



Leak repair information



Today our contractor visited your home to carry out a leak repair under our First Fix Scheme.

Water Point Reference Number (WPRN):

Date: / /

We confirm that the leak repair on the external supply pipe has been completed. Thank you for your patience during this work.

We confirm that the leak repair on the external supply pipe has been completed but an internal leak remains. We recommend that you arrange to have this leak repaired.

Further work will be required to complete the leak repair works due to unforeseen circumstances. Our contractor will be in contact to reschedule an appointment.



Contact details for the First Fix Scheme: LoCall 1890 278 278 or +353 1 707 2828 (8am-8pm, Mon-Fri).

IW/FFS/LRIC/0315

www.water.ie





Faisnéis faoi dheisiú ligin



Bhí ár gconraitheoir i láthair ag an réadmhaoin inniu chun deisiú ligin a dhéanamh faoinár Scéim um Chéad Deisiú Ligin in Aisce.

Uimhir Thagartha Pointe Uisce:

Dáta: / /

Deimhnímid gur cuireadh an deisiú ligin ar an bpíobán soláthair seachtrach i gcrích. Go raibh maith agat as d'fhoighne le linn na hoibre sin.

Deimhnímid gur cuireadh an deisiú ligin ar an bpíobán soláthair seachtrach i gcrích agus go bhfuil ligeán inmheánach ann fós. Molaimid duit deisiú an ligin sin a eagrú.

Beidh tuilleadh oibre ag teastáil chun na hoibreacha deisithe ligin a chur i gcrích de bharr imthosca gan choinne. Beidh ár gconraitheoir i dteagmháil leat chun coinne eile a athsceidealú.

Sonraí teagmhála don Scéim um Chéad Deisiú in Aisce: Íosghlao 1890 278 278 nó +353 1 707 2828
(8rn-8in, Luan go hAoine).

IW/FFS/LRIC/0315

www.water.ie



Leak investigation information

The main purpose of this investigation is to determine if there is a leak on the external supply pipe to the property. If no external supply pipe leak is identified the investigator will offer to perform a visual check of water consuming devices within the property for leaks.

Today our contractor completed the checks below.

Water Point Reference Number (WPRN):

Date: / /

Our contractor checked the following

External supply pipe

Internal plumbing checks

Toilet cistern(s)

Taps – internal tap(s) / external tap(s)

Water consuming appliances / water storage tank

WW/F5/LIV/0415

WW/F5/LIV/0415

Torthaí an imscrúdú ligin

Is é príomhchuspóir an imscrúdaithe a fháil amach cé acu atá nó nach bhfuil ligean ag teacht ó phíobán soláthair seachtarach na réadmhaíne. Mura n-áimsítear aon ligean ón bphíobán soláthair seachtarach más mian leat, déanfaidh an t-imscrúdaitheoir seiceáil ó amharc i gcomhair ligin ó na fearais lena n-úsáidtear uisce sa réadmhaoin.

Rinne an conraitheoir na seiceálacha thíos inniu.

Uimhir Thagartha Pointe Uisce:

Dáta: / /

Sheiceáil an conraitheoir an rud seo a leanas

Phíobán soláthair seachtarach

Seiceálacha ar an bhfeisteas inmheánach plúmíreachtta

Sistéal/sistéil an leithris

Sconnaí – sconna(í) inmheánach(a)/sconna(í) seachtarach(a)

Fearais lena n-úsáidtear uisce / umar stórála uisce



Leiríonn an suirbhé imscrúdaithe lígin an méid seo a leanas

Tá lígean ann ón bpiobán soláthair seachtrach. Tá an réadmhaoin á tarchur againn le haghaidh deisiú lígin in aisce faoin Scéim um Chéad Deisiú Lígin in Aisce. Eiseofar tairiscint deisithe lígin d'úinéir na réadmhaoine roimh i bhfad.

D'fhéadfadh go mbeadh fadhb ann leis an bhfearas inmheánach pluiméireachta. Molaimid go ndeiseofar an lígean ón réadmhaoin.

