



Commission for Energy Regulation

An Coimisiún um Rialáil Fuinnimh

The Impact of Economic Regulation

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Commission for Energy Regulation

Local Authority Services National Training Group Conference

September 2014

- Role of the CER
- Capital Expenditure
- Customer Protection

Functions set out in Water Services Act (No. 2) 2013:

- **Advise** Minister on matters related to the delivery of water services
- Provide **economic regulation** of Irish Water
 - Approve Irish Water's proposed Water Charges Plan
 - Revenue
 - Tariffs
 - Connection Policy
- Approve and direct Irish Water to comply with codes of practice
- Protect interest of Irish Water **customers**
- Seek cooperation with **Environmental Protection Agency**

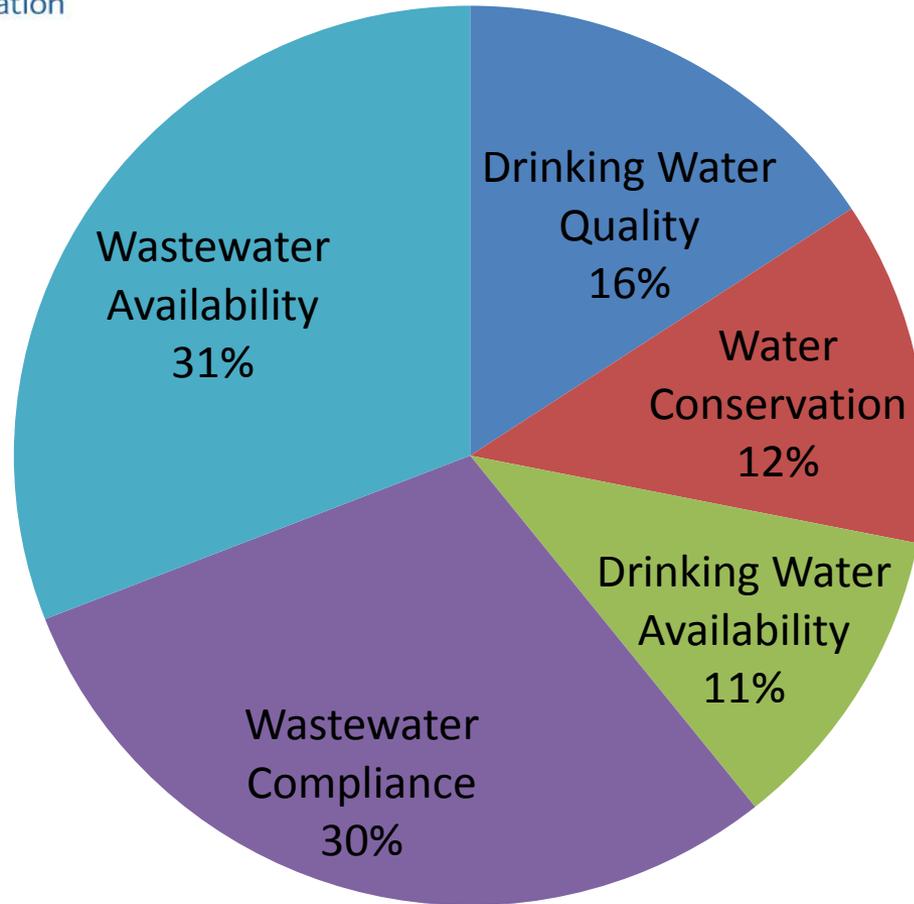


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Capital Expenditure

- IW CIP 2014-16 proposed key focus areas:
 - Asset Management
 - Drinking Water Quality
 - Water Conservation
 - Drinking Water Capacity
 - Waste Water Environmental Compliance
 - Customer Serviceability Standards
 - Targeted Investment
- Challenges
 - Prioritisation of investment – who decides?
 - Ensure financially sustainable model



***What happens if revenues permitted IW insufficient to meet environmental requirements & MS obligations?
Prioritisation is Key***

- IW Proposed Capital Investment Plan 2014-2016
- Proposed prioritisation into A, B, & C Categories
 - A= Continue in Construction (Inherited)
 - B= Review Scope & Commence Construction
 - C= Continue Planning & Business Case Review
- Further prioritisation needed – within above categories, water/waste water
- Monitoring of performance against baseline essential
- DECLG/CER/EPA - output monitoring group
- Longer term – governance structure & processes



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Customer Protection

- CER regulates customer service through Codes of Practice
- 31st July decision on handbook setting out requirements. In force 1st October

Customer Charter for Domestic Customers	
Codes of Practice for Domestic Customers	Codes of Practice for Non-Domestic Customers
Customer Communication	Customer Communication
Metering	Metering
Billing	Billing
Vulnerable Customers	
Network Operations	Network Operations
Complaint Handling	Complaint Handling
Terms & Conditions	

Handbook documents

- **Customer Charter** - minimum commitments for doms and €10 charter payments
- **Communications** –communicate in a clear and transparent way and engage with customers in relation to any supply interruptions.
- **Metering** –the standards to be met when installing and reading meters.
- **Billing** – need to provide clear and accurate bills. In addition timely engagement with customers who are in arrears or facing financial hardship.
- **Vulnerable Customers** –two registers for vulnerable customers (Priority Services & Special Services) and sets out services that must be provided for each.
- **Network Operations** –how customers will access information for connections and levels of service to be expected
- **Complaint Handling** – an easy to follow process complaints process with commitments around timelines for complaint resolution.
- **Terms & Conditions** – must be fair and transparent

Next Steps...

Event	Date
Irish Water submit to CER their Codes of Practice, Customer Charter and Terms and Condition for approval	1 st September 2014
CER review these documents against the Customer Handbook requirements and issue approval if compliant	September 2014
Customer Handbook requirements come into force	1 st October 2014

Monitoring Irish Water's Performance:

- Irish Water reports to CER on a number of areas (e.g., Customer complaints, billing issues and vulnerable customers).
- The CER will publish data, in aggregate form, that details Irish Water's performance in key areas of customer service.



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Thank You

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