



<b>NAME</b>				
<b>ADDRESS</b>				
<b>TELEPHONE</b>				
<b>EMAIL ADDRESS</b>				
<b>COMPLAINT ABOUT</b>	IRISH WATER			
<b>I HAVE COMPLETED THE IRISH WATER COMPLAINTS PROCESS</b>	PLEASE TICK <input type="checkbox"/>			
<b>COMPLAINT REFERENCE NUMBER*</b>				
* This is the number issued to you by Irish Water in relation to your complaint. Please note: the CRU cannot deal with your complaint until you have completed Irish Water's complaints handling process.				
<b>ACCOUNT NUMBER</b>				
<b>WPRN</b>				
<b>MY COMPLAINT IS ABOUT</b>	METERED CHARGES	<input type="checkbox"/>	HIGH CONSUMPTION	<input type="checkbox"/>
	ASSESSED CHARGES	<input type="checkbox"/>	PAYMENT METHODS	<input type="checkbox"/>
	WATER ALLOWANCES	<input type="checkbox"/>	OPENING/CLOSING ACCOUNT	<input type="checkbox"/>
	CUSTOMER SERVICE	<input type="checkbox"/>	METER READING/FAULT	<input type="checkbox"/>
	LEAKS	<input type="checkbox"/>	METER INSTALLATION	<input type="checkbox"/>
	WATER QUALITY	<input type="checkbox"/>	OTHER:	<input type="checkbox"/>
<b>SIGNED BY COMPLAINANT</b>				
<ul style="list-style-type: none"><li>• I confirm that this represents my complaint to the CRU.</li><li>• I confirm that I am a registered customer of Irish Water.</li><li>• I confirm that I have completed Irish Water's complaints handling process.</li><li>• I agree that a copy of my complaint and copies of any accompanying or additional correspondence or documentation submitted to the CRU in relation to my complaint may be provided to relevant organisations for the purpose of carrying out an investigation, including the body against which I am complaining.</li><li>• I agree that as part of their investigation into my complaint, the CRU may request any records and information relating to my account from Irish Water.</li></ul>				
<b>Signature:</b>				
<b>Date:</b>				
The CRU Privacy Notice sets out how we protect the privacy rights of individuals and can be found <a href="#">here</a>				



- Please use this form to summarise your complaint and add additional pages if you do not have enough space to explain your complaint in full and your attempts to resolve the complaint with Irish Water.
- If you have any documents to support your complaints e.g. bills or copies of letters, please enclose these with this form.
- If you are not the account holder or a nominated representative on the account in question, please provide a signed document from the account holder, stating that you have permission to act on their behalf in relation to this complaint.
- The CRU is subject to the Data Protection Acts 1988 and 2003 (“Data Protection Acts”) and the Freedom of Information Act 2014 and the CRU may be required to grant access to data, information and records held by the CRU in relation to the Customer Care work area, and this may include confidential information.

**HOW WOULD YOU LIKE YOUR COMPLAINT RESOLVED?**


**SUMMARY OF YOUR COMPLAINT:**




An Coimisiún  
um Rialáil Fóntas  
Commission for  
Regulation of Utilities


**SUMMARY OF YOUR ATTEMPTS TO RESOLVE THE MATTER (PLEASE INCLUDE DATES AND NAMES OF PEOPLE SPOKEN TO IF POSSIBLE):**
