

# **Irish Water Charges Plan**

**Scheme of charges applicable from 1<sup>st</sup> May 2020 to 31<sup>st</sup> December 2020**

**Water and Wastewater charging arrangements for Domestic and Non-Domestic Customers**

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1<sup>st</sup> May 2020



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# 1 Introduction to our charges

Following the Commission for Regulation of Utilities (CRU) decision in July 2019<sup>1</sup> a new enduring non-domestic tariff framework was due to come into effect on the 1<sup>st</sup> May 2020. However, this has been deferred as a result of COVID-19. This decision was taken by Irish Water<sup>2</sup> with the support of the CRU<sup>3</sup> and the Department of Housing, Planning and Local Government<sup>4</sup>. This situation will be reviewed in the coming months in light of emerging developments with COVID-19. Until then Irish Water will continue to maintain non-domestic tariffs in accordance with the structures and arrangements applicable prior to 1<sup>st</sup> January 2014.

Irish Water does not apply charges to Domestic Customers for the provision of Water Supply or Wastewater services except in certain specific circumstances.

The Water Services Act 2017<sup>5</sup> provides that charges to Domestic Customer will only apply in cases where the volume of Water Services consumed exceeds the 213,000 litres annual Threshold Amount<sup>6</sup>. The Act also provides for an additional Allowance Amount for Domestic Premises with more than four occupants<sup>7</sup>, and for exemptions in the cases of certain medical needs. On 17th July 2019 the CRU published its decision on the Household Water Conservation policy (Excess Use Charges)<sup>8</sup>. However, liability for Excess Use Charges will not commence until Q4 2020 at the earliest.

The rules and processes underpinning Excess Use Charges are currently being determined by the Minister for Housing, Planning and Local Government, the CRU and Irish Water and will be included in a future version of the water charges plan (see Section 2.1).

Consistent with the previous version, this water charges plan reflects the CRU's decisions on Irish Water's allowed revenue for the Revenue Control period from 1<sup>st</sup> January 2020 to 31<sup>st</sup> December 2024<sup>9</sup>.

The services provided by Irish Water are those related to the provision of Water Supply and Wastewater services to Domestic and Non-Domestic Customers. Irish Water does not apply charges to Domestic Customers except in certain circumstances relating to Connection services, Excess Use and Additional Services. Liability for Excess Use Charges will not commence until Q4 2020 at the earliest. Irish Water applies charges with respect to the cost incurred by Irish Water in providing Water Supply and Wastewater services to Non-Domestic Customers and in providing Connection services and Additional Services to all Customers.

<sup>1</sup> [Decision on Irish Water's Non-Domestic Tariff Framework CRU/19/074](#)

<sup>2</sup> [Irish Water defers the introduction of new business charges to support businesses as a result of COVID-19](#)

<sup>3</sup> [CRU Agrees Deferral of Irish Water Non-Domestic Charging Framework](#)

<sup>4</sup> [Government's COVID-19 Press Briefing 31st March 2020](#)

<sup>5</sup> [Water Services Act 2017, number 29 of 2017, 17<sup>th</sup> November 2017.](#)

<sup>6</sup> Water Services Act 2007 (Threshold Amount and Allowance Amount) Order 2017, clause 2.

<sup>7</sup> Water Services Act 2007 (Threshold Amount and Allowance Amount) Order 2017, clause 3

<sup>8</sup> [Decision on Household Water Conservation policy \(Excess Use Charges\).](#)

<sup>9</sup> [Decision on Irish Water Revenue for 2020 to 2024.](#)

The water charges set out in this document represent the charges for providing Water Services in line with our Terms and Conditions but do not limit the right of Irish Water to recover (i) additional charges from Non-Domestic Customers who receive non-standard Water Services or (ii) costs from Customers who do not comply with their responsibilities and duties under the 2014 Act, the 2013 Act or the 2007 Act or related legislation and where such costs are recoverable by Irish Water pursuant to all such legislation.

## 1.1 How to contact us

If Customers have queries about any of our charges, or if assistance is needed with any element of the provision of Water Services, Irish Water can be contacted by telephone, email or web as follows:

**Figure 1.1 Irish Water contact details**

<b>Domestic account query Lines Open</b>	1850 448 448 or + 353 1 707 2824 9am to 5.30pm Monday to Friday
<b>Non-Domestic account query Lines Open</b>	1850 778 778 or + 353 1 707 2827 24 hours a day, 7 days a week
<b>Water or Wastewater emergencies Lines Open</b>	1850 278 278 or + 353 1 707 2828 24 hours a day, 7 days a week
<b>Address</b>	PO Box 860, South City Delivery Office, Cork City
<b>Twitter</b>	@IWCare
<b>Website</b>	<a href="http://www.water.ie">www.water.ie</a>

## 1.2 What services will Irish Water charge for?

Our service charges are:

- Water Supply charges – when a Non-Domestic Customer Premises is connected (directly or indirectly) to Irish Water’s Water Supply network.
- Wastewater charges – when a Non-Domestic Customer Premises is connected (directly or indirectly) to Irish Water’s Wastewater network; and
- Other service charges – for services that Irish Water provides to Domestic and Non-Domestic Customers, such as:
  - Connection services for Irish Water’s Water Supply and Wastewater networks;
  - Certain instances where a Customer requests that Irish Water carry out Additional Services (for example meter testing or special meter read requests).

## 1.3 Water charges plan structure

This water charges plan is structured as follows:

- section 2 sets out revised domestic Water Supply and Wastewater charging arrangements;
- section 3 sets out Non-Domestic Customer charges;
- section 4 sets out the charging arrangements for group water schemes connected to the public Water Main;
- section 5 sets out applicable charges for Connection to Irish Water’s Water Supply and Wastewater networks;

- section 6 sets out charges for Additional Services carried out by Irish Water at a Customer's request; and
- section 7 sets out contact details if Customers require advice.

## 2 Domestic Water Supply and Wastewater charging arrangements

### 2.1 Liability for charges

Domestic Customers are not liable for charges for domestic Water Supply and Wastewater Services except in certain circumstances relating to Excess Use. For the period until at least the end of Q3 2020 Domestic Customers will not be liable for charges for domestic Water Services in any circumstances.

Liability for Excess Use Charges will not commence until Q4 2020 at the earliest. Liability for Excess Use Charges will only apply to Domestic Customers where the volume of Water Services consumed exceeds the Threshold Amount and additional Allowance Amount (if applicable).

**‘Threshold Amount’** means the 213,000 litres per year Threshold Amount as specified in the Water Services Act 2007 (Threshold Amount and Allowance Amount) Order 2017. Charges to Domestic Customers will only apply in cases where the volume of Water Services consumed exceeds the annual Threshold Amount.

