



An Coimisiún
um Rialáil Fóntas
Commission for
Regulation of Utilities



An Coimisiún um Rialáil Fóntas

Commission for Regulation of Utilities

Irish Water Non-Domestic Customer Handbook

Consultation 27 March 2020

Reference:	CRU/20/036	Date Published:	27/03/2020	Closing Date:	22/05/2020
------------	------------	--------------------	------------	------------------	------------

www.cru.ie

The Exchange, Belgard Square North, Tallaght, Dublin 24, Ireland
T+353 1 4000 800 | F+353 1 4000 850 | www.cru.ie

Table of Contents

Table of Contents	1
1. Introduction	3 4
1.1 Implementation Date	4
1.2 Overarching Principles	5
1.3 General Obligations	5
2. Key Documents	5 7
2.1 Documents requiring preparation by Irish Water	5 7
3. DocumentCode of Practice Approval Process	5 8
3.1 Outline of approval of key documents.....	5 8
4. Codes of Practice Requirements for Non-Domestic Customers	7 9
5. Code of Practice on Customer Communication for Non-Domestic Customers	8 10
5.1 Customer information provision overarching r Requirements in Providing Information to Customers	8 10
5.2 Customer communication during supply interruptions and poor-quality supply periods	9 11
5.3 Customer communication through printed material	10 13
5.4 Customer communication by telephone.....	10 13
5.5 Customer Contact in Person.....	11 14
5.6 Customer Contact by e-mail	11 14
5.7 Customer Contact by SMS	11 14
5.8 Account holder Sign Up New Customer	11 15
6. Code of Practice on Metering for Non-Domestic Customers	13 16
6.1 Installation of new meters	13 16
6.2 Meter ownership and meter access post installation	13 17
6.3 Meter testing.....	14 17
7. Code of Practice on Billing for Non-Domestic Customers	15 18
7.1 General customer service in relation to billing	15 18
7.2 Determining Charging Liability	20
7.3 2 Information on the bill	16 22
7.4 3 Presentation of Information on Non-Domestic Charges Tariffs.....	17 23
7.5 4 Payment Options	18 24
7.6 5 Communication of Tariffs & Prices-Charges to Customers	18 24
7.7 6 Closing Account & Issuing Final Bill	18 25
7.8 7 Arrears & Arrangements for identifying and dealing with e Customers in Financial difficulty	19 26

7.98	Payment Plans	49	27
7.9	Disconnection Procedure		
7.10	Information requirements to be contained in the Code		
7.11	Instances where Irish Water cannot initiate disconnection of a non-domestic customer's supply		
7.12	Process for Disconnection due to non-payment		
7.13	Format of Notice of Disconnection		
7.14	Settlement of Arrears and restoration of supply		
7.10.15	Dealing with premises with no registered account holder named Customer	23	27
7.116	Monitoring of billing issues and reporting to –CRU	24	28
8.	Code of Practice on Network Operations for Non-Domestic Customers		30
7.98.1	Disconnection Procedure	29	30
7.108.2	Information requirements to be contained in the Code Instances where Irish Water can initiate disconnection of supply to a non-domestic premises	20	30
7.118.3	Instances where Irish Water cannot initiate disconnection of supply of a to a non-domestic customer's supply premises	20	31
7.128.4	Process for Disconnection due to non-payment	24	32
7.138.5	Format of Notice of Disconnection	22	33
7.148.6	Settlement of Arrears and restoration of supply	23	34
89.	Code of Practice on Network Operations for Non-Domestic Customers		25
89.1	Information provision on Water/Wastewater connections	25	35
89.2	Operation and maintenance responsibility of pipework	25	35
89.3	Planned network interruptions affecting eCustomers	25	35
89.4	Unplanned network interruptions affecting eCustomers	26	36
89.5	Customer asset flooding	26	36
89.6	Water pressure	26	36
89.7	Out of hours service	26	37
910.	Code of Practice on Complaints Handling for Non-Domestic Customers		27
910.1	Definition of a complaint	27	38
910.2	General obligations in Complaint Handling	27	38
910.3	Monitoring of complaints and complaint resolution and reporting to CRU	29	44
1011.	Terms & Conditions of Supply for Non-Domestic Customers		30
11.1	General		45

[11.2 Content of Standard Terms and Conditions..... 45](#)
[11.3 Review Process..... 46](#)

1. Introduction

This document is written by the Commission for Regulation of Utilities ('CRU') as the economic regulator of Irish Water and provides guidelines to Irish Water in terms of required levels of customer service and customer protection measures to be implemented in ~~their-its~~ business operations. This document covers the required content of the [Codes of Practice and Terms and Conditions of Supply for non-domestic Customers.](#)

Commented [A1]: To make clear that the Non-Domestic Handbook now contains Terms and Conditions of supply for non-domestic customers, in addition to the Codes of Practice

To clarify, unless otherwise stated, and for the purposes of this Handbook, a ~~e~~Customer is defined as [the occupier of the premises in respect of which water and/or wastewater services are provided. However, there may be instances whereby another party other than the Customer sets up an account with Irish Water and pays for the services on behalf of the Customer. Such circumstances may arise for example where a landlord pays water charges on behalf of its non-domestic tenants. In these circumstances, the paying party shall be deemed to be the Customer for the purposes of billing and disconnections. ~~anyone who utilises water supplied by or wastewater services provided by Irish Water at a specific premises. An account holder is an individual or a legal entity that has the obligation to pay for the services supplied by Irish Water to a specific premises.~~](#)

[To further clarify, this Handbook applies to Customers in respect of a non-domestic premises and mixed-use premises¹.](#)

[Under legislation Irish Water is required to prepare and submit under Section 32 of the Water Services \(No.2\) Act its Codes of Practice in line with this document for approval by the CRU. The Commission may direct Irish Water to comply with an approved Code of Practice or a provision of a Code of Practice.](#)

Commented [A2]: To set out the CRU's role as per the Water Services (No.2) Act 2013.

1.1 Implementation Date

[The CRU recognises that Irish Water will need time to implement a number of the new Non-Domestic Customer Handbook requirements. Therefore, the following requirements will come into force no later than X^{xx} XXXX 2020.](#)

Commented [A3]: To clarify which requirements or sections will need time to be implemented by Irish Water

¹ Please see Irish Water's Water Charges Plan for further details.

-
-
-
-

Commented [A4]: To be detailed after further engagement with Irish Water. This list will be populated in the CRU's decision on the Handbooks.

The remainder of the changes to the requirements will come into force as outlined in the CRU's Decision on the Irish Water Non-Domestic Customer Handbook.

1.2 Overarching Principles

Commented [A5]: New requirement to strengthen the standards of service Irish Water is obliged to provide

These principles are aimed at providing guidance to how Irish Water should interact with Customers whether directly or indirectly. These principles do not relate specifically to any Code of Practice but rather have a general application to all facets of the customer-utility relationship.

The CRU regards the application of these principles as being appropriate where the obligations of the Non-Domestic Customer Handbook are not sufficient to address a specific situation/aspect of the customer-utility relationship.

The overarching principles are as follows:

1. Irish Water and its representatives shall treat Customers in a fair, honest, transparent, appropriate, reasonable and professional manner.
2. Irish Water shall ensure consistency, accuracy, clarity and transparency of information across all means of written and oral communications with Customers. This includes, but is not limited to, definitions, terms, words used in bills, statements, Terms and Conditions of Supply and charging documents.

1.3 General Obligations

Formatted: Second Sub-Heading - A

The below outline the Ggeneral obligations on Irish Water in relation to customer service. Each Code of Practice should clearly specify its objectives and the target groups it is intended to reach.

- 1.1.1.3.1 Each Code must be written in plain English and be set out in a way that is easy to understand.

- ~~4.4.2~~4.4.1.3.2 Irish Water is required to prepare separate documents with regard to non-domestic ~~e~~Customers in relation to each Code of Practice.
- ~~4.4.3~~4.4.1.3.3 Irish Water is required to apply the principles of Universal Design subject to CRU approval, when implementing the requirements of and developing the services referred to in the Codes of Practice and in all associated communications with ~~C~~eustomers.
- ~~4.4.4~~4.4.1.3.4 Irish Water is required to ensure all ~~e~~Customer communication material, Codes of Practice documents and Terms and Conditions of Supply are available in appropriate formats for ~~e~~Customers and potential Customers.
- ~~4.4.5~~4.4.1.3.5 Copies of the Codes of Practice and standard Terms and Conditions of Supply must be published on Irish Water's website in an easily accessible and visible location.
- ~~4.4.6~~4.4.1.3.6 Irish Water will be obliged to operate in line with any other existing legislation which covers ~~their~~its business.
- ~~4.4.7~~4.4.1.3.7 Irish Water is required to train ~~their~~its staff and/or agents appropriately with respect to ~~their~~its Terms and Conditions of Supply and Codes of Practice requirements.
- ~~4.4.8~~4.4.1.3.8 Irish Water must implement business processes, which allow them to monitor the implementation of the Codes of Practice and report to the CRU on a regular basis. The CRU may seek to review or audit these business processes and monitoring procedures as part of its remit as the economic regulator of Irish Water.
- ~~4.4.9~~4.4.1.3.9 The requirements in relation to these Codes of Practice do not apply in cases where fraudulent or illegal activity on the part of the ~~account holder~~Customer in relation to their Irish Water account and water or wastewater service supply infrastructure has been demonstrated to have taken place.

