion of Works. Stay up to date by reviewing the latest information on www.water.ie (Process maps, timelines) and plan accordingly, especially if the connection is critical for moving into a new home.

Connection and Developer Services enquiries

1800 278 278 or +353 1 707 2828
9am to 5pm Monday–Friday

Key Contacts

Pre-Connection Enquiry / Connection Application

newconnections@water.ie

Diversions Information and Enquiries

diversions@water.ie

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 [@IWCare](https://twitter.com/IWCare)

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