**‘Allowance Amount’** means the 25,000 litres per year allowance (additional to the Threshold Amount) for each additional occupant above four as specified in the Water Services Act 2007 (Threshold Amount and Allowance Amount) Order 2017.

The legislation<sup>10</sup> which has been put in place provides that Irish Water:

- i. shall not charge a Domestic Customer for Water Services provided over a 12 month period, unless the Water Services so provided exceed the Threshold Amount;
- ii. shall give a notice to a Domestic Customer to whom, over a 12 month period, the Water Services so provided exceed the Threshold Amount;
- iii. shall (in the notice) inform the Domestic Customer that Excess Use Charges shall apply if the Threshold Amount continues to be exceeded over the 6 month period beginning on the day of the giving of the notice; and
- iv. shall apply Excess Use Charges to Domestic Customers for any such Water Services that exceed the Threshold Amount
  - during that 6 month period, and
  - during any period after the expiration of that 6 month period.

The Threshold Amount and Allowance Amount have effect on and from 1st January 2018, although consumption until the end of Q3 2020 (at the earliest) will never be subject to Excess Use Charges. Therefore Irish Water’s Domestic Customers will not be liable for charges for Water Services provided to a Dwelling until Q4 2020 at the earliest. Irish Water will not issue bills for Water Services provided to a Dwelling above the Threshold Amount before 1st January 2022, and these bills will cover a period commencing in Q4 2020 at the earliest<sup>11</sup>.

The Water Services Act 2017 provides that the Minister for Housing, Planning and Local Government:

- i. may prescribe minimum periods, within a specified period, during which an individual is required to reside in a Dwelling in order to be considered ordinarily resident in the Dwelling;

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<sup>10</sup> The Water Services Act 2017 amended the Water Services Act 2007 by inserting sections 53 (C) and 53 (D).

<sup>11</sup> For the avoidance of doubt, there will be no liability for charges for domestic Water Services until Q4 2020 at the earliest.

- ii. shall prescribe matters<sup>12</sup> relating to an application for, and confirming continued entitlement to, an exemption from Excess Use Charges on medical grounds.

A future version of the Water Charges Plan approved by the CRU will set out Excess Use Charges. It will also set out the associated rules and processes including any direction provided by the Minister for Housing, Planning and Local Government regarding (i) and (ii) above.

## **2.2 Discounts for water not fit for human consumption**

Irish Water's is focused on providing water that is fit for human consumption and our goal is to provide this service uniformly across the country. Where this level of service is compromised and water is deemed unfit for human consumption, Irish Water has provided a tariff discount in certain situations. Specifically, water quality related discounts applied in the following instances:

- Where a Boil Water Notice is issued meaning it is essential for Domestic Customers to boil all water used in the preparation of food and for direct consumption;
- Where a Drinking Water Restriction Notice is served on an Occupier advising the occupants not to use the water for drinking or food preparation.

Given that Boil Water and Drinking Water Restriction Notices imply that water is unfit for human consumption, Irish Water considered that Domestic Customers subject to such notices should qualify for a tariff discount (subject to certain qualifications). A future version of the Water Charges Plan approved by the CRU will set out Excess Use Charges. This update will include a review of provisions for discounts for water not fit for human consumption in the context of Excess Use Charges.

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<sup>12</sup> Section 13(5) of the Water Services Act 2017 sets out a list of matters that the Minister shall prescribe.

### 3 Non-domestic Water Supply and Wastewater charges

From October 1<sup>st</sup> 2014 non-domestic Water Supply and Wastewater charges are set by this water charges plan. Since 1<sup>st</sup> January 2014, Irish Water has had responsibility for charging Non-Domestic Customers. Consistent with legislation and following a review of the non-domestic data available to Irish Water, and considering its ability to implement a tariff decision in time for 1<sup>st</sup> January 2014, Irish Water decided to retain charges for Non-Domestic Customers on the same basis as charged by the Local Authorities on 31<sup>st</sup> December 2013.

A new enduring non-domestic tariff framework was due to come into effect on the 1<sup>st</sup> May 2020. However, this has been deferred as a result of COVID-19. This decision was taken by Irish Water<sup>13</sup> with the support of the CRU<sup>14</sup> and the Department of Housing, Planning and Local Government<sup>15</sup>. This situation will be reviewed in the coming months in light of emerging developments with COVID-19. Until a new date for implementation has been agreed by Irish Water, CRU and the Department, Irish Water will continue to maintain non-domestic tariffs in accordance with the structures and arrangements applicable prior to 1<sup>st</sup> January 2014. Each Non-Domestic Customer will now continue to be charged in line with arrangements currently in place in their Local Authority area until the enduring tariff framework is in place. Current payment options and terms also remain unchanged. For ease of reference, Irish Water has set out a comprehensive listing of the current non-domestic charges for each Local Authority area on our website.

In the interim period from 1<sup>st</sup> October 2014 until a new date for implementation has been agreed by Irish Water, CRU and the Department and the enduring tariff framework is in place, Irish Water will include a provision in all new contracts entered into with Non-Domestic Customers reflecting that tariffs are liable to change in line with the CRU's approval of an enduring tariff framework.

There are 2 specific elements of the current non-domestic tariff arrangements which have changed. Section 3.1 refers to revised arrangements for Mixed Use Customers (applicable from 1<sup>st</sup> April 2016) and Section 3.2 refers to revised arrangements for Non-Domestic Customers subject to a Boil Water or Drinking Water Restriction Notice (applicable from 1<sup>st</sup> October 2014).

#### 3.1 Mixed use Customers

Customers that use Water Services for both domestic and non-domestic uses are termed Mixed Use Customers. These Customers were billed for the domestic component of their consumption during the period 1<sup>st</sup> January 2015 to 31<sup>st</sup> March 2016. The Water Services Act 2017 means that Mixed Use Customers are no longer liable for charges for domestic Water Services.

The non-domestic component of Mixed Use Customers' consumption will continue to be charged as per current non-domestic tariff arrangements:

1. For metered Mixed Use Customers the volume to be charged at the non-domestic rate will continue to be the metered volume in excess of the current Local Authority Domestic Allowance (i.e. the non-domestic component); and
2. For unmetered Mixed Use Customers the amount to be charged will continue to be the Local Authority assessed charge less the value of the Local Authority Domestic Allowance where applicable.

Current Local Authority Standing Charges and unit rates still apply to the non-domestic consumption.