2.Key Documents

2.1 Documents requiring preparation by Irish Water

Irish Water will be required to prepare the following key documents to outline ~~their~~ its customer service standards; ~~These are~~ as outlined in the table below to reflect, at a minimum, the requirements set out in this Handbook.

Irish Water Non-Domestic Customer Handbook
1. Codes of Practice
<ul style="list-style-type: none">• Customer Communication
<ul style="list-style-type: none">• Metering
<ul style="list-style-type: none">• Billing
<ul style="list-style-type: none">• <u>Disconnection</u>
<ul style="list-style-type: none">• Network Operations
<ul style="list-style-type: none">• Complaint Handling
2. Terms and Conditions of Supply

Formatted: Indent: Left: -4.6 cm, Numbered + Level: 1 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.63 cm + Indent at: 1.27 cm

Irish Water will also be required to prepare Terms and Conditions of Supply for non-domestic Customers to reflect, at a minimum, the requirements set out in section 11 of this Handbook.

Irish Water should note that nothing in the Codes of Practice is intended to, or should be deemed to, constitute an exemption from their legal obligations to comply with any and all relevant legislation, statute, statutory instrument, regulation or order (or provision thereof) or any subordinate legislation.

Commented [A6]: To aid clarity

3. Document Codes of Practice Approval Process

Commented [A7]: Amended to reflect that this section only relates to the Codes of Practice.

3.1 Outline of approval of key documents

- 3.1.1 Irish Water is required to submit any amended ~~documents~~ Codes of Practice listed in [Section 2.1](#) ~~the table~~ above to the CRU as required, for review and approval in advance of publication.
- 3.1.2 The CRU may approve or refuse approval of the ~~documents~~ Codes of Practice submitted.
- 3.1.3 Once ~~approval is gained~~ approved, ~~the documents~~ Codes of Practice shall be published and made easily accessible on ~~the~~ Irish Water's website.
- 3.1.4 Any changes to ~~the~~ approved ~~documents~~ Codes of Practice must be further approved by ~~the~~ CRU in advance of publication.
- 3.1.5 If any of Irish Water's proposed Codes of Practice are not approved, then guidelines as issued in ~~the~~ CRU's decision on the [Codes of Practice Customer Handbook](#) ~~document requirements~~ will apply.

4. Codes of Practice Requirements for Non-Domestic Customers

The following Codes of Practice apply to non-domestic eCustomers; however, where a non-domestic eCustomer has entered into an individual contract or agreement for water and/or wastewater services, and those terms conflict with the obligations set out below in the Non-Domestic Codes of Practice, the terms of the individual agreement/contract will supersede the Non-Domestic Codes of Practice obligations.

5. Code of Practice on Customer Communication for Non-Domestic Customers

The use of the word eCustomer in the Code of Practice on Customer Communication refers to existing and potential Customers.

Irish Water will ensure that in all of their-its communication with Customers and in all communication formats Plain English is used and the principles of Universal Design will be applied.

Irish Water shall supply a report to the CRU on how Universal Design has been implemented within their-its eCustomer communication material and processes. This report shall be provided by Irish Water as directed by the CRU.

5.1 Customer information provision overarching Requirements in Providing Information to Customers

5.1.1 Irish Water must adopt a transparent and fair approach to the communication of their-its services to and the sign up of eCustomers and account holders.

5.1.2 Irish Water must take all reasonable steps to ensure all Customer communications are easy to understand and accurate.

5.1.3 Irish Water will provide through a range of communication channels detail of;

a) Pipework responsibility and ownership with diagrammatic representation, including detail on the process a customer should follow if they notice a leak or an issue with pipework on their own property or outside their own property.

b) Detail on the process a Customer should follow if they notice a leak or an issue with pipework on their own property premises or outside their own property premises.

c) Broad guidance on group water schemes and distinction between Irish Water supplied services and group water scheme services.

d) The process a Customer must follow to request a new connection to the water and/or wastewater network and relevant application forms.

Commented [A8]: Amended to better describe the contents of this subsection

Commented [A9]: Removed as captured under subsection 5.8

Formatted: Indent: Left: 1.75 cm, Hanging: 0.5 cm, Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 2 cm + Indent at: 4 cm

Commented [A10]: Lengthy requirement was split into two separate requirements to aid clarity

- ~~d)e)~~ How to access information on a schedule of connection charges and a clear and transparent connection charging methodology, with worked examples of the typical Irish Water connection costs for domestic and non-domestic eCustomers.
- e)f) How to access information on the process a eCustomer must follow to request information on existing water/wastewater networks, including any associated charges for the use or connection to such networks.
- f)g) Contact details for new connections/connection queries at Irish Water.
- h) Billing details such as sample of bills, charges details, charging methodologies and explanations of terms used.
- i) Payment methods and arrears handling.
- g)j) Guidance to Irish Water Customers with regard to disposal of substances not permitted through wastewater systems.
- ~~h)k)~~ Contact details for emergencies or pipeline faults.
- i)l) How a eCustomer can make a complaint.

Commented [A11]: New requirements to strengthen the standards of service Irish Water is obliged to provide

5.2 Customer communication during supply interruptions and ~~poor~~ poor-quality supply periods

For the purpose of this Code, a supply interruption is any incident related to Irish Water activities or assets that causes a eCustomer's supply to be significantly impacted. This may include a complete interruption of supply or a significant drop in pressure at the eCustomer's premises.

Planned Interruptions

- 5.2.1 Irish Water shall ensure regular ~~up-to-date~~ up-to-date information on the planned timing of the interruption is available in advance of and during planned interruptions to normal supply, on the planned timing of the interruption and on the anticipated time of restoration of supply for Customers that Irish Water anticipates will be affected during the planned interruption. ~~Customers that Irish Water anticipates will be affected during a planned interruption shall be notified at least 2 days in advance of the event. Notification of a planned interruption may be through direct communication with the customer or through a range of appropriate communication channels and information shall be made available to customers through telephone helplines.~~

Commented [A12]: Inserted to easier identify requirements relating to planned interruptions

Commented [A13]: To state up front what type of interruption it is.

Commented [A14]: To state to whom Irish Water are obliged to communicate updates to.

Commented [A15]: Lengthy requirement was split into three separate requirements to aid clarity

5.2.2 Customers that Irish Water anticipates will be affected during a planned interruption shall be notified at least 2two days in advance of the event.

Commented [A16]: Lengthy requirement was split into three separate requirements to aid clarity
Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

5.2.3 Notification of a planned interruption may be through direct communication with the eCustomer or through a range of appropriate communication channels and information shall be made available to eCustomers through telephone helplines.

Unplanned Interruptions

Commented [A17]: Inserted to easier identify requirements relating to unplanned interruptions

5.2.25.2.4 Irish Water shall ensure regular up-to-date information is available to eCustomers understood by Irish Water to be affected by an unplanned interruption to water supplyies, the likely duration of the unplanned interruption and the anticipated time of restoration of supply. This information shall be publicised through a range of appropriate communication channels and shall be made available to customers through telephone helplines.

Commented [A18]: Lengthy requirement was split into two separate requirements to aid clarity

5.2.5 This information shall be publicised through a range of appropriate communication channels and shall be made available to customers through telephone helplines. In an event of an unplanned interruption, Irish Water will publish information on the issue as soon as possible but no later than two hours after Irish Water becomes aware of the interruption via relevant communication channels and information shall be made available to Customers through telephone helplines.

Water Unfit for Human Consumption

Commented [A19]: Inserted to easier identify requirements relating to water unfit for human consumption

5.2.35.2.6 In instances where notices that declare water unfit for human consumption are implemented Irish Water shall make provision to communicate with all anticipated affected eCustomers through appropriate communication channels to;

- a. inform them it is not safe to drink the water and inform the eCustomer of any precautionary measures that should be taken,
- b. explain the reason for the notice,
- c. highlight the anticipated duration of the notice and
- d. provide regular updates on progress to rectify the issue causing substandard supply.

5.2.7 [Updated] information on the notice duration shall be regularly publicised through social media, eCustomer emails, regularly updated

Commented [A20]: Previously did not have a requirement number
Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

website information and local broadcasts, and shall be made available to eCustomers through telephone helplines.

Alternative Supply Arrangements

5.2.45.2.8 In instances where (for public health and safety reasons, or other emergency reasons) eCustomers are provided with alternative supply arrangements Irish Water shall make provision to communicate with all anticipated affected eCustomers through a range of communication channels to;

- a. inform them it is not safe to drink the water and explain the reason why,
- b. inform the eCustomer of any other precautionary measures that should be taken,
- c. inform them where Irish Water will locate and facilitate alternative water supplies,
- d. highlight the anticipated duration of the alternative supply and
- e. provide regular updates on progress to rectify the issue causing substandard supply.

5.2.9 Updated information on alternative water supply duration shall be regularly publicised through social media, eCustomer emails, regularly updated website information and local broadcasts, and shall be made available to eCustomers through telephone helplines.