Ní rabhamar in ann a fháil amach cé acu atá an lígean ag teacht ón bpiobán soláthair inmheánach nó ón bpiobán soláthair seachtrach. Tá an réadmhaoin á tarchur againn le haghaidh imscrúidú eile, rud a mbeidh tochairt i gcéist leis. Beimid i dteagmháil le huinéir na réadmhaoine roimh i bhfad.

Tá gá le comhla stoptha istigh a shuiteáil / a dhéisiú. Nuair a bheidh sé sin déanta, cuir glao orainn chun imscrúidú lígin a athscéideáil.

Is de chineál ginearálta atá an fhaisnéis sa doiciméad seo. Cuirreadh an fhaisnéis ar fáil tar éis suirbhé imscrúdaithe lígin in aisce.

Is iad seo a leanas na sonraí teagmhála don Scéim um Chéad Deisiú in Aisce: **Íosghlao 1890 278 278 nó +353 1 707 2828** (8rn-8ln, Luan go hAoine).

www.water.ie



www.water.ie

**The contact details for the First Fix Scheme are:
LoCall 1890 278 278 or +353 1 707 2828 (8am-8pm, Mon-Fri).**

The information in this document is of a general nature and was provided following a free leak investigation survey.

Installation / repair of an inside stop valve is required. Please call us when this is completed to reschedule a leak investigation.

We were unable to determine if the source of the leak is on the internal or external supply pipe. We are referring the property for a further investigation which will involve excavation. We will be in contact with the owner of the property soon.

There may be an internal plumbing issue. We recommend that any leaks in the property be repaired.

A leak on the external supply pipe. We are referring the property for a free leak repair under our First Fix Scheme. A leak repair offer will shortly be issued to the owner of the property.

Our leak investigation survey indicates



«RRD_ID» CFANL INT 23171814A«WPRN»

«NAME»
«ADDRESS1»
«ADDRESS2»
«ADDRESS3»
«ADDRESS4»
«ADDRESS5»

Letter reference: CFANL
WPRN: «WPRN»

Water services at: «SUPPLYADDRESS1», «SUPPLYADDRESS2»,
«SUPPLYADDRESS3», «SUPPLYADDRESS4», «SUPPLYADDRESS5»

24 March, 2015

Dear Customer,

Re: Your water meter reading indicates a possible leak

Our aim is to deliver a reliable and effective water supply service to all of our customers. One of the ways to achieve this is to reduce the amount of water wasted through leakage. The installation of water meters has allowed us to identify homes that may have a leak and a recent water meter reading for your home indicates that there may be a leak on your property.

We would like to offer you a free leak investigation survey. The main purpose of this investigation is to determine the location of the leak as if it is located on the supply pipe external to your house (i.e. it is not within or underneath your house), we may be able to assist you by repairing it free of charge under our First Fix Scheme. For more information please see the enclosed booklet.

Please contact us within 14 days to request a free leak investigation survey on LoCall 1890 278 278 or +353 1 707 2828 (8am–8pm Mon–Fri).

Yours sincerely,



Paul O'Donoghue

Head of Customer Operations

How to check your home for leaks



Introduction

This publication is available in Braille, on CD and in large text format on request by calling 1890 448 448.

If you have any questions or require further information, please contact us:

Web: www.water.ie

Irish Water
PO Box 860

Twitter: @IrishWater

South City Delivery Office
Cork City

Telephone: **LoCall 1890 278 278**

+353 1 707 2828

24 hours a day, 7 days a week

First Fix Scheme: 8am-8pm, Mon-Fri

Minicom: **1890 378 378**

(for hearing impaired customers
with their own minicom equipment)

Please note that the rates charged for 1890 (LoCall) numbers may vary across different service providers. Calls made using mobiles may be more expensive.

Water is one of our most valuable resources. However, clean water is expensive to both produce and manage and one of Irish Water's priorities is to reduce water wasted through leakage.

The national installation of water meters provides valuable information to identify where leaks are occurring. A recent reading of the water meter for your home indicates that there may be a leak at your property. Irish Water would like to help you to identify the location of that leak by offering you a free leak investigation.







As with all internal repair and maintenance in your house, Irish Water will not be in a position to undertake any internal works. If a leak is confirmed which is internal to your house, you will need to arrange a repair.