<sup>13</sup> [Irish Water defers the introduction of new business charges to support businesses as a result of COVID-19](#)

<sup>14</sup> [CRU Agrees Deferment of Irish Water Non-Domestic Charging Framework](#)

<sup>15</sup> [Government's COVID-19 Press Briefing 31st March 2020](#)



## 3.2 Non-domestic discounts for water not fit for human consumption

Irish Water's objective is to provide potable water for human consumption uniformly across the country. Where this level of service is compromised and water is deemed unfit for human consumption, Irish Water will provide a discount in certain situations. Specifically, water quality related discounts will apply for Non-Domestic Customers in the following instances:

- Where a Boil Water Notice is issued meaning it is essential for Non-Domestic Customers to boil all water used in the preparation of food and for direct consumption;
- Where a Drinking Water Restriction Notice is served on an Occupier advising the occupants not to use the water for drinking or food preparation.

Given that Boil Water and Drinking Water Restriction Notices imply that water is unfit for human consumption, Irish Water considers that Non-Domestic Customers subject to such notices should qualify for a tariff discount (subject to certain qualifications set out below).

For Non-Domestic Customers on Boil Water or Drinking Water Restriction Notices, Irish Water will apply a discount of 40% of the Water Supply Volumetric Charge, subject to certain conditions.

**Table 3.1 Tariff discounts for Non-Domestic Customers on Boil Water or Drinking Water Restriction Notices**

Billing status	Water Supply Volumetric Charge	Wastewater Service Volumetric Charge
Non-Domestic Metered and Unmetered Customers	40% discount	No discount on Wastewater service charge

Conditions:

1. Non-Domestic Customers whose annual consumption is less than 50,000m<sup>3</sup> will have a 40% discount applied.
2. Non-Domestic Customers identified as Large Water Users (i.e. whose annual consumption is equal to or greater than 50,000m<sup>3</sup>) will be assigned a discount up to 40% on their Water Supply Volumetric Charge. Some non-domestic Large Water Users typically consume a large portion of water for industrial process purposes rather than for human consumption purposes and it is only in the event of such circumstances that Irish Water will apply a lower (than 40%) discount. The level of discount applied will be in proportion to the volume of water intended for human consumption. The CRU decision sets out the following key aspects for how the appropriate discount will be determined for Large Water Users<sup>16,17</sup>:
  - A. Large Water Users involved in the provision and manufacture of food and drink products will have a 40% discount applied;
  - B. Large Water Users not involved in the provision and manufacture of food and drink products will have a default discount of 5% applied; and

<sup>16</sup> See CRU Decision – Method for Applying Discounts for Water not Fit for Human Consumption to Large Non-Domestic Customers – CER/15/182.

<sup>17</sup> See Water Quality and Large Non-Domestic Customer Tariff Discounts – CER approved process – CER/15/183.

- C. Labour intensive Large Water Users who believe a 5% discount may underestimate the proportion of their water which is used for human consumption may request to be treated on a case-by-case basis according to the following formula:

Percentage discount =

$$\frac{\text{Number of FTE employees} \times (\text{average daily water consumption per employee} \times 365)}{\text{Total annual water consumption sourced from Public Water Main}}$$

where the average daily water consumption per employee is assumed to be 22 litres.

3. 40% is the maximum discount applicable to a Non-Domestic Customer in receipt of a Boil Water or Drinking Water Restriction Notice.
4. Tariff discounts for Non-Domestic Customers apply from 1<sup>st</sup> October 2014.
5. Non-Domestic Customers qualifying for a discount will be subject to a discount for the Water Supply component of their bill only.
6. Discounts will only apply if a Boil Water/Drinking Water Restriction Notice is in place for greater than 24 hours (subject to condition 8 below).
7. For Boil Water/Drinking Water Restriction Notices greater than 24 hours, a full day's discount will be applied to each subsequent day for which a notice is in place.
8. Discounts will not be provided for Force Majeure events.
9. In circumstances where Non-Domestic Customers have not yet migrated to Irish Water's billing system, any applicable discount will be applied retrospectively post migration or earlier if feasible.
10. Once a Non-Domestic Customer migrates to Irish Water's billing system, Irish Water will automatically apply the discount as a credit to each applicable Non-Domestic Customer's account. If a Non-Domestic Customer is in receipt of a Boil Water/Drinking Water Restriction Notice but does not receive their applicable credit, that Non-Domestic Customer can request their credit from Irish Water as follows:

**Figure 3.1 Irish Water contact details**

<b>Non-Domestic account query Lines Open</b>	1850 778 778 or +353 1 707 2827 9am to 5.30pm Monday to Friday
<b>Water or Wastewater emergencies Lines Open</b>	1850 278 278 or + 353 1 707 2828 24 hours a day, 7 days a week
<b>Address</b>	PO Box 860, South City Delivery Office, Cork City
<b>Twitter</b>	@IWCare
<b>Website</b>	<a href="http://www.water.ie">www.water.ie</a>

## **4 Public group water schemes**

There are separate funding and regulatory requirements in place for the group water sector. These are set by the Department of Housing, Planning and Local Government and govern relations with the group water scheme sector, and influence the level of charges for individual Customers. Group water schemes which are connected to the public Water Main purchase water in bulk from Irish Water (for onward supply to their Customers) and so are deemed as a class of Non-Domestic Customer of Irish Water. Irish Water will maintain tariffs in accordance with the structures and arrangements applicable prior to 1<sup>st</sup> January 2014 until an enduring tariff framework is in place.

## 5 Connections

Irish Water applies charges for Connection to the water and Wastewater Network. These charges are to be applied in accordance with Irish Water's Connection Charging Policy, as approved by the CRU on 18<sup>th</sup> December 2018. Under the Connection Charging Policy, a Connecting Party must contribute to the cost of providing their Connection, including a contribution to the cost of providing Network Infrastructure to facilitate the Connection. The Connection Charging Policy is based on establishing Standard Connection Parameters and Standard Connection Charges for the majority of Connections. Some Connections may inevitably have additional Quotable Charge elements, dependent on Customer specific load or volume requirements, site specific factors and distance from the Network.

### 5.1 Standard Connection Charges

This section outlines the charges payable to Irish Water for a Connection to the water and wastewater Network that meets the Standard Connection Parameters<sup>18</sup>. These charges are set out below and were approved by the CRU on 18<sup>th</sup> December 2018 following a public consultation and came into effect on 1<sup>st</sup> April 2019.

**Table 5.1 Standard Connection Charge(s) - Water**

Category <sup>19</sup>	Service Pipe Size (mm)	Connection Charge (€)
Single Domestic (1 Unit)	25	2,272
Domestic Development ( 2- 5 Units)*	Dependent on number of Units	2,272
Domestic Development (6 - 100 Units)*	Dependent on number of Units	1,848
Domestic Development (>100 Units)*	Dependent on number of Units	1,708
Non Domestic Small 1	25	2,272
Non Domestic Small 2	32	8,781
Non Domestic Medium 1	50	19,371
Non Domestic Medium 2	80	29,645
Non Domestic Medium 3	100	46,179
Non Domestic Medium 4	150	83,900
Non Domestic Medium 5	200	149,692
Non Domestic Large 1	250	Quotable
Non Domestic Large 2	300	Quotable
Non Domestic Large 3	350	Quotable

\* A Connection Charge applies per each individual unit per application

<sup>18</sup> For more details as to the Standard Parameters please refer to the [Irish Water Connection Charging Policy](#).

