

Media Release

CER Opens Consultation on the Irish Water Performance Assessment – metrics to monitor Irish Water’s performance, progress and efficiency over time.

Wednesday, 6 July 2016: The Commission for Energy Regulation (CER) is Ireland’s independent energy regulator and the economic regulator of the Irish water and wastewater system. The CER has today opened a public consultation on the design of the key metrics against which the CER will monitor the performance of Irish Water over time.

The CER’s overall aims in water regulation are to protect the interests of water customers, ensure water services are delivered in a safe, secure and sustainable way and that Irish Water operates in an economic and efficient manner, all in compliance with the legislative framework.

One aspect of the CER’s role is to review Irish Water’s proposed costs and approve revenue allowances that the utility may recover, from customers or through Government subvention.

To complement that review, the CER considers it appropriate to develop key performance indicators that will measure the performance, progress and efficiency of the utility. This is to ensure that value is delivered to customers through improving performance metrics. Monitoring the output delivery associated with revenue recovered by Irish Water will assist the CER in ensuring that revenue is used by the utility to operate in a manner that provides an appropriate level of service and improvements over time.

The proposed metrics cover a number of areas of performance of Irish Water - customer service, environmental performance, quality of service for water supply, security of water supply and sewerage service.

While the billing of domestic customers has been suspended for a period of time, as Ireland’s national water utility, Irish Water still has the responsibility for the development and delivery of water and wastewater services to homes and businesses.

Commissioner with responsibility for water regulation, Paul McGowan said:

"All customers of the public water or wastewater network should, like customers of any other public utility, receive a certain level of service from the utility provider. This is regardless of whether domestic charges are in place or suspended.

We welcome public feedback on these proposals, which will help the CER set performance benchmarks against which Irish Water can be measured. This will ensure that Irish Water operates efficiently, provides an appropriate level of customer service and delivers improvements in these areas that will benefit the customer in the future."

Members of the public are encouraged to provide their feedback to this consultation and all details can be found on www.cer.ie

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Note to Editors:

1. The CER is Ireland's independent energy regulator with a wide range of economic, customer and safety functions. The CER is also the economic regulator of Ireland's public water system. The CER protects energy customers by working for a safe, secure and sustainable supply of electricity and natural gas, as well as a competitive market which delivers reasonable prices and a good quality service to customers. For further details please see www.cer.ie.