

# Shaping the Future of Water Services

## Annual Service Plans – Addressing risks in the short-term

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# Context of Presentation

- Our categories of Risk
- The Risk Landscape that we operate in
- Transformation and the SLA and ASP
- Risks of not achieving a programme of Transformation
- How a Transformation Plan can reduce Risk
- Bringing it all Together.

# What are our short-term risk areas?



# Who are our risk Stakeholders/Influencers?



# Dependencies of our risk Stakeholders/Influencers?



**Safeguarding public health.** Asset performance supports compliance which, in turn, supports the public health objective.  
On-going maintenance of assets improves situation. Standard Processes and Procedures strengthens the foundation in the water industry for Public Health

Very high expectations for quality of service. Collection of water charges of €500m (new Domestic €300M). A major transformation for the Domestic Customer.

Sets water charge, approves funding for IW, sets efficiency targets, Customer Charter.

Policy Direction  
Asset Transfer  
Funding Subvention

Regulatory Compliance  
**Q:** What is the current baseline condition of our assets? **A:** We don't know!!

What do they need to see?  
A standardised approach to service delivery, a reducing cost base; transformation of approach to service delivery; moving to an Industry Model.

Are we allocating resources to priority areas?  
What are our priority areas?  
Are we providing value for money to the customer?

It is the accountable entity for delivery of water services to the customer; yet, available funding controlled by CER and also by the Financial Markets into the future. Challenges are compliance, lowering cost base, introducing efficiencies, standardisation of service delivery.

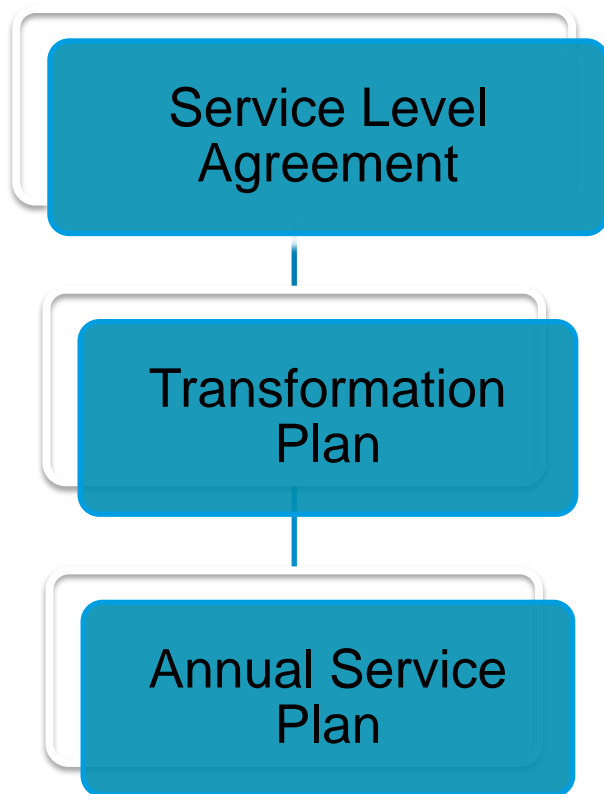
**Legislation:** Two pieces of legislation to date, yet everything is not covered by legislation e.g. Taking in Charge.



# Background to the SLA and Transformation

- 9.2.2 – collaborative working to realise a Continuous Improvement culture that drives incremental benefits;
- 9.2.3 – identify and implement opportunities for restructuring and reorganisation that may be required to achieve objectives;
- 9.2.4 – optimise efficiency on a regional basis by sharing services and cross-boundary work.
  
- ***Working together under the SLA and the ASP, the Local Authorities and Irish Water are committed to transforming the water industry and maintaining water services within public ownership.***

# How the Transformation Plan fits within the SLA and ASP framework



# Risks of not achieving a programme of Transformation

- Not meeting Regulatory Compliance
- Lack of confidence by the Customer
- Lack of confidence by the Financial Markets
- Impedes progress in the delivery of an improved asset infrastructure
- Lack of confidence by International Industry locating here.



# How the Transformation Programme can reduce Risk

- We need to engage together with new systems and processes. To move towards an Industry model.
- Development of centres of excellence/specialisation to consolidate and drive performance, including:
  - *Laboratory Services, water loss management, water safety plans, DWIRPS/WINREPS, minor works, DBO Management, 24 hours treatment plant monitoring and alarm management.*
- Cross-boundary working. Sharing of existing Industry knowledge and resources, including more direct reporting relationships.

# Bringing it all together.....

## When the people, processes, and systems line-up, we have the opportunity to:

- Put in place a streamlined, consistent and consolidated structure
- Standardise response to customer concerns, interruptions to service, incidents, etc
- Work within Utility Systems including work management, procurement, data and knowledge management
- Streamline interactions with Regulators.



# Conclusion

The SLA and the ASP is a good vehicle for us to:

- Manage Risk
- Work as “One”
- To co-operate across a range of Transformation initiatives
- To deliver a quality service to the Customer.

# Thank You!