<sup>19</sup> For more details as to these categories please refer to the [Irish Water Connection Charging Policy](#).

**Table 5.2 Standard Connection Charge(s) - Wastewater**

Category <sup>20</sup>	Service Pipe Size (mm)	Connection Charge (€)
Single Domestic (1 Unit)	100	3,929
Domestic Development (2 - 5 Units)*	Dependent on number of Units	3,929
Domestic Development (6 - 100 Units)*	Dependent on number of Units	3,499
Domestic Development (>100 Units)*	Dependent on number of Units	3,381
Non Domestic Small	100	3,929
Non Domestic Medium 1	150	23,344
Non Domestic Medium 2	225	226,571
Non Domestic Large 1	300	Quotable
Non Domestic Large 2	375	Quotable
Non Domestic Large 3	450	Quotable

\*A Connection Charge applies per each individual unit per application

Notes:

1. Any Connection(s) that are outside the Standard Connection Parameters outlined in this section will be liable for additional Quotable Charges (or the charge will be entirely quotable).
2. Charges in respect of exceptional requirements may apply in certain cases. These circumstances are outlined in the Connection Charging Policy.

**Table 5.3 Standard Charge for Service Connection Infrastructure beyond 10m, up to 15m in length**

Service Connection Infrastructure	Per meter charge (€)
Water (25mm pipe diameter)	358
Wastewater (100mm pipe diameter)	442

Notes:

1. Any Service Connection Infrastructure that exceeds 15 meters in total length will be liable for:
  - The Standard Connection Charge (that includes the provision of Service Connection Infrastructure of 10m in length); and
  - The Standard Charge for each additional meter of Service Connection Infrastructure that exceeds 10m in length; up to a maximum of 15 meters); and
  - Quotable Charges for each meter of Service Connection Infrastructure that exceeds 15 meters in length.

<sup>20</sup> For more details as to these categories please refer to the [Irish Water Connection Charging Policy](#).

2. For Connections with a pipe size (diameter) greater than a 25mm pipe (water) or 100mm pipe (wastewater), a Quotable Charge will apply for Service Connection infrastructure that exceeds 10m in length.

## 5.2 Quotable Charge(s)

Quotable Charge(s) may apply if the scope of the Connection is outside the Standard Connection Parameters. Quotable Charges will be determined by the additional scope of works required to deliver a specific Connection in line with the Irish Water Standard Details<sup>21</sup>, the Irish Water Codes of Practice for Water and Wastewater Infrastructure<sup>22</sup> and the Connection Charging Policy<sup>23</sup>.

Notes:

1. Some specific Connections will incur a charge for Treatment Infrastructure, including Acceleration Charges where applicable, as detailed in the Connection Charging Policy. Where charges apply in respect of Treatment Infrastructure, these will be Quotable Charges
2. Where a mains or Sewer extension is required for a Connection, Quotable Charges will apply. In general, for a mains/Sewer extension, the scope of works carried out by Irish Water includes the following:
  - Materials required to complete the extension.
  - Excavation in all surface categories, temporary and permanent reinstatement in all surface categories.
  - Works required for Connection to the distribution or trunk water main/main Sewer, commissioning and testing.
  - Traffic management, road opening licence and associated cost, night time working hours, liaison with local authorities and agencies.
3. For certain Connections the procurement process will need to be managed via a Major Connection Agreement. The Connection Charge will include Quotable Charges in respect of project management, detailed design, construction/materials, wayleaves/CPO/land acquisition and legal costs.

## 5.3 Miscellaneous Connection Requests

The Connection Charging Policy<sup>24</sup> sets out a number of Miscellaneous Connection Requests and the circumstances in which charges will apply. Miscellaneous Connection Requests for which charges may apply are as follows:

- Permanent Disconnection (where permissible)
- Re-connection
- Modifications to existing Connections
- Temporary Connections
- Unauthorised Connections
- Connecting Through Third Party Infrastructure
- Connection of Group Water Schemes
- Group Appraisals

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<sup>21</sup> [Irish Water Standard Details](#)

<sup>22</sup> [Irish Water Codes of Practice for Water and Wastewater Infrastructure](#)

<sup>23</sup> [Irish Water Connection Charging Policy](#)

<sup>24</sup> [Irish Water Connection Charging Policy](#)

- Self-Lay Connections
- Diversion of Infrastructure
- Build over of Infrastructure
- Fire Flow Requirements

The charge for a Miscellaneous Connection Request will be based on Standard Connection Charges and/or Quotable Charges, as applicable, in accordance with the Connection Charging Policy. The charges will be set out in the Connection Agreement.

## 6 Additional Services

Additional charges will apply where Irish Water provides Additional Services at the request of Customers. Irish Water will retain Additional Services and charges for Non-Domestic Customers as applied by the Local Authorities on 31<sup>st</sup> December 2013. The charges that apply for Domestic Customers for Additional Services carried out by Irish Water are set out in Table 6.1.

**Table 6.1 Charges for Additional Services**

<b>Service</b>	<b>Charge</b>
Special meter read provision	€17
Meter testing	€100

Irish Water has provided an overview of each Additional Service below:

**a) Special Meter Read**

A special meter read will be conducted if the Customer has requested a meter read to be undertaken outside of the normal meter reading schedule.

**b) Meter Testing**

If a Customer believes that their water meter is not registering accurately, Irish Water will arrange to have it tested. If the meter is within the accepted Irish Water tolerances, a “testing fee” will be allocated. If the meter is not accurate to within such tolerances, the Customer will not be charged.



## 7 Customer assistance

Customers should contact us via the contact details below.

**Figure 7.1 Irish Water contact details**

<b>Domestic account query Lines Open</b>	1850 448 448 or + 353 1 707 2824 9am to 5.30pm Monday to Friday
<b>Non-Domestic account query Lines Open</b>	1850 778 778 or +353 1 707 2827 9am to 5.30pm Monday to Friday
<b>Water or Wastewater emergencies Lines Open</b>	1850 278 278 or + 353 1 707 2828 24 hours a day, 7 days a week
<b>Address</b>	PO Box 860, South City Delivery Office, Cork City
<b>Twitter</b>	@IWCare
<b>Website</b>	<a href="http://www.water.ie">www.water.ie</a>

This water charges plan is subject to approval by the CRU. The CRU is the economic regulator of the water industry in Ireland, approving the level of Water Services charges that Irish Water can apply to our Customers. The CRU can be contacted on:

**The Commission for Regulation of Utilities**, The Exchange, Belgard Square North, Tallaght, Dublin 24

Telephone: 1890 404 404 or 01 4000 800

Email: [info@cru.ie](mailto:info@cru.ie)

<http://www.cru.ie/>

### 7.1 Customer complaints

Customers who wish to make a complaint about any aspect of Irish Water's services should contact Irish Water using any of the contact details below.