If a leak is found on your external supply pipe Irish Water will offer to repair this for free under our First Fix Scheme.

Safeguarding your water for your future

Steps to investigate a leak

The table below summarises the process for investigating a leak.

	Step 1: Notification You are receiving this booklet with a letter from Irish Water to notify you that a recent water meter reading indicates that there may be a leak at your property.
	Step 2: Internal checks Use the advice and information guide to complete the suggested internal plumbing checks around your home.
	Step 3: Contact Irish Water If you cannot identify an internal plumbing issue, call us. We will do some checks over the phone to assess if we can complete a leak investigation survey.
	Step 4: Scheduling a leak investigation Our contractor will contact you to schedule a leak investigation appointment at a suitable time.
	Step 5: Leak investigation A leak investigation will be undertaken by our contractor.
	Step 6: Leak repair If a leak is confirmed on your property's external supply pipe, Irish Water will seek to offer you a free leak repair under our First Fix Scheme. As with all internal repair and maintenance issues in your house, if a leak is confirmed which is internal to your house, you will need to arrange a repair.

Step 2: Internal checks

Having received this notification that there may be a leak at your property we recommend that you complete the checks opposite. If you have any difficulties completing any of these checks, please contact us.

Check 1:



Check the toilet

Is there a constant sound of water running from the toilet cistern?

Look for a stream of water running inside the bowl – you can shine a torch to help you see this. Alternatively, place a piece of toilet paper on the inside back of the bowl and see if it absorbs water.

Check 2:



Check the storage tank

Can you hear the storage tank refilling when water-consuming appliances are not in use? It may be easier to hear this at night.

Look for signs of water under the overflow pipes from the water storage tank - usually seen on the external wall on the side of your home.

Check 3:



Check the taps

Check all the household and external garden taps for drips. A dripping tap can waste over 1,500 litres of water a year and can be repaired by simply replacing the washer.

Check 4:



Check water-consuming appliances

Check water-consuming appliances, e.g. washing machine and dishwasher, for plumbing issues such as dripping joints.

Also, some water-consuming appliances such as fridges with ice-makers or water softeners can result in a constant flow of water to a waste pipe when there is a fault.

Step 3: Contact Irish Water

After completing these checks, if you cannot identify an internal plumbing issue, there may be a leak on your property's external supply pipe. Please contact us on LoCall 1890 278 278 (8am-8pm, Mon-Fri) to confirm:

- > You have an inside stop valve - typically located under the kitchen sink and turns off the flow of water in your home.
- > You have registered your account details - the free leak investigation and First Fix Scheme are a benefit Irish Water is offering to registered customers.

Step 4: Scheduling a leak investigation

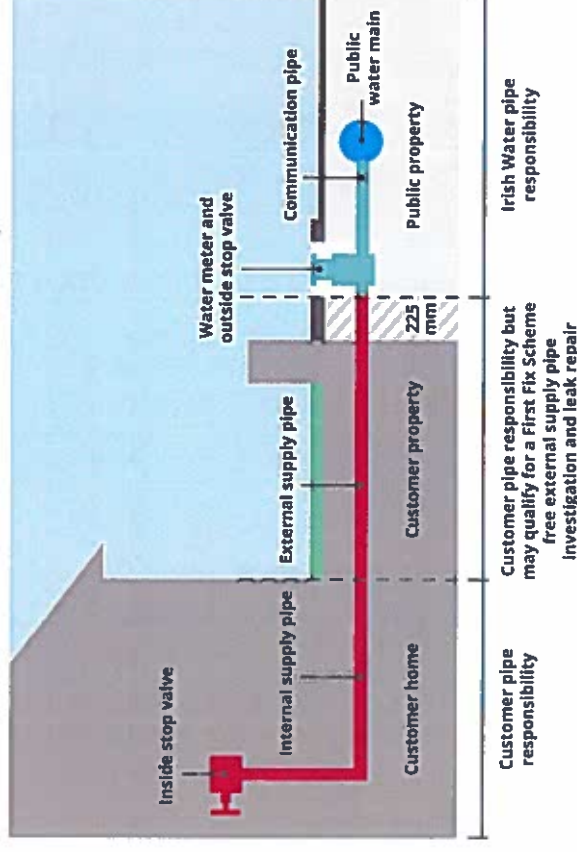
With your permission, we will arrange for our contractor to contact you directly to schedule a leak investigation appointment. These appointments are available Monday to Friday during normal working hours. Our contractor will only call to your home after arranging an appointment with you over the phone.

