

22<sup>nd</sup> November 2013



**To each County and City Manager**

**Re: Irish Water engagement with Local Elected Representatives**

**Uisce Éireann**  
Bosca OP 6000  
Baile Átha Cliath 1  
Éire

Dear Manager

I hope you are keeping well. Firstly I would like to thank you and your staff for all of the co-operation you have given to Irish Water to date.

**Irish Water**  
PO Box 6000  
Dublin 1  
Ireland

We have had a number of queries regarding Irish Water engagement with Local Authority Members. I wish to confirm that Irish Water is committed to providing information to your members in a timely and effective manner. As we establish Irish Water we are designing our communications processes systems and processes to ensure the optimisation of resources for both the company and all our stakeholders and customers.

**T: +353 1 602 1000**  
**F: +353 1 602 1200**

As you will appreciate, Irish Water is receiving requests for senior staff to attend Council meetings on a continuous basis. At this point in time, Irish Water is awaiting the publication of the Water Services Bill (No 2) 2013 which will provide clarity on the roles and responsibilities of Irish Water. Our preference is to wait until the detail of this legislation is known, to enable Irish Water to then engage with your members with a greater degree of clarity on the key issues.

We are developing a Programme of Engagement specifically for Council Members to commence in 2014 in line with 'Putting People First'. The final details of the proposal are being developed, but these are some of the options being considered:

- Briefing sessions to coincide with the opening of our regional offices
- A dedicated support team for all Councillors' queries
- An SMS service for Councillors which will inform them of any operational issues in their area at the time of occurrence and in particular during times of disruption to supply
- A dedicated team of Regional Communication's Managers to support the metering programme, who will liaise directly with Councillors on the roll out of this project in their areas.

Elizabeth Arnett, Head of Communications and Corporate Services for Irish Water, will provide a further report before the end of the year with the final details of our communication programme with Council members.

Yours sincerely

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**John Tierney**  
**Managing Director**