**Figure 7.2 Irish Water contact details**

<b>Domestic account query Lines Open</b>	1850 448 448 or + 353 1 707 2824 9am to 5.30pm Monday to Friday
<b>Non-Domestic account query Lines Open</b>	1850 778 778 or +353 1 707 2827 9am to 5.30pm Monday to Friday
<b>Address</b>	PO Box 860, South City Delivery Office, Cork City
<b>Twitter</b>	@IWCare
<b>Website</b>	<a href="http://www.water.ie">www.water.ie</a>

## Appendix 1 - Definition of Terms

In this water charges plan, unless the context otherwise requires:

**'2007 Act'** means the Water Services Act 2007.

**'2013 Act'** means the Water Services (No. 2) Act 2013.

**'2014 Act'** means the Water Services Act 2014.

**'2017 Act'** means the Water Services Act 2017.

**'Acceleration Charges'** means the charges that apply where Irish Water is required to construct or upgrade or carry out works on Treatment Infrastructure in advance of the timing requirements identified in the Capital Investment Plan. Acceleration Charges are payable to cover all costs associated with providing the Treatment Infrastructure at an earlier date.

**'Additional Services'** means any works or services delivered to the Customer by or on behalf of Irish Water in relation to but excluding the provision of Water Services.

**'Allowance Amount'** means the 25,000 litres per year allowance (additional to the Threshold Amount) for each additional occupant above four as specified in the Water Services Act 2007 (Threshold Amount and Allowance Amount) Order 2017.

**'Annual Allowance'** means the total allowance provided to a Dwelling (or household) per year; the 213,000 litres per year Threshold Amount plus the 25,000 litres per year Allowance Amount (additional to the Threshold Amount) for each additional occupant above four as specified in the Water Services Act 2007 (Threshold Amount and Allowance Amount) Order 2017.

**'Boil Water Notice'** means a notice issued by Irish Water, after consultation with the HSE or the EPA specifying the restriction of the use of a Water Supply, and/or advising Customers to boil water when a community's drinking water is, or could be, contaminated by pathogens. Harmful micro-organisms are often described as pathogens and common causes of Boil Water Notices include E.coli and cryptosporidium contamination of the Water Supply.

**'Build Over Agreement'** means a written agreement signed between the Connecting Party and Irish Water which, amongst other things, (a) grant's Irish Water's consent to and (b) sets out the commercial and technical terms governing, the building over (or building near) parts of the Network that are located under the ground.

**'Capital Investment Plan'** means the document published by Irish Water, required under Section 34 of the 2013 Act.

**'Connecting Party'** means any entity or person who has entered into a Connection Agreement with Irish Water.

**'Connection'** means the physical Connection of a Customer's Premises to the Network to facilitate the provision of Water Services to the Customer's Premises.

**'Connection Agreement'** means the written agreement signed between the Connecting Party and Irish Water setting out, amongst other things, the commercial and technical terms governing the Connection, including the Connection Charge. For the purposes of this document, and where appropriate, the term 'Connection Agreement' also includes a Build Over Agreement, a Diversion Agreement or a Project Works Service Agreement (and, in such circumstances the reference to 'Connecting Party' in this Water Charges Plan shall be read as referring to any person or entity who has entered into a Diversion Agreement, a Build Over Agreement, or a Project Works Service Agreement with Irish Water).

**Connection Assets:** means all the infrastructure required to provide, or facilitate the provision of the Connection as is set out in more detail in section 5 of the Connection Charging Policy.

**“Connection Charge(s)”** means the charge for provision of the Connection Assets (and any incidental, related or associated works).

**‘Connection Charging Policy’** means the policy (as may be amended from time to time), approved by the CRU, which sets out how Irish Water should charge for a Connection.

**‘Connection Offer’** means the written offer that is issued to the Connecting Party by Irish Water and which details all of the terms and conditions upon which Irish Water is willing to offer a Connection to the Connecting Party (including the amount of the Connection Charge). The issue of a Connection Offer is, at all times, a matter for the discretion of Irish Water (acting reasonably) and the Connection Offer includes and incorporates (where appropriate) all documents attached to and/or referenced in it (where the context so permits).

**‘CRU’** means the Commission for Regulation of Utilities.

**‘Customer’** means in relation to the provision of Water Services, the Occupier of the Premises in respect of which the Water Services are provided.

**‘Customer Drain’** means a drainage pipe, or system of such pipes and related fittings for collection of Wastewater, (that is not owned by, vested in or controlled by Irish Water, and that is not a service Connection), which is used or to be used as the case may be, to convey Wastewater from one or more Premises or to any Wastewater treatment system on a Premises where the Wastewater is generated.

**‘Diversion Agreement’** means a written agreement made between a Connecting Party and Irish Water which, , amongst other things, sets out the terms and conditions upon which Irish Water consents, at the request of the Connecting Party to the diversion of parts of the Network.

**‘Domestic Customer’** means a Customer occupying a Domestic Premises.

**‘Domestic Premises’**<sup>25</sup> means a building or part of a building used by a person as his or her place of private residence (whether as his or her principal place of such residence or not) and includes accommodation provided in such residence to one or more students to enable them to pursue their studies on a full time basis but does not include any part of a building used for the provision, for the purposes of reward, with a view to profit or otherwise in the course of business, of accommodation, including self-catering accommodation, (other than accommodation provided in a place of private residence aforesaid to one or more students for the purposes aforesaid) unless the person to whom the accommodation is so provided uses the accommodation as his or her principal residence.

**‘Domestic Purposes’** means provision of Water Services for day to day domestic requirements including drinking, washing and sanitation.

**‘Drinking Water Restriction Notice’** means a notice issued where there is a contamination of the Water Supply and boiling is not sufficient to make the water potable. Drinking Water Restriction Notices are typically caused by chemical contamination with an immediate risk to public health, for example, pesticides.

**‘Dwelling’** means a Premises occupied by a person as his or her place of private residence (whether or not as his or her Principal Private Residence).

**‘Emergency’** means any situation identified by Irish Water (acting in its discretion) to be an Emergency, including:

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<sup>25</sup> Definition applied as per Section 105 of the 2007 Water Services Act.

- a. an Emergency endangering persons and/or property; or
- b. where the Water Supply to the Customer or to other Customers is limited or unavailable; or
- c. an immediate threat to public health or the environment.