Commented [A21]: Inserted to easier identify requirements relating to alternative supply arrangements

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

Commented [A22]: Previously did not have a requirement number

5.3 Customer communication through printed material

5.3.1 Irish Water shall make available relevant printed material upon a request (by phone, email or in writing) from a eCustomer ~~or potential customer~~.

Commented [A23]: Removed due to duplication as the start of the section defines customer as "existing and potential customers".

5.4 Customer communication by telephone

5.4.1 A eCustomer ~~or potential customer should shall~~ have the opportunity to speak to an Irish Water staff member or agent working on ~~their its~~ behalf to find out further information about water or wastewater service supply, connection policy, metering, billing and any other relevant area.

5.4.2 Telephone contact details ~~should shall~~ be made easily visible at all times on Irish Water's website, bills and in print media.

5.4.3 Irish Water shall make provision to have sufficient staff trained and available to deal with such contact from eCustomers.

5.5 Customer Contact in Person

5.4.45.5.1 If Irish Water, an Irish Water representative or a contractor working on Irish Water's behalf engages in direct communication or has a need to visit in person for maintenance, account management or operational reasons at a eCustomer's premises (with or without a prearranged appointment) or by personal contact, the representative must immediately and at all times after that on request by the eCustomer:

- a. produce an identity card that shows ~~his or her~~their full name and photograph and the name, business address and contact number of Irish Water. Where Local Authority staff are working on behalf of Irish Water, ~~then~~ they are obliged to produce an identity card that shows their full name and photograph as well as the Local Authorities name, business address and contact number; and
- b. advise the eCustomer of the purpose of the visit.

Commented [A24]: To expand on areas that Irish Water may engage in direct communication with its customers on

Commented [A25]: Previously did not have a requirement number

5.6 Customer Contact by e-mail

5.6.1 Irish Water may send electronic mail for direct communication purposes. Where Irish Water engages in direct communication via e-mail to eCustomers, Irish Water must provide the following information to eCustomers:

- a. Irish Water's name and address; and
- b. Irish Water's e-mail address or other means of electronic contact; or
- c. Irish Water's contact number;

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading, Adjust space between Latin and Asian text, Adjust space between Asian text and numbers

Commented [A26]: Previously did not have a requirement number

5.7 Customer Contact by SMS

5.4.55.7.1 Where Irish Water engages in direct communication via SMS to ecustomers, Irish Water must identify themselves in the text, by providing ~~their-its~~ name.

Commented [A27]: Previously did not have a requirement number

5.8 Account holder Sign Up New Customer

5.8.1 In addition to the requirements set out above, Irish Water must set out in their its Code of Practice clear rules around setting up a new Customer account. customer sign up, and third party sign up as appropriate. In addition, when signing an account holder up Irish Water must:

5.8.2 In addition, wWhen signing an account holder up setting up a new Customer account Irish Water must:

- a. Where a joint account is to be opened, Irish Water should confirm with any other named person on the account that they wish to be named as soon as possible after the initial account opening.
- b. Provide a simple method for account holders Customers to add a third third-party contact to their account.
- c. Clearly explain how the Customer will be billed, including billing frequency.
- d. Explain how the Customer can make payment against the bill and any budgeting options available.
- e. Direct the Customer as to where they will find a copy of Irish Water's Terms and Conditions of supply of water and wastewater services contract and the rates that apply to the service(s) that they are signing up to. In addition, if a Customer requests, Irish Water must provide a copy of these documents in writing (via post or email) which must highlight and explain key terms.

Commented [A28]: Amended to improve clarity as Irish Water does not sign up account holders or customers.

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

Commented [A29]: Removed due to duplication as this is covered in requirement 5.8.2 b

Formatted: List Paragraph, Indent: Left: 1.5 cm, Hanging: 0.75 cm, Line spacing: single, Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 2.54 cm + Indent at: 3.17 cm

Commented [A30]: New requirements to strengthen the standards of service Irish Water is obliged to provide

6. Code of Practice on Metering for Non-Domestic Customers

Irish Water will set out in ~~a-its~~ Code of Practice on Metering the procedures it will ~~take-follow~~ in relation to installation of new meters, testing for suspected faulty meters and the maintenance or repair/replacement of meters that may malfunction.

6.1 Installation of new meters

- 6.1.1 ~~Irish Water will give at least 2-weeks- two days notification and-with meter installation information to a eCustomer in advance of the meter installation date., with at least 2 two days advance notification of anticipated installation.~~
- 6.1.2 Installation of water meters by Irish Water will be undertaken in as least disruptive and as professional a manner as possible to the ~~property-premises~~ and the surrounding area.
- 6.1.3 Irish Water shall, in line with relevant legislation, ensure that water meters are installed in accessible locations, where feasible, and that the meter can, where required, be read by the eCustomer.
- 6.1.4 Irish Water will ~~to the extent reasonably practicable~~ remedy any damage to a ~~property-premises~~ which has occurred as a ~~direct~~ result of its ~~its~~ employees' ~~or~~ agents' activities during meter installation free of charge to the eCustomer. Remedy of damage to a ~~property premises~~ during meter installation shall be processed through the normal complaint handling procedures and standards (if not otherwise agreed between Irish Water and the eCustomer).
- ~~6.1.5 An unmetered Customer can request Irish Water to fit a meter at its premises. Irish Water will check if a meter can be installed at the premises. Irish Water will endeavour to complete checks and reply to the Customer within three weeks of the date of the Customer's request. If a meter can be fitted, this will be completed within a further four weeks subject to operational capacity.~~

Commented [A31]: Amended to reflect that the majority of the non-domestic meter installations are either requested by the customer or identified by Irish Water during its operational and maintenance activities of the network (for example, the identification of faulty or under-recording meters).

Commented [A32]: New requirement to strengthen the standards of service Irish Water is obliged to provide

6.2 Meter ownership and meter access post installation

- 6.2.1 Irish Water will make it clear to eCustomers ~~at all times~~ where Irish Water ~~have~~ has the authority to read the meters.
- 6.2.2 Irish Water will be responsible for all operation and maintenance tasks on metering equipment installed by Irish Water or previously by a Local Authority.
- 6.2.3 The eCustomer may if ~~he/she/they~~ so wishes, open the meter box to ~~inspect~~ read the meter or to isolate their water supply from the stop valve. Irish Water will be obliged to provide information to the eCustomer on how to access the meter wherever possible, but will not permit a eCustomer to remove any Irish Water apparatus from the Meter Box.

6.2.4 If a Customer has difficulty locating a meter, Irish Water shall engage and work with the Customer to help identify the location of the meter.

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

Commented [A33]: New requirement to strengthen the standards of service Irish Water is obliged to provide

6.3 Meter testing

- 6.3.1 Irish Water will facilitate testing of water meters upon request from a eCustomer. ~~Upon request from customer to test a meter;~~ Irish Water will conduct this test within a reasonable timeframe.
- 6.3.2 Irish Water may impose an up-front cost reflective additional charge on the eCustomer for this service, and must notify the eCustomer of this charge in advance ~~so as to~~ allow a eCustomer to decide whether to proceed with the testing.
- 6.3.3 If the meter is found to be faulty (excluding damage caused by the eCustomer) then Irish Water shall be obliged to refund the cost of the meter inspection and testing to the eCustomer and repair or replace said meter at no cost to the eCustomer.

Commented [A34]: Removed due to duplication as wording is a repeat from the previous sentence.

7. Code of Practice on Billing for Non-Domestic Customers

The guideline requirements within this Code of Practice apply to Irish Water's non-domestic Customers. This Code of Practice sets out the minimum customer service standards Irish Water must offer to their-its non-domestic Customers in relation to billing.

7.1 General customer service in relation to billing

7.1.1 Irish Water will ensure that the charging of Customers is:

- a. in line with legislation;
- b. equitable across Customers; and
- c. clear and easy to understand.

7.1.1.2 Irish Water will ensure that all bills, scheduled or otherwise, are calculated accurately based on one of the following:

- a. Actual meter readings conducted by Irish Water Staff or its agents.
- b. Customer Meter Readings.
- c. Assumed or calculated charges (where water meters are not yet installed or cannot be installed for technical reasons).
- d. Estimated readings - where Irish Water has not been able to visit and/or read a meter, an estimated bill can be issued based on historic or assessed consumption volumes for the ~~account~~ holderCustomer's premises.

7.1.3 Irish Water shall ensure that all relevant charges, discounts and allowances are calculated and applied accurately to a Customer's bill.

7.1.4 If a Customer receives an estimated bill, the Customer may provide Irish Water with a Customer meter read within seven days of the bill issue date and Irish Water will, upon request from the Customer, re-issue the bill within 10 days of receiving the Customer's meter read.

7.1.2.1.5 For metered eCustomers Irish Water will endeavour to ensure at least one bill in any 12-month period is will be based on a meter read.