Please read the 'Stay Safe Guide' on page 8 of this booklet.

Step 5: Leak investigation

A free leak investigation survey is offered to help you to determine if there is a leak on your property's external supply pipe. The contractor will need to enter your home to operate the inside stop valve to check the supply pipe for leaks. If there is a suspected leak the investigator will use 'sounding techniques' to locate any external leaks. No excavation occurs at this stage. If no supply pipe leak is identified the investigator will perform a visual check of water consuming devices within your house for leaks. If the leak investigation survey indicates an internal plumbing issue, we recommend you contact a plumber to arrange repair.

The diagram below shows a typical water supply arrangement for a home with a meter fitted, highlighting the supply pipework and the portion of this with which Irish Water can assist you in repairing under the First Fix Scheme.



Step 6: Leak repair

Where a leak is confirmed on your property's external supply pipe, we will offer a free leak repair under the Terms and Conditions of the First Fix Scheme. For more information please visit www.water.ie

As with all internal repair and maintenance, Irish Water will not be in a position to undertake any internal works in your house, and if a leak is confirmed that is internal you will need to arrange a repair.

Irish Water's 'Stay Safe Guide'

Irish Water staff and contractors are trained to identify who they are and who they are representing. They will always present their identity card and will only enter your home after arranging an appointment with you over the phone.

This Stay Safe Guide is a series of sensible steps everyone should follow when dealing with people calling to their home:

1. Always look through a window or door viewer before opening the door.
2. Only open your door after connecting a door chain lock or placing your foot behind the door.
3. Switch on outside lights when it is dark.
4. Request and examine identity cards.
5. Always think 'safety' – do not leave strangers alone on your doorstep while you go into another room. Always close the door if you need to do this. Do not leave strangers alone in your home.
6. Take precautions – if you are unsure or suspicious please refuse access.

<INSERT NAME>
<ADDRESS LINE 1>
<ADDRESS LINE 2>
<AREA NAME>
<TOWN NAME>
<COUNTY/POSTCODE>
<COUNTRY>

Letter reference: CFANR
WPRN:

Water services at: <ADDRESS LINE 1>, <ADDRESS LINE 2>, <AREA NAME>,
<TOWN NAME>, <COUNTY/POSTCODE>.

Day Month, 201x

Re: We have been unable to contact you

Dear <<Name>>,

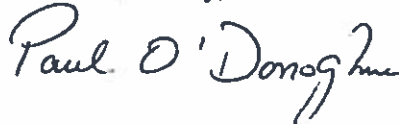
We wrote to you previously to notify you that there may be a leak at your property and to offer you a free leak investigation survey under the First Fix Scheme. To date we have not received any contact from you.

Please contact us within 10 working days to avail of this free leak investigation survey.

Under the Water Services Acts you are responsible for leaks and/or water wastage within your property, and we would like to work with you to identify where the leak is and if possible repair it on your behalf under the First Fix Scheme.

We advise you to call us immediately on **LoCall 1890 278 278** or **+353 1 707 2828** (8am-8pm Mon-Fri).

Yours Sincerely,



Paul O'Donoghue
Head of Customer Operations

«RRD_ID» CFALR ROI 23171814A«WPRN»

«NAME»
«ADDRESS1»
«ADDRESS2»
«ADDRESS3»
«ADDRESS4»
«ADDRESS5»

Letter reference: CFANLR
WPRN: «WPRN»

Water services at: «SUPPLYADDRESS1», «SUPPLYADDRESS2»,
«SUPPLYADDRESS3», «SUPPLYADDRESS4», «SUPPLYADDRESS5»

6 May, 2015

Re: Reminder of a possible leak at your property

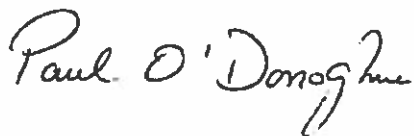
Dear «NAME»,

Further to our recent letter advising that there may be a leak on your property we would like to remind you to contact us to arrange a free leak investigation survey under the First Fix Scheme.