**'Excess Use'** means the use of Water Services by a Dwelling over the Annual Allowance.

**'Excess Use Charge(s)'** means a charge or charges for the use of Water Services by a Dwelling over the Annual Allowance.

**'Force Majeure'** means any individual or series of acts, events, omissions or non-events beyond a Party's reasonable control or which could not have reasonably been prevented or the consequences of which could not have reasonably been prevented and which has the effect of preventing a party from complying with its obligations under Irish Water's standard Terms and Conditions, including an Emergency, acts of God, riots, war, acts of terrorism, strikes (other than labour disputes involving Irish Water employees), fire, flood, storm, data virus, utility failure (other than a failure by Irish Water), drought, sonic boom, radiation contamination, earthquake or shortage or contamination of Water Supply.

**'Irish Water'** means Irish Water (Uisce Éireann) a company incorporated in Ireland (company registration number 530363) and having (as at 1 October 2014) its registered office at 24-26 Talbot Street, Dublin 1.

**'Irish Water Codes of Practice for Water and Wastewater Infrastructure'** means the documents, published on the Irish Water website<sup>26</sup> that outline to the Connecting Party acceptable typical design and construction standards that are required by Irish Water for the provision of water and wastewater infrastructure which is to be connected to the Network (the version applicable being the one as at the date of carrying out of the works relating to the Connection).

**'Irish Water Financial Security Policy'** means the policy, published on the Irish Water website<sup>27</sup> that sets out, among other things, the forms of security cover acceptable to Irish Water.

**'Irish Water Standard Details'** means the documents, published on the Irish Water website<sup>28</sup> that set out the technical requirements for the construction of water and wastewater infrastructure within domestic developments (the version applicable being the one as at the date of the carrying out of the works relating to the Connection).

**'Large Water User'** means a Non-Domestic Customer whose annual water consumption exceeds<sup>29</sup> 50,000m<sup>3</sup>. For the purposes of the water charges plan, the Large Water User definition will be specifically used to segment Non-Domestic Customers for the purposes of applying discounts for water not fit for human consumption.

**'Local Authority'** means the county council or city council (as defined in the Local Government Act 2001) responsible for the functional area in which the Premises is located.

**'Local Authority Domestic Allowance'** means allowances available for Mixed Use Premise where water is used partly for Domestic Purposes, for which non-domestic charges are not levied, and partly for Non-Domestic Purposes, for which non-domestic charges are levied.

**'Local Infrastructure'** means the infrastructure that is to be installed within the boundary of a development Premises, as is set out in more detail in section 5.3.3 of the Connection Charging Policy.

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<sup>26</sup> These documents are available at the following link: <https://www.water.ie/connections/developer-services/>

<sup>27</sup> The policy document is available at the following link: <https://www.water.ie/connections/information/connection-charges/>

<sup>28</sup> These documents are available at the following link: <https://www.water.ie/connections/developer-services/>

<sup>29</sup> The 50,000m<sup>3</sup> threshold is widely used in the UK as a threshold for Large Water Users, for example Welsh Water (categorise industrial Customers using potable water by consumption in excess of 50,000 m<sup>3</sup> see page 13). Also see Severn Trent (page 7) and Thames Water (page 64).

**‘Major Connection Agreement’** means a Connection Agreement signed in respect of a Connection which exceeds the Standard Parameters.

**‘Miscellaneous Connection Request’** means a request for a Connection related service, as set out in section 13 of the Connection Charging Policy.

**‘Mixed Use Customer’** means a Customer occupying a Mixed Use Premises or otherwise liable for Non-Domestic charges in respect of such a Premises.

**‘Mixed Use Premises’** means Premises used partly as a person’s Dwelling and partly for business purposes which receive a Shared Supply of water, e.g. a supply serving both a farmhouse occupied as a sole or principal Dwelling and a farm; or, a shop and a flat occupied as a sole or principal Dwelling.

**‘Network’** means the network of assets, works, infrastructure and all other associated physical elements owned by, vested in or controlled by Irish Water and which are used, or to be used as the case may be, to provide Water Services.

**‘Network Infrastructure’** means the assets, works, infrastructure and all other associated physical elements forming part of the Network as are set out in more detail in section 5.3.4 of the Connection Charging Policy.

**‘Non-Domestic Customer’** means a Customer occupying a Non-Domestic Premises or otherwise liable for charges in respect of such a Premises.

**‘Non-Domestic Premises’** means a Premises in which Water Services are used for Non-Domestic Purposes, defined in the Water Services Act 2007 as (a) agriculture or horticulture, (b) any trade, industry or business, (c) any purpose incidental to a household or private garden if the water is drawn otherwise than from a tap inside the household or if a hosepipe or other similar apparatus is used, (d) central heating other than the central heating of a household; (e) apparatus depending while in use upon a supply of continuously running water, not being an apparatus used solely for heating water.

**‘Occupier’** means in relation to a Premises, the person or legal entity for the time being entitled to the occupation of the Premises, which person shall, unless proven otherwise be deemed to be the Owner.

**‘Owner’** means, in relation to a Premises, a person or legal entity who, whether for themselves or as a trustee or agent for any other person or legal entity, is entitled to receive the rent of the Premises (or where the Premises are not let at a rent, would be so entitled if they were let), provided that nothing in this definition shall capture:

- a. a person who has defaulted on their mortgage and so is not in possession of their home;
- b. an agent acting in its capacity as a commercial agent for the sale, lease or rent of the Premises; or
- c. an executor or administrator of the estate of which the Premises forms part.

**‘Premises’** includes any part of any public or private building, vessel, vehicle, structure or land (whether or not there are structures on the land and whether or not the land is covered with water), and any plant or related accessories on or under such land, or any hereditament of tenure, together with any out-buildings and Curtilage, but does not include land which is a Public Road, a road which is the subject of an order under Section 11 of the Roads Act 1993 or a road for which a Local Authority is responsible in accordance with a non-statutory Local Authority taking in charge scheme.

**‘Principal Private Residence’** means the building or part of a building occupied and declared by the Registered Occupier as his or her only or main residence.

**‘Project Works Service Agreement’** means a formal agreement made between a Connecting Party and Irish Water which sets out the terms and conditions governing an engineering assessment(s) requested to be carried out by Irish Water in respect of certain proposed Connections.

**‘Quotable Charge(s)’** means a charge calculated by Irish Water and payable by the Connecting Party in relation to any and all aspects of the Connection works that fall outside the Standard Connection Parameters. Any Quotable Charge will be included in the Connection Offer. Depending on the nature of the Connection, such Quotable Charges may be in addition to a Standard Connection Charge.

**‘Registered Occupier’** means, in relation to a Premises, the Occupier with an account registered with Irish Water for that Premises.