7.1.3.1.6 Irish Water will endeavour to issue scheduled bills to eCustomers within a reasonable time frame after the completion of scheduled meter reads for the billing period involved. ~~except in situations where the account holder has agreed otherwise, or the meter reading data~~

Commented [A35]: New requirement to strengthen the standards of service Irish Water is obliged to provide

Formatted: List Paragraph, Indent: Left: 1.87 cm, Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 0.63 cm + Indent at: 1.27 cm

Commented [A36]: New requirement to strengthen the standards of service Irish Water is obliged to provide

Formatted: Heading 3, CRU, (Numbered), Paragraph Heading

Commented [A37]: New requirement to strengthen the standards of service Irish Water is obliged to provide

Commented [A38]: Lengthy requirement was split into three separate requirements to aid clarity

~~appears erroneous. Every effort should be made for a prompt revised bill in the event of meter reading affecting the outcome of arrears or proposed disconnection.~~

7.1.7 ~~e~~Exceptions to Handbook requirement 7.1.6 are in situations where:

- a. the ~~account holder~~ Customer has agreed otherwise with Irish Water; or
- b. the meter reading data appears erroneous.

Formatted: Indent: Left: 2.62 cm

7.1.8 ~~Every effort should be made for a prompt revised bill from Irish Water in the event of a meter reading affecting the outcome of a arrears payment plan agreement or proposed disconnection.~~

7.1.9 ~~Should Irish Water require a security deposit from a Customer, the deposit will be fair, transparent and reasonable in terms of the amount requested from the Customer. Irish Water must not unfairly discriminate between Customers. In addition, Irish Water will also inform the Customer of the conditions under which the deposit will be refunded.~~

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

7.1.4 ~~Irish Water guarantees to apply the applicable discount/rebate to a customer's bill in relation to notices that declare water unfit for human consumption in line with the CRU's decision on Irish Water's Water Charges plan.~~

Commented [A39]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.1.7.1.10 ~~Where Irish Water becomes aware of an unexpected delay in billing an ~~account holder~~ Customer that will exceed one full billing period Irish Water will contact the ~~account holder~~ Customer where reasonably practicable to notify the ~~account holder~~ Customer of the late billing.~~

Commented [A40]: Removed as covered under 7.1.3

7.1.7.1.11 ~~Where Irish Water offers electronic billing to eCustomers, an ~~account holder~~ the Customer must opt into this type of billing format in order to receive this service.~~

Commented [A41]: To make obligation clearer for customers.

7.1.7.1.12 ~~Where an ~~account holder~~ Customer wishes to switch back to paper billing, this will be facilitated ~~in through~~ a simple process, ~~at no additional cost to the account holder.~~~~

7.1.8.7.1.13 ~~Where an error is discovered in relation to the billing applied to an ~~account holder~~ Customer or the meter readings or meter number associated with an ~~account holder~~ Customer, Irish Water will determine whether the ~~account holder~~ Customer has been in effect~~

over or under paying for the water and/or wastewater services supplied. Where the ~~account holder~~ Customer has been determined to have been underpaying and has previously paid bills in a timely manner, the ~~account holder~~ Customer will only be required to pay the balance for the previous 12-months from the date the error is corrected.

Where the ~~account holder~~Customer has been in effect overpaying and unless any law limits, restricts or prevents Irish Water from doing so, Irish Water will refund in full any amount overpaid by the ~~account holder~~Customer as established by investigation.

For the avoidance of doubt where a ~~n~~ Customer ~~account holder~~ has consistently been in arrears with their bill payments and has not engaged with Irish Water in efforts to establish an appropriate payment plan, they will not be eligible for such protection from charging errors.

7.1.14 A significant increase in a Customer's metered consumption may indicate leakage on the Customer's pipes. If Irish Water finds that a meter reading shows an unusual and significant increase, Irish Water will alert the Customer to this via an appropriate communication channel. It is the Customer's responsibility to check for and repair leaks on the Customer's pipes.

Commented [A42]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.2 Determining Charging Liability

7.2.1 In advance of each tariff year, Irish Water shall inform each Customer of the annual quantity² ('AQ') and corresponding tariff class for the Customer's connection(s) for the coming tariff year.

Commented [A43]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.2.2 Irish Water shall make available for both its existing and potential Customers the rules for how Irish Water determines a connection's annual quantity ('AQ') and how this can be appealed by the Customer.

Commented [A44]: New requirement to strengthen the standards of service Irish Water is obliged to provide

² A connection's Annual Quantity ('AQ') is the volume of water used (or wastewater discharged for wastewater only connections). A connection's AQ determines the tariff class that the connection is assigned to for the next tariff year.

7.2.3 Where a revised annual quantity ('AQ') has been issued for a Customer's connection that will have a material effect on the connection's tariff class or charges, Irish Water will:

- notify the Customer of the material impact, including a forecasted annual bill at the new tariff class; and
- provide a reasonable timeframe to allow the Customer to appeal the connection's revised annual quantity ('AQ') figure with Irish Water.

Commented [A45]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.2.4 Where a Customer is requesting to change the categorisation of a premises from a non-domestic premises to a domestic premises or a mixed-use premises, or vice versa, for the purposes of determining charging liability³, the Customer must contact Irish Water and apply through the Irish Water process, and such an application will be subject to Irish Water's approval.

Commented [A46]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.2.5 Where Irish Water is proposing to change the number of domestic allowances⁴ applied to a premises that is classified as mixed-use and/or the categorisation of a premises (that is, a domestic, non-domestic or a mixed-use⁵ premises) that impacts the charges and/or domestic allowances applied to that premises, Irish Water must provide advance notice of, and explain this change to the Customer and the resulting change to the charges and/or domestic allowances.

Commented [A47]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.2.6 A Customer may submit an application to Irish Water, under Section 22.9 of the Water Services (No.2) Act, to avail of a variation to the assumption that the volume of wastewater discharged from a premises is deemed to be equal the volume of water supplied to that premises and such an application will be subject to Irish Water's approval.

Commented [A48]: New requirement to strengthen the standards of service Irish Water is obliged to provide

³ Please see the approved Irish Water's Water Charges Plan for more information.

⁴ Please see the approved Irish Water's Water Charges Plan for more information.

⁵ Please see the approved Irish Water's Water Charges Plan for more information.

7.2.7 Where a Customer is requesting a leak allowance, they must contact Irish Water and apply through the Irish Water process, and such an application will be subject to Irish Water's approval.

Commented [A49]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.2.8 When engaging with Customers in relation to the above, Irish Water shall, where relevant:

- a. Assess and treat all Customers in a fair and equal manner with no undue discrimination between Customers;
- b. Provide all Customers with all the required details (submission requirements, criteria etc.) necessary to make an application;
- c. Process applications and appeals in a reasonable timeframe;
- d. Inform Customers of Irish Water's decision in writing and set out the reasons for same;
- e. Shall notify Customers with at least 30 days' notice of any Irish Water proposed changes to the AQ for a connection, number of domestic allowances applied to the premises or categorisation of the premises in advance of a change taking effect; and
- f. Allow sufficient time for a Customer to dispute Irish Water's decision or proposed change.

Commented [A50]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.27.3 Information on the bill

The bill must be clear, simple and easy to understand for eCustomers. Irish Water must ensure that the information provided to Customers on their bill is complete, accurate, transparent and not misleading.

Commented [A51]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.27.3.1 The following information must be placed on the front page of the bill in a manner that allows the account holder Customer to find it easily:

- a. Account holder aAccount number and account holder Customer name
- b. Account Holder Customer address
- c. Summary of charges
- d. Billing period covered
- e. Water Point Reference Number

Other information required on the bill:

Commented [A52]: Continued numbering from above section as leads to confusion having two a's, b's etc.

- a-f. Irish Water's emergency reporting contact number

Formatted: Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 6 + Alignment: Left + Aligned at: 1.9 cm + Indent at: 2.7 cm, Tab stops: Not at 2.54 cm

- b.g.** Irish Water general enquiries contact number and contact email
- e.h.** How **e**Customers can register a complaint with Irish Water
- d.i.** ~~Property~~**Premises**/supply address if different from **account holder**~~Customer~~ address
- e.j.** Water meter number
- f.k.** Customer tariff category **and** ~~contact details for customer queries~~
- g.l.** Bill frequency
- h.m.** Meter readings, upon which the bill is based including and an indication as to whether the readings are either i) an actual reading by Irish Water; ii) an estimate or iii) a reading submitted by a **n account holder**~~Customer~~
- i.n.** Clear breakdown of ~~tariff~~ charges, water consumption and wastewater/trade effluent release unit data; including any applicable discounts, rebates, allowances or penalties
- j.o.** Clear breakdown of any separate connection works, connection repair, meter testing etc. where these are being applied to the **account holder**~~Customer~~ as separate charges
- k.p.** VAT as a separate line item, where applicable
- t.q.** Information as to how **e**Customers can access their historical Irish Water bills for the previous 12 months (where data is available). The bills will contain, where relevant, consumption volumes, wastewater discharge volumes, the unit price and standing charge for services provided, and any discounts/allowances provided. This Information shall be made available to the **account holder**~~Customer~~ through an online system and made available to **e**Customers who enquire about their historical bills by telephone
- m.r.** A list of payment options
- s.** The date upon which payment is due (where applicable)

Commented [A53]: Deleted due to duplication with b above

7.37.4 Presentation of Information on Non-Domestic TariffsCharges

~~7.37.4.1~~ ~~When presenting~~Regarding the presentation of information on **N**on-Domestic ~~tariffs and~~ charges, and where relevant, Irish Water must:

- a.** Display all available standard ~~tariffs and~~ charges on its website at all times, including information about trade effluent ~~tariffs charges~~ and charging arrangements.
- b.** Display ~~on its website~~ explanatory information on applicable tariff

Commented [A54]: Amended as to make the information items listed in the requirement more accessible

discounts, allowances and ~~processes that relate to or impact a Customer's charges, bill or annual volume consumed/discharged. applications or procedures relating to changes to a customer's tariff or volume consumed/discharged.~~

~~e.~~ ~~Display information on assessed charges and assessed categories.~~

~~d.c.~~ Ensure eCustomers who enquire about ~~tariffs-charges~~ by telephone are given detail on all applicable ~~tariffs-charges~~.