The main purpose of this investigation is to determine the location of the leak, as if it is located on the supply pipe external to your house (e.g. it is not within or underneath your house), we may be able to assist you by repairing it free of charge under our First Fix Scheme. For more information please see <http://www.water.ie/help-centre/leak-detection/first-fix/>

Please contact us to request a free leak investigation survey on LoCall 1890 278 278 or +353 1 707 2828 (8am–8pm Mon–Fri).

Yours sincerely,



Paul O'Donoghue

Head of Customer Operations

«RRD_ID» CFALIIP ROI 23171814A«WPRN»

«NAME»
«ADDRESS1»
«ADDRESS2»
«ADDRESS3»
«ADDRESS4»
«ADDRESS5»

Letter reference: CFALIIP
WPRN: «WPRN»

Water services at: «SUPPLYADDRESS1», «SUPPLYADDRESS2»,
«SUPPLYADDRESS3», «SUPPLYADDRESS4», «SUPPLYADDRESS5»

21 May, 2015

Re: Leak investigation identified internal plumbing issue

Dear Customer,

Thank you for facilitating the leak investigation at your property. During this leak investigation our contractor identified an internal plumbing issue as the cause of the leak at your property. Regrettably, as with all internal repair and maintenance, Irish Water cannot carry out any internal works in your house.

If you have not already done so, we recommend that you arrange to have this leak repaired. Repairing leaks can help to prevent reduced water pressure or supply interruptions affecting homes and will save water and money, in both the short and long term, ensuring a sustainable water supply for all.

If you have any concerns, please contact us on **LoCall 1890 278 278** or **+353 1 707 2828** (8am–8pm Mon–Fri).

Yours faithfully,



Paul O'Donoghue

Head of Customer Operations

«RRD_ID» CFALISV ROI 23171814A«WPRN»

«NAME»

«ADDRESS1»

«ADDRESS2»

«ADDRESS3»

«ADDRESS4»

«ADDRESS5»

Letter reference: CFALISV

WPRN: «WPRN»

Water services at: «SUPPLYADDRESS1», «SUPPLYADDRESS2»,
«SUPPLYADDRESS3», «SUPPLYADDRESS4», «SUPPLYADDRESS5»

20 May, 2015

Re: Incomplete leak investigation survey

Dear Customer,

We are writing to advise you that our contractor has been unable to complete your free leak investigation survey.

As advised by our contractor you will need to contact a plumber to repair your existing inside stop valve / install a new inside stop valve before your leak investigation can be completed.

Once this issue has been resolved, please contact our customer service team on **LoCall 1890 278 278** or **+353 1 707 2828** (8am–8pm Mon–Fri) to reschedule a leak investigation.

Yours faithfully,



Paul O'Donoghue

Head of Customer Operations

00001

NAME
ADDRESS1
ADDRESS2
ADDRESS3
ADDRESS4
ADDRESS5



Letter reference: CFALRONG
WPRN: WPRN

Water services at: SUPPLYADDRESS1, SUPPLYADDRESS2,
SUPPLYADDRESS3, SUPPLYADDRESS4, SUPPLYADDRESS5

Date

Dear Customer,

Re: Free external supply pipe leak repair offer

We are writing to confirm that a leak has been identified on the external supply pipe to your property. We are pleased to offer you a free leak repair under the First Fix Scheme and we have enclosed an offer document which contains the associated terms and conditions. Please take a moment to read them. The acceptance form requires the property owner's signature to confirm that they have read and agree with these terms and conditions.

Please return this signed acceptance form within seven days in the enclosed prepaid envelope. Once we receive your signed form, our contractor will contact you to arrange a suitable time to repair the leak on your supply pipe.

We would like to remind you that this leak repair will involve construction works on your property and in the interest of safety, please ensure that all occupants and visitors avoid the work area during this period. We apologise in advance for any inconvenience this may cause.

If you have any concerns please call Irish Water on **LoCall 1890 278 278** or **+353 1 707 2828** (8am-8pm Mon-Fri).