**‘Self Lay Surety’** means a form of financial surety (such as a bond or guarantee) deemed to be acceptable to Irish Water, which is to be provided by a Connecting Party as financial security in relation to the provision of Local Infrastructure as part of a Connection in accordance with the Irish Water Self-Lay Financial Security Arrangements for Vesting Assets<sup>30</sup> and the Irish Water Financial Security Policy.

**‘Service Connection Infrastructure’** means the infrastructure required to connect a Premises to a Sewer or Water Main, as set out in more detail in Section 5.3.2 of the Connection Charging Policy.

**‘Sewer’** means drainage pipes and Sewers of every description (excluding Storm Water Sewers), owned by, vested in or controlled (on a permanent basis) by Irish Water, but does not include a Customer Drain or Connection.

**‘Shared Supply’** means a water service pipe that serves more than one Customer.

**‘Standard Connection Charge’** means that part of the Charge that is payable by a Connecting Party and which covers all elements of the Connection works that fall within the Standard Connection Parameters as are more specifically set out in the Connection Charging Policy. It is important to note that, depending on the nature of a Connection, a Connection may be liable to both the Standard Connection Charge and a separate Quotable Charge.

**‘Standard Connection Parameters’:** means the criteria (as set out in more detail in the Connection Charging Policy) that a Connection must meet in order to be liable to a Standard Connection Charge.

**‘Standing Charge’** means a fixed charge per day applied to Non-Domestic Customers which seeks to recover some of Irish Water’s fixed costs associated with providing Water Supply.

**‘Storm Water’** means rainwater run-off that enters any pipe.

**‘Storm Water Sewer’** means any pipe or other conduit (a) used solely for the conveyance of Storm Water; or (b) designed or intended to be used for the conveyance of Storm Water (whether or not it is connected to a Sewer by a Storm Water overflow within the meaning of the Wastewater Discharge (Authorisation) Regulations 2007 (SI No 684 of 2007)).

**‘Terms and Conditions’** means the Terms and Conditions which are used by Irish Water as part of the manner and method by which its charges are calculated so that it performs its functions in a commercially viable manner in accordance with Section 22 of the 2013 Act. Such Terms and Conditions form a constituent part of this Water Charges Plan.

**‘Threshold Amount’** means the 213,000 litres per year Threshold Amount as specified in the Water Services Act 2007 (Threshold Amount and Allowance Amount) Order 2017. Charges to Domestic

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<sup>30</sup> [Self-Lay Financial Security Arrangements for Vesting Assets.](#)

Customers will only apply in cases where the volume of Water Services consumed exceeds the annual Threshold Amount.

**'Volumetric Charge'** means the charge per m<sup>3</sup> (cubic meter) of water supplied or Wastewater discharged - 1 m<sup>3</sup> is equal to 1,000 litres.

**'Wastewater'** means Sewage or other Sewage Effluent discharged, or to be discharged, to a Customer Drain, Connection or Sewer but does not include Storm Water<sup>31</sup>.

**'Water Main'** means Water Supply pipes owned by, vested in or controlled by Irish Water but does not include pipes, fittings and appliances in respect of service Connections or Customer distribution Systems.

**'Water Services'** means all services, including the provision of water intended for human consumption, which provide storage, measurement, treatment or distribution of surface water, ground water or water supplied by Irish Water, or Wastewater collection, storage, measurement, treatment or disposal.

**'Water Service Type'** means the type of Irish Water service a Customer is in receipt of, specifically Water Supply service, Wastewater service, Combined Service or neither.

**'Water Supply'** means water supplied by the public Water Main.

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<sup>31</sup> The 2013 Water Services Act excludes the provision, operation or maintenance of Storm Water Sewers from the general functions of Irish Water.

## Appendix 2 – Context to water charges plan

The application, assessment and recovery of charges under this charges plan is subject to the provisions of the 2013 and 2017 Acts. Part 3 of the 2013 Act provides Irish Water with the power to charge Customers supplied by Irish Water in order to allow the creation of a new sustainable funding model for the delivery of Water Services in Ireland. The 2017 Act amends Section 21 of the 2013 Act. Section 21 (6A) provides that 'Irish Water shall not charge for the provision of Water Services (other than Water Services referred to in subsection (7)) to a Dwelling'. Section 21 (7) provides that 'Irish Water shall charge for the following Water Services to a Dwelling:

- (a) services that exceed the Threshold Amount;
- (b) Connection to the public Water Main and public Sewer; and
- (c) reading and testing of water meters requested by a Domestic Customer.

The charges levied by Irish Water shall be calculated in accordance with a water charges plan<sup>32</sup> which will be subject to the approval of the CRU. The CRU is the economic regulator of Irish Water and Section 39(2) of the 2013 Act sets out matters that the CRU must have regard to when carrying out its functions. Section 22 of the 2013 Act provides for Irish Water to submit to the CRU a plan (referred to as a "water charges plan") for the charging of Customers for the provision of Water Services. Section 22 of the 2013 Act also sets out Irish Water's responsibilities with respect to what we should include in our water charges plan, covering:

- That the water charges plan shall apply in respect of such period as the CRU shall direct;
- The manner and method by which Irish Water shall charge each Customer for the provision of water;
- The costs likely to be incurred by Irish Water in the performance of its functions during the period to which the water charges plan relates;
- That the water charges plan may, where the quantity of water supplied to a Premises is measured by a meter, make provision for charges to be calculated by reference to the quantity of water supplied to, and the quantity of Wastewater discharged from, that Premises;
- That the water charges plan may, where the quantity of water supplied to a Premises is not measured by a meter, make provision for charges to be calculated by reference to an assessment by Irish Water of the quantity of water supplied to the Premises concerned, and the quantity of Wastewater discharged from, the Premises concerned;
- That the water charges plan may make provision for charges in respect of the provision of a service Connection to or in respect of a Premises.

The water charges plan may specify:

- different methods in relation to different classes of Customer as respects the calculation of water charges;
- different rates of charge as respects different classes of Customer; and
- different methods of payment in respect of water charges.

Irish Water shall, when preparing a water charges plan, take account of the following matters:

- a) the need to ensure that Irish Water performs its functions in a commercially viable manner;
- b) the public utility nature of its functions; and
- c) the need to maintain a balance between the matters referred to in (a) and (b).

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<sup>32</sup> Part 3, Section 22 of the 2013 Act specifically refers to Irish Water responsibilities with respect to its water charges plan.



All of those methods, rates and other associated matters in connection with the charging of Customers will be set out in Irish Water's Terms and Conditions.