~~e.d.~~ Provide information on applicable VAT rates (or VAT exemption).

~~f.e.~~ Show all tariffs and charges inclusive and exclusive of VAT (as applicable).

~~f.~~ Provide information on a eCustomer's water supply zone.

Commented [A55]: Amended to aid clarity

Commented [A56]: Removed as there are no assessed charges or assessed categories

7.47.5 Payment Options

~~7.4.7.5.1~~ Irish Water ~~may~~ **must** provide a choice of payment methods which will be clearly communicated to the ~~account holder~~ Customer by Irish Water in ~~their~~ its billing process.

~~7.4.27.5.2~~ Where an ~~account holder~~ Customer is paying by direct debit then the ~~account holder~~ Customer must be in line with the Single European Payment Area (SEPA) standards for notification of direct debits.

7.57.6 ~~Communication of Tariffs & Prices~~ Charges to Customers

~~7.5.47.6.1~~ Irish Water will notify ~~each~~ eCustomers of the ~~tariff~~ charges applicable to that eCustomer.

~~7.5.27.6.2~~ Where there is a change in ~~tariffs~~ charges, this will be clearly indicated on the bill and the method of application will be explained on the bill or in an accompanying insert (this may be an electronic notice where an ~~account holder~~ Customer has chosen this method of billing).

~~7.5.37.6.3~~ Where Irish Water uses a method of prorating bills at a tariff change, this will be indicated on the bill and the methodology explained on the bill or in an accompanying insert (this may be an electronic notice where an ~~account holder~~ Customer has chosen this method of billing).

Commented [A57]: Amended to better describe the contents of this subsection

7.6.4 Irish Water shall notify all Customers of upcoming changes to their charges with at least 30 days' notice in advance of any change to charges taking effect.

Commented [A58]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.6.5 Irish Water shall keep Customers informed through appropriate communication channels of upcoming changes to a Customer's tariff classification, annual quantity, categorisation of premises (that is, a domestic, non-domestic or a mixed-use⁶ premises), allowances and any other item that affect their bills. Irish Water must inform Customers as to when new charges and charging basis will apply to their bills.

Commented [A59]: New requirement to strengthen the standards of service Irish Water is obliged to provide

7.6.7.7 Closing Account & Issuing Final Bill

7.6.7.7.1 The Billing Code should set out clearly Irish Water's requirements for closing accounts. This should include the steps the account holder Customer must take in order to close their account and any liability they may have in the event that they do not close their account correctly.

7.6.7.7.2 Irish Water may not keep an account holder Customer's account open because the account holder Customer has been unable to provide the details of a the new account holder Customer at the relevant premises.

7.6.7.7.3 Irish Water will, upon request from an account holder Customer to close an account, offer the account holder Customer the following closing read options:

Commented [A60]: Lengthy requirement was split into two separate requirements to aid clarity

a. an estimated read generated by Irish Water at no charge to the account holder Customer;

Formatted: Indent: Left: 1.14 cm

b. If the account holder does not wish to accept this the account holder Customer can provide a self-read, or

c. or can request an account holder specific Irish Water can take a closing meter read to be conducted, for which a cost reflective charge may apply. Irish Water will endeavour to conduct such a read within

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading, Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 1.14 cm + Indent at: 1.77 cm

⁶ Please see the approved Irish Water's Water Charges Plan for more information.

~~10 working days of the request from customer, subject to operational capacity.~~

7.7.4 Irish Water will endeavour to conduct such a closing meter read within 10 working days of the request from the Customer customer, subject to operational capacity.

~~7.6.4.7.5~~ Irish Water may not keep an ~~account holder~~Customer's account open and bill the ~~account holder~~Customer indefinitely for continued consumption where the ~~account holder~~Customer has made contact to close their account and has accepted an estimated read, provided a self-read or requested a specific Irish Water read one of the closing read options outlined in requirement 7.7.3. ~~If none of these options have been accepted by the account holder Irish Water should put in place a process for addressing this which may include engaging with the account holder until a satisfactory outcome is reached before closing the account.~~

Commented [A61]: Lengthy requirement was split into two separate requirements to aid clarity

7.7.6 If none of these closing read options outlined in requirement 7.7.3 have been accepted by the account holderCustomer, Irish Water shouldshall put in place a process for addressing this. This which mayprocess shall include engaging with the account holderCustomer until a satisfactory outcome is reached before closing the account.

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

~~7.6.5.7.7~~ Irish Water may not keep an ~~account holder's~~Customer's account open, apart from when there is a requirement to collect an outstanding balance or to collect a closing read and in this case Irish Water must ensure this account is not linked to the ~~property premises~~ where a new ~~occupant occupier~~ or ~~account holder~~Customer has been registered at the ~~property~~premises.

~~7.6.6.7.8~~ Where an ~~account holder~~Customer has closed their account, the final closing bill will be issued not later than six weeks from the ~~effective date of account close taking place.~~date the Customer contacts Irish Water to close their account.

Commented [A62]: To aid clarity

7.7.7.8 Arrears & Arrangements for identifying and dealing with eCustomers in Financial difficulty

7.7.4.7.8.1 Irish Water is required to include in their-its Code of Practice a section outlining Irish Water's procedures for dealing with eCustomers having

difficulty paying [their bills](#) and the options available for these [eCustomers](#).

[7.7.27.8.2](#) Irish Water shall be proactive in engaging early with [eCustomers](#) who are having payment difficulties to establish appropriate payment plans.

[7.7.37.8.3](#) Irish Water will advise [eCustomers](#) to contact them at an early stage if they are [experiencing having](#) difficulty making payment on their bill.

[7.7.47.8.4](#) Irish Water must direct [Ce](#)customers to a copy of [their-its](#) Code of Practice on Billing at an early stage during the follow-up action for non-payment of an account or for failure to keep to an agreed payment arrangement.

[7.87.9](#) Payment Plans

[7.8.47.9.1](#) A payment plan, whereby a staged repayment of the account arrears is agreed between the [account holder Customer](#) and Irish Water, is a method of assisting [eCustomers](#) who are experiencing financial difficulties in paying their bills. Irish Water is required to assist [such eCustomers](#) in making a payment plan.

[7.8.27.9.2](#) Irish Water must take account of the individual [eCustomer's](#) ability to pay when agreeing any repayment arrangement; [by credit or other method](#) and confirm with the [account holder Customer](#) that arrangements are manageable.

[7.8.37.9.3](#) Where a payment plan has been entered into with the [account holder Customer](#), details of the payment plan, including a clear explanation of the new payment arrangement and any associated terms, must be clearly communicated to the [account holder Customer](#) through an appropriate communication channel(s) requested by the [account holder Customer](#). Irish Water is obliged to keep appropriate records on file to demonstrate direct engagement with the [account holder Customer](#).

Commented [A63]: Removed as it is not necessary to state "by credit or other method"

[7.97.10](#) Dealing with premises with no registered account holder named Customer

[7.10.1](#) [The Irish Water's Code of Practice on Billing](#) should include a separate section setting out clearly [Irish Water's](#) process for

Commented [A64]: Amended to more accurately describe Irish Water's process of setting up an account

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

handling ~~properties-premises~~ where there is no ~~registered-account holder named Customer~~, and clearly identify liability for water/wastewater charges as regards the owner or occupier of such ~~properties-premises~~.

Commented [A65]: Previously did not have a requirement number

~~7.8.47.10.2~~ Where it arises that a ~~property-premises~~ has had an ~~account holder Customer~~ close an account and no ~~new-account-has-been-new Customer has set up an account with Irish Water at registered-to-that property-premises~~, Irish Water must clearly identify the appropriate party to which liability for water/wastewater charges is transferred.

Commented [A66]: Amended to more accurately describe Irish Water's process of setting up an account

~~7.8.27.10.3~~ Where Irish Water is supplying a ~~property-premises~~ and the existing ~~account holder Customer~~ has closed their account, Irish Water must issue a notice, in writing by letter, to inform the appropriate party that they are now liable for water charges, until such time as a new ~~occupant occupier registers set up an account~~ with Irish Water.

Commented [A67]: Amended to more accurately describe Irish Water's process of setting up an account

~~7.8.37.10.4~~ Where applicable, Irish Water will work with other agencies in identifying ownership of ~~property-premises~~ receiving Irish Water services (water supply and/or wastewater services) where a ~~property-premises~~ is believed to be rented to tenants and arrears have occurred.