Yours faithfully,

A handwritten signature in black ink that reads "Paul O'Donoghue".

Paul O'Donoghue
Head of Customer Operations

00001

THE OCCUPIER



Letter reference: CFALROSS

WPRN: 1067440

Water services at:



20 May, 2015

Dear Customer,

Re: Free external supply pipe leak repair offer

We are writing to confirm that a leak has been identified on the external supply pipe to your property. We are pleased to offer a free leak repair under the First Fix Leak Repair Scheme and we have enclosed an offer document which contains the associated terms and conditions.

As advised by our contractor during the leak investigation works, the repair works to the property will involve the excavation of a 'Specialist Surface' (as this term is defined in the terms and conditions of the First Fix Leak Repair Scheme). Please take a moment to read carefully through all of the terms and conditions of the First Fix Leak Repair Scheme (including the section that relates to excavation and re-surfacing). The acceptance form attached to the terms and conditions requires the property owner's signature to confirm that they have read and agree with all of the terms and conditions.

We would like to remind you that this leak repair will involve construction works on your property and in the interest of safety, please ensure that all occupants and visitors avoid the work area during this period. We apologise in advance for any inconvenience this may cause.

If you have any concerns please call Irish Water on LoCall 1890 278 278 or +353 1 707 2828 (8am-8pm Mon-Fri).

Yours faithfully,

A handwritten signature in black ink that reads "Paul O'Donoghue".

Paul O'Donoghue
Head of Customer Operations

<INSERT NAME>
<ADDRESS LINE 1>
<ADDRESS LINE 2>
<AREA NAME>
<TOWN NAME>
<COUNTY/POSTCODE>
<COUNTRY>

Letter reference: CFALC
WPRN: 1234567

Water supply address: <ADDRESS LINE 1>, <ADDRESS LINE 2>, <AREA NAME>,
<TOWN NAME>, <COUNTY/POSTCODE>

Day Month, 201x

Re: Confirmation of leak repair completion

Dear <<NAME>>,

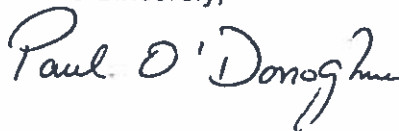
We are pleased to confirm that the leak on your external supply pipe has been repaired under the First Fix Scheme. We would like to take this opportunity to thank you for working with us to facilitate these works.

Water is one of our most valuable resources. However, clean water is expensive to both produce and manage and one of Irish Water's priorities is to reduce water wasted through leakage.

For more information on water conservation, you can visit our website www.water.ie.

If you have any questions about water conservation, please contact us on **LoCall 1890 278 278** or **+353 1 707 2828** (8am-8pm Mon-Fri).

Yours Sincerely,



Paul O'Donoghue
Head of Customer Operations

<INSERT NAME>
<ADDRESS LINE 1>
<ADDRESS LINE 2>
<AREA NAME>
<TOWN NAME>
<COUNTY/POSTCODE>
<COUNTRY>

Letter reference: CFALCFW
WPRN: 1234567

Water supply address: <ADDRESS LINE 1>, <ADDRESS LINE 2>, <AREA NAME>,
<TOWN NAME>, <COUNTY/POSTCODE>

Day Month, 201x

Re: Confirmation of leak repair completion, further leak(s) identified

Dear <<Name>>,

We are pleased to confirm that the leak on your external supply pipe has been repaired. We would like to take this opportunity to thank you for working with us to facilitate these works.

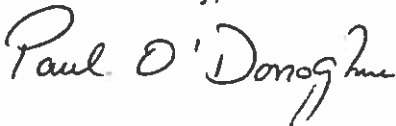
Water is one of our most valuable resources. However, clean water is expensive to both produce and manage and one of Irish Water's priorities is to reduce water wasted through leakage.

As advised during our leak repair works, our contractor identified a further internal plumbing issue which we recommend that you repair.

For more information on water conservation, you can visit our website www.water.ie.

If you have any concerns, please contact us on **LoCall 1890 278 278** or **+353 1 707 2828** (8am-8pm Mon-Fri).

Yours Sincerely,



Paul O'Donoghue
Head of Customer Operations