Following a period of consultation, the water charges plan was published by the CRU on 30<sup>th</sup> September 2014 in accordance with its powers under Section 22 of the 2013 Act. However, the 2014 Act gave effect to Government decisions on water charging which had implications for the water charges previously approved by the CRU. Section 3 (8) provided that 'the charging of Domestic Customers of Irish Water for the provision of water services provided for in this section was deemed to be part of the approved water charges plan'. Section 3 (9) provided that 'Irish Water shall make any consequential amendments to the approved water charges plan necessary to provide for the matters provided for in this section'. Section 3 (10) provided that 'Irish Water shall when amending the water services plan under subsection (9) submit any part of the amended plan which is consequential to its amendment to the CRU for approval under section 22(8) of the No. 2 Act of 2013'. Irish Water charged Domestic Customers for domestic Water Services in accordance with the arrangements set out in the 2014 Act for the period 1<sup>st</sup> January 2015 until 31<sup>st</sup> March 2016.

The 2016 Act was passed on the 26<sup>th</sup> July 2016 suspending billing for domestic Water Services for at least 9 months. The 2017 Order (Amendment) extended the period of suspension to 31<sup>st</sup> December 2017. The 2016 Act amended section 3 of the 2014 Act by inserting subsection (1A)(a) which provided that 'Irish Water shall not charge for Water Services provided to a Dwelling in respect of the period (in this subsection referred to as the 'first-mentioned period') commencing on 1<sup>st</sup> July 2016 and ending on 31<sup>st</sup> March 2017'. Subsection (1A) (b) allowed for an extension to the 9 month period by providing that 'the Minister ... may... make an order extending the first-mentioned period...'. The first mentioned period as prescribed in subsection (1A)(a) of Section 3 of the Water Services Act 2014 (as inserted by Section 2 of the Water Services (Amendment) Act 2016) was extended by the 2017 Order (Amendment) to the 31<sup>st</sup> December 2017.

Subsection (1A)(e) of the 2016 Act, together with the 2017 Order (Amendment), further provided that Irish Water shall not before 31<sup>st</sup> December 2017 'issue a bill for Water Services provided to a Dwelling in respect of the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> June 2016.

The 2017 Act discontinued all liability for charges for Water Services provided to a Dwelling from 1<sup>st</sup> April 2016 until 31<sup>st</sup> December 2018. Section 15 of the 2017 Act provides for the charging of Domestic Customers that exceed the Threshold Amount (Excess Use Charges). Excess Use Charges will take effect in 2020 and will be reflected in a future version of the water charges plan.

On 17<sup>th</sup> July 2019 the CRU published its decision on the Household Water Conservation policy (Excess Use Charges). The decision provides for the introduction of Excess Use Charges with liability commencing from 2020.

This document represents Irish Water's revised scheme of charges reflective of the deemed changes set out in the 2017 Act, their consequential impact and a number of previous Government and CRU directions which in totality comprise the water charges plan. Irish Water's scheme of charges should be read in conjunction with the following supporting documentation:

- CRU Water Charges Plan Decision;
- Water Services Act 2017<sup>33</sup>;
- The Water Services Act 2007 (Threshold Amount and Allowance Amount) Order 2017, Statutory Instrument 597 of 2017, signed 20<sup>th</sup> December 2017;
- Water Services Act 2014<sup>34</sup>;
- Water Services Act 2007<sup>35</sup>;

<sup>33</sup> Water Services Act 2017 (Act No. 29 of 2017) 17<sup>th</sup> November 2017.

<sup>34</sup> Water Services Act (Act No. 44 of 2014) 28<sup>th</sup> December 2014.

- [Water Charges Plan Supporting Information CER14407 A 03](#);
- [Modified Water Charges Plan Additional Information](#)<sup>36</sup>;
- [Government Announcement on Water Allowances](#)<sup>37</sup>;
- [Water Charges Policy Direction 2014](#)<sup>38</sup>;
- [Allowed Revenue Determination](#)<sup>39</sup> [CER/16/342]
- [Domestic Tariff Design Principles](#)<sup>40</sup>;
- [Non-Domestic Interim and Enduring tariff arrangements](#)<sup>41</sup>;
- [Method for Applying Discounts for Water not Fit for Human Consumption to Large Non-Domestic Customers](#)<sup>42</sup>;
- [Water Quality and Large Non-Domestic Customer Tariff Discounts – CRU approved process](#)<sup>43</sup>;
- [Irish Water Domestic Customer Handbook](#)<sup>44</sup>;
- [Irish Water Non-Domestic Customer Handbook](#)<sup>45</sup>;
- [Irish Water Terms and Conditions](#)<sup>46</sup>;
- [Irish Water Connection Charging Policy](#)<sup>47</sup>;
- [Irish Water Connection Charging Policy Decision Paper](#)<sup>48</sup> [CRU/18262]; and
- [Irish Water Connection Charging Policy Explanatory Paper](#)<sup>49</sup>
- [Irish Water’s Household Water Conservation Policy \(Excess Use Charges\) Decision Paper](#) [CRU/19086].

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<sup>35</sup> [Water Services Act 2007 \(Act Non. 30 of 2007\)](#) 14<sup>th</sup> May 2007.

<sup>36</sup> [CER15004 Water Charges Plan Supporting Information](#).

<sup>37</sup> [Government outlines free allowance for water and funding for Irish Water](#) 6<sup>th</sup> May 2014.

<sup>38</sup> [Water Charges Policy Direction](#) 2<sup>nd</sup> July 2014.

<sup>39</sup> [Decision on Irish Water Revenue for 2020 to 2024](#).

<sup>40</sup> Irish Water submitted its proposals to CRU on Domestic Tariff Design Principles: click to view [Irish Water Domestic Tariff Design Proposals](#).

<sup>41</sup> Irish Water submitted its proposals to CRU on Non-Domestic Interim and Enduring Tariff Arrangements, click to view [Irish Water Non-domestic Interim and Enduring Arrangements](#).

<sup>42</sup> [Method for applying discounts for water not fit for human consumption to large non-domestic customers](#) CER/15/182 2015

<sup>43</sup> [Water Quality and Large Non-Domestic Customer Tariff Discounts - CRU approved process](#) CRU/15/183

<sup>44</sup> [Irish Water Domestic Customer Handbook](#), CRU/17/319, 14<sup>th</sup> November 2017.

<sup>45</sup> [Irish Water Non-Domestic Customer Handbook](#), CRU/17/318, 14<sup>th</sup> November 2017.

<sup>46</sup> [Irish Water Terms and Conditions for Water Services - Domestic Customers](#) 2<sup>nd</sup> October 2017.

<sup>47</sup> [Irish Water Connection Charging Policy](#) 18<sup>th</sup> December 2018.

<sup>48</sup> [Irish Water Connection Charging Policy Decision Paper](#) CRU/18262

<sup>49</sup> [Irish Water Connection Charging Policy Explanatory Paper](#) 18<sup>th</sup> December 2018.