~~7.8.47.10.5~~ Irish Water will make all reasonable attempts to contact the party ultimately liable for water/wastewater charges where there is no ~~account holder Customer~~ registered on Irish Water's systems.

~~7.8.57.10.6~~ Where Irish Water intends to disconnect a premises with no ~~account holder named Customer~~, ~~they Irish Water~~ must issue ~~at least one-a direct~~ notice, in writing by letter, to the ~~new~~ occupier of the ~~property-premises~~ at least ~~5-five~~ working days in advance of disconnecting the ~~property-premises~~. ~~That-The~~ notice should set out that a cost ~~will-may~~ apply due to ~~the~~ disconnection ~~or reconnection~~ of the premises and should refer the ~~account holder occupier~~ to where ~~more information on the cost that may apply can be found~~. ~~they can learn more about the actual costs that will apply~~.

Commented [A68]: Amended to align with requirement 8.4.2

Commented [A69]: Amended as some Local Authorities have reconnection charges which may apply.

Commented [A70]: To aid clarity

7.107.11 Monitoring of billing issues and reporting to CRU

~~7.9.47.11.1~~ Irish Water shall monitor and collate data on, but not limited to, ~~e~~Customers who are in arrears, are on payment plans or have been

disconnected. Irish Water shall be required to report data to the CRU, as directed.

7.9.27.11.2 The CRU will use this information to inform its eCustomer protection activity and economic regulation of Irish Water. The CRU may also, from time to time, amend the specific reporting requirements that must be provided by Irish Water.

8. Code of Practice on Disconnection for Non-Domestic Customers

The guideline requirements within this Code of Practice apply to Irish Water's non-domestic Customers. This Code of Practice sets out the minimum customer service standards Irish Water must provide to its non-domestic Customers in relation to disconnection.

Commented [A71]: Proposed to remove the disconnection requirements from the Billing Code of Practice and created a separate Disconnection Code of Practice to aid clarity

7.118.1 Disconnection Procedure

7.118.1.1 Irish Water must operate ~~their-its~~ business to ensure that ~~an account holder's~~ water supply is disconnected only as a measure of last resort when all other methods of arrears repayment have been exhausted.

8.1.2 ~~For avoidance of doubt a premises shall not be disconnected where this would involve another customer being disconnected.~~

Commented [A72]: Removed as duplication with requirement 8.3 a.

7.128.2 Information requirements to be contained in the Code Instances where Irish Water can initiate disconnection of supply to a non-domestic premises

8.2.1 Irish Water must specify instances in its Code of Practice which may lead to the disconnection or reduction in pressure of ~~an account holder's~~ water supply which may include:

Commented [A73]: Amended to better describe the contents of this subsection

Previously did not have a requirement number

Formatted: Heading 3, CRU, (Numbered), Paragraph Heading

Commented [A74]: To align with the preceding requirement 8.3.1

- a. Failure to pay a bill relating to the supply of water/wastewater services.
- b. Upon request of the ~~account holder~~ Customer. Irish Water should clarify that the person making the request is the ~~account holder~~ Customer, or has the permission of the ~~account holder~~ Customer to disconnect the water supply;
- c. No registered ~~occupant~~ Customer at the ~~property premises~~ has been established after attempts to determine occupancy /ownership;
- d. Where the ~~e~~ Customer has entered into a payment plan and that ~~e~~ Customer fails to honour that plan-;
- e. Failure to pay a bill relating to the supply of water/wastewater services by a non-domestic Customer who also has a shared supply with another non-domestic Customer who has also failed to

pay their water/wastewater bill to Irish Water in respect of their premises.

f. Any other criteria for disconnection that is in line with the CRU approved Disconnection Policy.

Commented [A75]: New requirements to strengthen the standards of service Irish Water is obliged to provide

7.138.3 Instances where Irish Water cannot initiate disconnection of a non-domestic customer's supply to a non-domestic premises

8.3.1 Irish Water will set out in ~~their~~ its Code of Practice situations where disconnection or reduction in pressure of a non-domestic account in arrears will **not** be initiated by Irish Water and must include as a minimum the following circumstances:

Commented [A76]: Previously did not have a requirement number.

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

a. Where the non-domestic premises Customer has a known shared supply pipe with another non-domestic eCustomer and disconnection or reduction in pressure of the non-domestic eCustomer would also disconnect supply or reduce pressure to another non-domestic eCustomer who is paying their water/wastewater bill to Irish Water in respect of their premises;

Commented [A77]: To aid clarity

b. Where the non-domestic Customer has a known shared supply with a domestic or mixed-use Customer and disconnection or reduction in pressure of the non-domestic Customer would also disconnect supply or reduce pressure to a domestic or mixed-use Customer;

Commented [A78]: New requirement to strengthen the standards of service Irish Water is obliged to provide

~~b.c.~~ Where an account holder Customer has entered into a payment plan ~~(as applicable)~~ and is honouring that arrangement, as well as paying all water services bills issued after the payment plan has been agreed between Irish Water and the Customer;

Commented [A79]: To make obligation clearer for customers.

~~c.d.~~ Where an account holder Customer is pursuing a genuine complaint and the complaint is related to the reason for Irish Water initiating disconnection. Irish Water may not initiate a disconnection in relation to the disputed amount until the appropriate complaint process is-has been exhausted;

~~d.e.~~ In the event that an account holder Customer is disputing a bill this clause only applies to the disputed bill and not any previous or subsequent bills which must be paid as normal;

- e.f.** For failure to pay a bill which is not related to the supply of water or waste-water services; for example, site works charges;
- g.** For failure to pay a bill relating to the supply of water/wastewater services based on an regular-estimate meter read unless it is fair and reasonable in the circumstances⁷, (for example, access to read a meter is refused).

7.148.4 Process for ~~D~~disconnection due to non-payment

Irish Water must put in place an escalation process which will be followed in advance of disconnecting a ~~an account holder~~Customer due to non-payment of their account. This process will include contacting and notifying the ~~account holder~~Customer that they are in arrears (in writing and other formats) and providing information on arrears payment options the ~~account holder~~Customer may be able to use to avoid disconnection.

7.5.18.4.1 Where appropriate, if a ~~an account holder~~Customer wishes to nominate a third party to represent them this must be facilitated, for example sole trader may nominate a financial advisor.

8.4.2 As a minimum, Irish Water is required to issue at least one direct notice in writing at least 5 working days to the Customer and the occupier (if different) at least five working days in advance of carrying out a disconnection.

8.4.3 In addition to requirement 8.4.2, Irish Water is required to contact by telephone (if known) the Customer and the occupier (if different) at least once at least 5 working days in advance of carrying out a disconnection.

7.5.28.4.4 This requirement does not apply to Irish Water ~~e~~Customers who have individually negotiated contracts where. Irish Water ~~may~~ provide for

Formatted: Heading 3,CRU,(Numbered),Paragraph
Heading

Commented [A80]: New requirement to strengthen the standards of service Irish Water is obliged to provide

⁷ By way of example, it is considered reasonable to request a ~~e~~Customer's disconnection where long term refusal or lack of access to a premises is an issue and the customer has been informed. However, where a ~~e~~Customer receives an estimated read and this appears not to match the ~~e~~Customer's normal consumption pattern the ~~e~~Customer may dispute this and should not be disconnected.

an alternative notification process for these eCustomers in the Terms and Conditions of their contracts.

7.158.5 Format of Notice of Disconnection

7.6.18.5.1 Where Irish Water has exhausted its escalation process and intends to initiate a disconnection:

- a. Any notice sent to an ~~account holder~~ Customer and occupier (if different) regarding disconnection for non-payment of the account must be sent in writing by letter ~~or electronically, where the Customer has chosen this method of communication.~~
- b. The notice must specify the reason for disconnection. However, where Irish Water is aware that a non-domestic eCustomer has gone into liquidation or receivership the notice period is reduced to ~~2-two~~ days or whatever contractual arrangement Irish Water may have with the ~~account holder~~ Customer.
- c. The notice must highlight any charge for the disconnection ~~and/or reconnection~~ as well as any charge which may apply to the ~~account holder~~ Customer if the disconnection is cancelled or no access is possible at the premises.
- d. The notice must specify the contact details of debt handling/ credit control/ or appropriate division so that the ~~account holder~~ Customer may make contact. Irish Water must facilitate eCustomers who wish to pay immediately any bill arrears after the receipt of the notice.
- e. The notice must highlight that the payment of arrears cannot be made to the persons carrying out the disconnection.
- f. If an ~~account holder~~ Customer opts for disconnection it must be made clear that arrears must still be ~~recouped paid~~, and that standing or other network charges may still apply.
- g. No disconnection may be carried out on a Friday, Saturday, Sunday, ~~eve of the day prior to~~ a Public Holiday or a Public Holiday.
- h. For the avoidance of doubt, disconnections for safety reasons to prevent injury to persons or damage to ~~property-premises~~ may be made at any time and are not within the scope of this Disconnection Code of Practice.

Commented [A81]: To make obligation clearer for customers

Commented [A82]: Amended as some Local Authorities have reconnection charges which may apply.

Commented [A83]: To make obligation clearer for customers.

