

## Barbara Reilly

---

**From:** Barbara Reilly  
**Sent:** Tuesday 5 November 2019 15:40  
**To:** Barbara Reilly  
**Subject:** FW: Motions to Lucan ACM re Water Supply Lucan

**From:** Derek Sargent <dsargent@SDUBLINCOCO.ie>  
**Sent:** Tuesday 5 November 2019 15:24  
**To:** Barbara Reilly <breilly@SDUBLINCOCO.ie>  
**Subject:** FW: Motions to Lucan ACM re Water Supply Lucan

Barbara,

Response from IW to motions are last Lucan ACM below as discussed. Please inform ACM and let me know if any issues or if you need anything further.

Thanks,  
Derek

---

**From:** Jenny Lawlor <[jlawlor@water.ie](mailto:jlawlor@water.ie)>  
**Sent:** Tuesday 29 October 2019 16:34  
**To:** Derek Sargent <dsargent@SDUBLINCOCO.ie>; Tselopile Tlou <[ttlou@water.ie](mailto:ttlou@water.ie)>  
**Subject:** RE: Motions to Lucan ACM re Water Supply Lucan

Dear Derek

Thank you for your recent correspondence and for the invitation to attend a meeting of the Lucan/Palmerstown/Fonthill Area Committee on behalf of Cllr. O'Toole.

I would like to assure you and the members that it is our intention to provide accurate and up-to-date responses to any queries raised by elected representative as quickly as possible. We have a number of ways in which elected representatives can get in contact with Irish Water, including the following:

- The Local Representative Support Desk can be contacted at [localrepsupport@water.ie](mailto:localrepsupport@water.ie) or by phone at 1890 178 178. Staff are available Monday – Friday from 9am to 5.30pm to deal with queries from elected representatives about any topic related to Irish Water. Outside these hours, the 24/7 customer care line is available for urgent queries at 1850 278 278
- Councillor Clinics are held regularly in South Dublin County Council at which members can meet Irish Water staff and discuss local issues/queries. If we are unable to provide the relevant information on the day we will follow up and respond as quickly as possible.

The most recent Councillor Clinic for South Dublin County Council took place on Monday 9<sup>th</sup> September 2019. We would like to thank those members who attended the clinic and we were happy to respond to a number of queries they raised on the day. Should the members have any additional queries, they may direct them to the Local Representative Support Desk and we will make every effort to respond as quickly as possible. Our Regional Communications team also provides regular updates to elected representatives concerning upcoming projects in the area.

I note the request from the members that Irish Water staff attend an upcoming meeting of the Lucan/Palmerstown/Fonthill Area Committee. Unfortunately we do not have the resources available to attend Council or Municipal District meetings as a matter of course. However we will be happy to address any queries the members may have through any of the channels above.

We thank the members of the Lucan/Palmerstown/Fonthill Area Committee for their support and reiterate our commitment to ensuring they are kept informed of developments in the area.

Yours Sincerely

Jenny Lawlor  
Senior Communications Officer  
Irish Water