7.6.28.5.2 Irish Water must keep and maintain detailed records of all the steps taken and all considerations made in relation to the disconnection of a ~~non-domestic customer's~~ premises.

7.168.6 Settlement of Arrears and restoration of supply

~~7.7.28.6.1~~ Where an ~~account holder~~ Customer has had supply disconnected due to outstanding debt and subsequently reached a settlement with Irish Water through a payment plan or through payment in full, the ~~account holder~~ Customer shall be entitled to have normal supply restored.

~~7.7.28.6.2~~ Where the ~~account holder~~ Customer has agreed a settlement (through payment plan or payment in full), Irish Water will restore supply within two working days, subject to operational capacity.

Commented [A84]: To make obligation clearer for customers.

8.9. Code of Practice on Network Operations for Non-Domestic Customers

8.19.1 Information provision on Water/Wastewater connections

~~In this context 'connections' refers to the water and wastewater network assets of Irish Water,~~ and Irish Water shall have a Code of Practice that covers how eCustomers can access information on connecting to the network and the levels of service that eCustomers can expect from [Irish Water regarding their connections to the wider networks](#). ~~In this context 'connections' refers to the water and wastewater network assets owned by Irish Water.~~

8.29.2 Operation and maintenance responsibility of pipework

~~8.2.19.2.1~~ Irish Water is obliged to make available on ~~their~~ [its](#) website clear and concise guidance on the split in ownership between Irish Water assets and a typical non-domestic eCustomer, including diagrammatic representation.

~~8.2.29.2.2~~ Irish Water will engage with a eCustomer requesting clarification of pipework ownership at specific properties within ~~3~~ [three](#) working days of receiving the request, and provide an answer within a reasonable timeframe.

~~8.2.39.2.3~~ Where a eCustomer has notified Irish Water of a fault on an Irish Water asset, Irish Water ~~are~~ [is](#) obliged to respond to the eCustomer within ~~2~~ [two](#) working days and give an outline of Irish Water's planned action in relation to the fault.

8.39.3 Planned network interruptions affecting eCustomers

~~8.3.19.3.1~~ Irish Water shall endeavour to restore supply to the affected eCustomers within 24 hours of supply cut off, or as advised in planned works notification. Irish Water must meet all legal obligations with respect to providing alternative supplies to eCustomers.

8.49.4 Unplanned network interruptions affecting eCustomers

~~8.4.19.4.1~~ Where Customers are affected by unplanned water supply interruptions Irish Water will endeavour to restore supply within 12 hours. For large water main issues Irish Water will endeavour to ~~return~~ restore supply within 24 hours. Irish Water must meet all legal obligations with respect to providing alternative supplies to customers.

8.59.5 Customer asset flooding

~~9.5.1~~ Where a building or wider property premises is affected by flooding (either water or wastewater) assumed to originate from an Irish Water asset, Irish Water will attend the property premises affected within 4 four hours of the notification and attempt to stop the flooding. ~~Where it can be proven that an Irish Water asset had failed and caused damage to a property then Irish Water shall be obliged to engage with the customer to agree how to resolve or ameliorate the damage. Exceptions to this requirement exist for failure of assets due to extreme or severe weather events which cause reasonable design capacity of Irish Water assets to be exceeded.~~

~~9.5.2~~ Where it can be proven that an Irish Water asset had failed and the failure of an Irish Water asset caused damage to a property premises then Irish Water shall be obliged to engage with the eCustomer to agree how to resolve or ameliorate the damage.

~~9.5.3~~ Exceptions to this requirement 9.5.1 & 9.5.2 exist in the case where the for failure of assets is due to extreme or severe weather events which cause reasonable design capacity of Irish Water assets to be exceeded.

8.69.6 Water pressure

~~9.6.1~~ Where a eCustomer experiences reduced water pressure, the eCustomer can request an investigation into reduced pressure. Irish Water shall supply information as to the likely cause of the pressure reduction or confirm with the customer agree to investigate the cause within 5 five working days that Irish Water will investigate the cause of the pressure reduction in a timely manner, subject to operational capacity. and communicate this to the customer directly. If after

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

Commented [A85]: Lengthy requirement was split into three separate requirements to aid clarity

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

Commented [A86]: Lengthy requirement was split into three separate requirements to aid clarity

~~investigation the cause of the reduced pressure is likely to be as a result of leak on the customers assets Irish Water will highlight this to the customer. Where a customer is suffering reduced pressure as a result of Irish Water activity or Irish Water's assets Irish water will give advice within 10 working days as to how they intend to rectify the situation (where possible).~~

9.6.2 If after an investigation outlined in requirement 9.6.1, the cause of the reduced pressure is likely to be as a result of a leak on the eCustomers assets Irish Water will highlight this to the eCustomer.

9.6.3 Where a eCustomer is suffering reduced pressure as a result of Irish Water activity or Irish Water's assets, Irish wWater will give advice within 10 working days as to how they intend to rectify the situation (where possible).

8.79.7 Out of hours service

8.749.7.1 Irish Water shall provide details of the services-methods of how Customers can report for customers reporting emergency situations. This must include a contact number that is available to eCustomers 24 hours a day.

9.10. Code of Practice on Complaints Handling for Non-Domestic Customers

9.10.1 Definition of a complaint

A complaint is defined as:

The expression (through various possible channels, for example: letter, email, phone call, physical claim) of a eCustomer's dissatisfaction and their/his/her explicit expectation for a response or resolution.

The term Eexplicit –denotes that the eCustomer states he/she/they are-is seeking some action to address their/his concern, even if he/she/they are-is not able to identify and state what action is required.

For clarity, a eCustomer in this context is defined as any person that wishes to complain to or about Irish Water.

9.210.2 General obligations in Complaint Handling

~~9.2.410.2.1~~ Irish Water is required to provide a clear & easy process for eCustomers/potential eCustomers to use when they are experiencing difficulties with their water/wastewater service supply and wish to make a complaint to Irish Water. ~~The Code of Practice must set out Irish Water's complaints handling process and commitments in a step by step, easy to follow process.~~

10.2.2 The Code of Practice on Complaint Handling must set out Irish Water's complaints handling process and commitments in a step by step, easy to follow process.

10.2.3 Irish Water shall facilitate registration of Customers at the point that the Customer first makes a complaint. If the Customer does not wish to register with Irish Water at that point, the Customer must be made aware by Irish Water of the legislative requirement that in the event the Customer wishes to escalate the complaint to the CRU they must be registered with Irish Water in order for the complaint to be accepted by the CRU's dispute resolution service.

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

9.2.2.10.2.4 Irish Water is required to appropriately attempt to resolve all relevant complaints as soon as possible in-house before referring a complaint to the CRU. Irish Water is required to accept complaints from recognised agencies or third parties who are confirmed as acting on behalf of the eCustomer.

Commented [A87]: To aid clarity

~~9.2.3.10.2.5~~ ~~Where requested or in cases where the customer is unsure of the complaints process,~~ Irish Water is required to refer all eCustomers to its Code of Practice on Complaint Handling and to send it to them where requested in an accessible format.

Commented [A88]: Amended such that the customer does not need to request to be referred to Irish Water's Codes of Practice, that they should be directed to the Code regardless

9.2.4.10.2.6 The Code, as a minimum, should include the following information:

General Information:

a) An undertaking to provide the eCustomer with a satisfactory explanation of their issue, an apology or some form of redress as appropriate depending on the circumstances and outcome of the complaint.

~~b)a)~~ ~~Details of how to contact Irish Water to make a complaint. At a minimum a customer should be able to initiate their complaint by post, by email and over the phone.~~

~~c)~~ ~~n outline of the procedure of complaint escalation enacted by Irish Water if the customer remains dissatisfied having completed the first step in the complaints process. This will include escalation to a more senior level where appropriate. Irish Water must outline that complaints must be made in writing in order for them to be escalated.~~

Formatted: Indent: Left: 2.25 cm, No bullets or numbering

~~d)b)~~ Timescales for each stage of complaint handling and investigation with clear commitments to response times and details of any company standards and payments for failure to respond within the set time. ~~The complaints process should lead to a response to the complaint in 5 working days with a resolution or an outline plan of the timely and specific case related steps required to achieve a resolution, under normal conditions. If a visit is required to resolve or investigate a complaint Irish Water will arrange a visit within a reasonable timeframe. In all cases the complaints process should lead to a final decision which includes an answer to the query, issuing to the customer within two months, except in cases where the customer is not engaging with Irish Water.~~

- c) The arrangements for making charter payments (where applicable) to eCustomers, including details of when such payments may be due and the time limit in which the eCustomer should receive payment.
- d) The Code should include a commitment to making payment to the eCustomer within a reasonable timeframe 30 days, where payment is due to the eCustomer.
- e) Details of the roles of the CRU and the EPA in relation to complaints and contact details.
- f) The Code may include different complaint handling procedures for different eCustomer categories.

Stage 1 – Irish Water Initial Complaints Process

Where a Customer makes an initial complaint, the Code must include, at a minimum, the following commitments:

- g) Details of how to contact Irish Water to make a complaint. At a minimum a eCustomer should be able to initiate their complaint by post, by email and over the phone.
- h) The Stage 1 of Irish Water's complaints process should will lead to a response to the complaint in 5five working days of the complaint being lodged with Irish Water. This response should set out either with a resolution or an outline plan of the timely and specific case related steps required to achieve a resolution, under normal conditions.
- i) If a Customer's complaint remains open 10 working days after it was lodged, Irish Water must contact the Customer with an update on their complaint.
- j) If a visit is required to resolve or investigate a complaint, Irish Water will arrange a visit within a reasonable timeframe.
- k) In all cases, the Stage 1 of Irish Water's complaints process should lead to a final decision which must provide includes an answer to the query. The decision is to be issued to the eCustomer within

two months of the complaint being lodged with Irish Water, except in cases where the eCustomer is not engaging with Irish Water.

l) Upon closure of a Customer's complaint, Irish Water must inform the Customer that they may escalate their complaint to Irish Water's Customer Service Manager. Irish Water must outline that complaints must be made in writing in order for them to be escalated to a more senior level within Irish Water.

m) An outline of the Irish Water's complaint escalation procedure (Stage 2) of complaint escalation enacted by Irish Water if the customer that can be followed by the Customer if they remains dissatisfied having completed the first step Stage 1 in the Irish Water's complaints process and wish to escalate their complaint. This will include escalation to a more senior level where appropriate.

Stage 2 – Irish Water Escalation Complaints Process

Where a Customer's initial complaint is not resolved and requires escalation, the Code must include, at a minimum, the following commitments:

n) Stage 2 of Irish Water's complaints process should lead to a final decision to the escalated complaint within 10 working days.

o) Guidance that outlines where a eCustomer has completed Irish Water's Stage 2 complaints handling process and is not satisfied with the outcome, the eCustomer will be informed in writing by Irish Water that their complaint has been closed and will be referred to the Code of Practice on Complaint Handling. Irish Water shall keep a record of the final outcome of Stages 1 and 2 of all complaints received.

p) The eCustomer must receive from Irish Water written notice of closure of their complaint (by letter or email) including details of the CRU's Customer Care Team should they wish to escalate their complaint.

q) For cases of complaints which have been closed as unresolved (other than those relating to water quality or pollution incidents)

Irish Water will supply or direct the complainant Customer to all applicable Codes of Practice. Codes of Practice applicable to Irish Water.

Escalation to the CRU on Completion of Stage 1 and Stage 2 of Irish Water's Complaints Process

The Code, as a minimum, should include the following information:

- e)r) Details of how the CRU can assist in resolving complaints which Irish Water has not resolved to the eCustomer's satisfaction and how the CRU can be contacted. This must include the following details outlining the requirements which must be met before a complaint can be accepted by the CRU:
- the fact that the eCustomer must have communicated their complaint in writing to Irish Water;
 - and that the Customer must have completed their Irish Water's complaint process (Stage 1 and Stage 2) and a final decision on the complaint has been issued by Irish Water to the Customer in writing; before it can be accepted by the CRU.
 - The CRU's Customer Care Team contact details must appear at the end of the Code, as a point of reference for unresolved complaints at the end of the escalation process.
- ~~f) The arrangements for making charter payments (where applicable) to customers, including details of when such payments may be due and the time limit in which the customer should receive payment.~~
- ~~g) The Code should include a commitment to making payment to the customer within a reasonable timeframe, where payment is due to the customer.~~
- ~~h) Guidance that outlines where a customer has completed Irish Water's complaints handling process and is not satisfied with the outcome, the customer will be informed that their complaint has been closed and will be referred to the Code of Practice on Complaint Handling. Irish Water shall keep a record of the final outcome of all complaints received.~~
- i) details of the roles of the CRU and the EPA in relation to complaints.

Formatted: Bulleted + Level: 1 + Aligned at: 2.89 cm + Indent at: 3.52 cm

Formatted: Indent: Left: 2.25 cm, No bullets or numbering

Complaints on Water Quality

~~9.2.5~~10.2.7~~In the case of an unresolved complaint. If an unresolved complaint is~~ in relation to the quality of water supply, or pollution incidents then Irish Water will advise the customer of the EPA's role in water quality complaints and provide contact details for the EPA.

~~9.2.6~~

~~or cases of complaints which have been closed as unresolved (other than those relating to water quality or pollution incidents) Irish Water will supply or direct the complainant to all Codes of Practice applicable to Irish Water. The customer must receive from Irish Water written notice of closure of their complaint (by letter or email) including details of the CRU's Customer Care Team should they wish to escalate their complaint.~~

Formatted: Indent: Left: 1.9 cm, No bullets or numbering

Investigation of Non-Compliance

~~9.2.7~~10.2.8 Where the CRU is investigating a ~~e~~Customer's request to investigate a case of non-compliance with a Code of Practice Irish Water must refrain from taking follow up action in relation to any monies that are the subject of dispute. No such action should take place prior to the CRU issuing a judgement on breach or non-compliance with a Code of Practice. This does not mean that Irish Water cannot follow up additional monies accrued before or after the bill in dispute which remain unpaid.

~~9.2.8~~11.1 ~~This Code may include different complaint handling procedures for different customer categories.~~

Implementation of CRU Final Decision

10.2.9 Irish Water is required to respond to the CRU on its final decision regarding a complaint resolution within 3 weeks from the date of the CRU's final decision, or by a date specified by the CRU in its decision, if longer than three weeks, confirming that the CRU's final decision has been implemented.

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

9.3.10.3 Monitoring of complaints and complaint resolution and reporting to CRU

~~9.3.4~~10.3.1 Irish Water shall at all times keep and maintain adequate records of complaints lodged with Irish Water and the actions taken by Irish Water to resolve such complaints.

~~9.3.2~~10.3.2 Irish Water shall report on the number of complaints handled by Irish Water, as directed by the CRU. To clarify, this constitutes all complaints received by Irish Water (not only those considered valid by Irish Water) through all communication formats. The CRU will use this information to inform its economic regulation of Irish Water and will liaise with the EPA with regard to unresolved Water Quality complaints.

10.3.3 The CRU shall engage with and issue directions to Irish Water on the exact details to be included in such reports and the frequency that the reports shall be supplied.

10.3.4 From time to time, the CRU may amend the content and detail that Irish Water must report on in relation to eCustomer complaints as well as the frequency of this reporting.

Formatted: Heading 3,CRU,(Numbered),Paragraph Heading

~~10.~~ **11. Terms and Conditions of Supply for Non-Domestic Customers**

~~There will be a transition period from 2014 onwards for the migration of non-domestic customer data to Irish Water and the development of an enduring tariff regime. In the meantime, the existing contracts in place between Non-Domestic Customers and the local authorities will be honoured by Irish Water.~~

~~This section will be updated in the future in line with the transition arrangements to an enduring tariff regime.~~

11.1 General

11.1.1 All Terms and Conditions within Irish Water's Standard Customer Agreements for non-domestic Customers must be fair, reasonable and set out in a transparent manner.

11.1.2 Irish Water must make available to all Customers its standard Terms and Conditions of supply on its website.

11.2 Content of Standard Terms and Conditions of Supply

11.2.1 The standard Terms and Conditions of supply must include, at least:

- a. the identity, address and contact details of Irish Water;
- b. reference to Irish Water's Codes of Practice which set out the services provided and the minimum service quality that should be expected;
- c. the means by which up-to-date information on all applicable charges may be obtained;
- d. the conditions for amendment/variation and termination of services;
- e. the conditions for amendment/variation and termination of the contract and should also clearly set out any steps the Customer must take in order to close their account in line with Section 7.7 of the Billing Code;
- f. details of any penalty clauses which may apply to the contract must be highlighted within the Terms and Conditions;

Commented [A89]: Proposed minimum standards to be contained within Irish Water's Terms and Conditions of Supply

- g. the means by which the Customer will be notified of any change in Terms and Conditions of Supply, including 30 days' notice in advance of those changes taking effect;
- h. the means by which the Customer will be notified of any change in charges, with at least 30 days' notice in advance of those changes taking effect;
- i. details of how the Customer will be billed, and the terms associated with payment of bills;
- j. any obligation on the Customer in relation to payment of account, payment method and details of any penalties or actions which may apply in the event of failure to pay;
- k. any obligation on the Customer in terms of limiting consumption of water in relation to water conservation, environmental or public health requirements and any penalties or actions which may apply including reference to supply reduction;
- l. details of the pipework ownership and maintenance responsibilities of Irish Water and of an Irish Water Customer; and
- m. the method of initiating procedures for settlement of complaints including reference to Irish Water's Code of Practice on Complaint Handling.

11.3 Review Process

The CRU will review the Terms and Conditions to establish:

- a. That the minimum requirements set out above have been met;
- b. That the Terms and Conditions are written in plain English to greatest extent possible and are set out clearly and transparently so that a Customer would be able to read and understand what they are entering into;
- c. That any penalty clauses or obligations on the Customer in order to receive the product they are signing up to are highlighted clearly in the text, are reasonable and are easy to understand;
- d. That it is clear from the Terms and Conditions what obligations the Customer faces in relation to payment terms, Customer pipework responsibility, closure of account and substances prohibited for disposal through the wastewater system.

Commented [A90]: Setting out how the CRU will review Irish Water's Terms and Conditions of Supply