

# Shaping the Future of Water Services

## Implementing the Vision for Irish Water

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# Vision

## **Irish Water and the Local Authorities Vision for the water services industry involves:**

- a future where the Local Authorities and Irish Water facing each other;
- the creation of a high performing utility that delivers a seamless service for the customer with a single way of working;
- a motivated workforce who are all part of the transformation and delivery agenda;
- greater integration and
- centres of excellence to drive continuous improvement

**The organisational model will unified, smaller, leaner, better organised and flexible – a more efficient industry wide operating model.**

# What does this mean?

In my words:

- Better water services for a better Ireland;
- Environmental compliance for a safer cleaner environment;
- A focus on customers and their needs;
- A funding model that works;
- A work force that has a focus and a shared ambition to improve services; and
- An All Ireland for Tipp.

# Targets and Achievements

- Stretched Targets – Utility in 18 months
- Metering Programme - 380,000 installed in just over a year
- Agreeing SLAs and ASPs
- 8 new utility systems implemented - Adapting to new protocols
- Change Network implemented in LAs
- Changing the way procurement is being done
- Non-Domestic Billing being handled on behalf of IW by LAs
- Storm Darwin successfully managed
- Environmental Reporting – EPA/EU liaison critical
- Capital Investment Plan agreed and being implemented
- Maximo and Customer Reactive Work
- IPC and CER Water Charges Plan Submission made
- Transformation Plan Agreed
- Communications about Water

# Accountabilities

- Government – Policy and Funding
- LA/SLA
- CER – Decisions on WCP
- EPA
- HSE
- EU
- Ervia and IW Boards
- Paying Customer

# Water Charges Plan to end 2016

- Positive Decision on Establishment Costs
- Allowed Revenue reduced by over 8%
- Operating Costs to be reduced by 14%
- Annual Efficiency Challenge of 7% per annum
- Submission by IW

# Agreements Reached

The following are the key points of agreement within the Transformation Plan

- The Plan is aligned with the Irish Water Business Plan
- We are committed to working together to deliver transformational change – all initiatives are agreed at sector level
- Joint governance of the Transformation Plan is agreed, together with the governance relationship to the SLA
- We have an agreed Delivery Model for the initiatives which uses the Irish Water Phases and Gates Model across the sector
- One of the key projects which has been identified is Water Services Operating Framework. This will set out the industry structure, taking account of
  - Sharing Model across Local Authority boundaries
  - Organisation Structure, Roles and Responsibilities
  - Technology
  - Regulation and Funding

# The Challenge to Us

- Problems are becoming clearer
- Deficiencies must be acknowledged
- We need to improve the service together
- Why we need to think as one – our Customers and our Funding
- Protecting the health of people and the environment; supporting sustainable economic growth
- How we change our industry for the better
- Utility Practice in Ireland - Short to Long Term

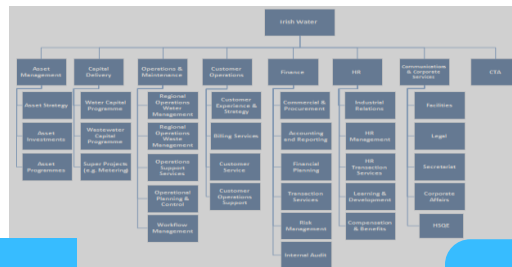


# We can progress much of the work to achieve the end state through our Transformation Plan and Operating Framework.

## Water Industry Operating Framework

Moving the water industry to a common and efficient operating framework ...

Standard Roles & Organisation Structure



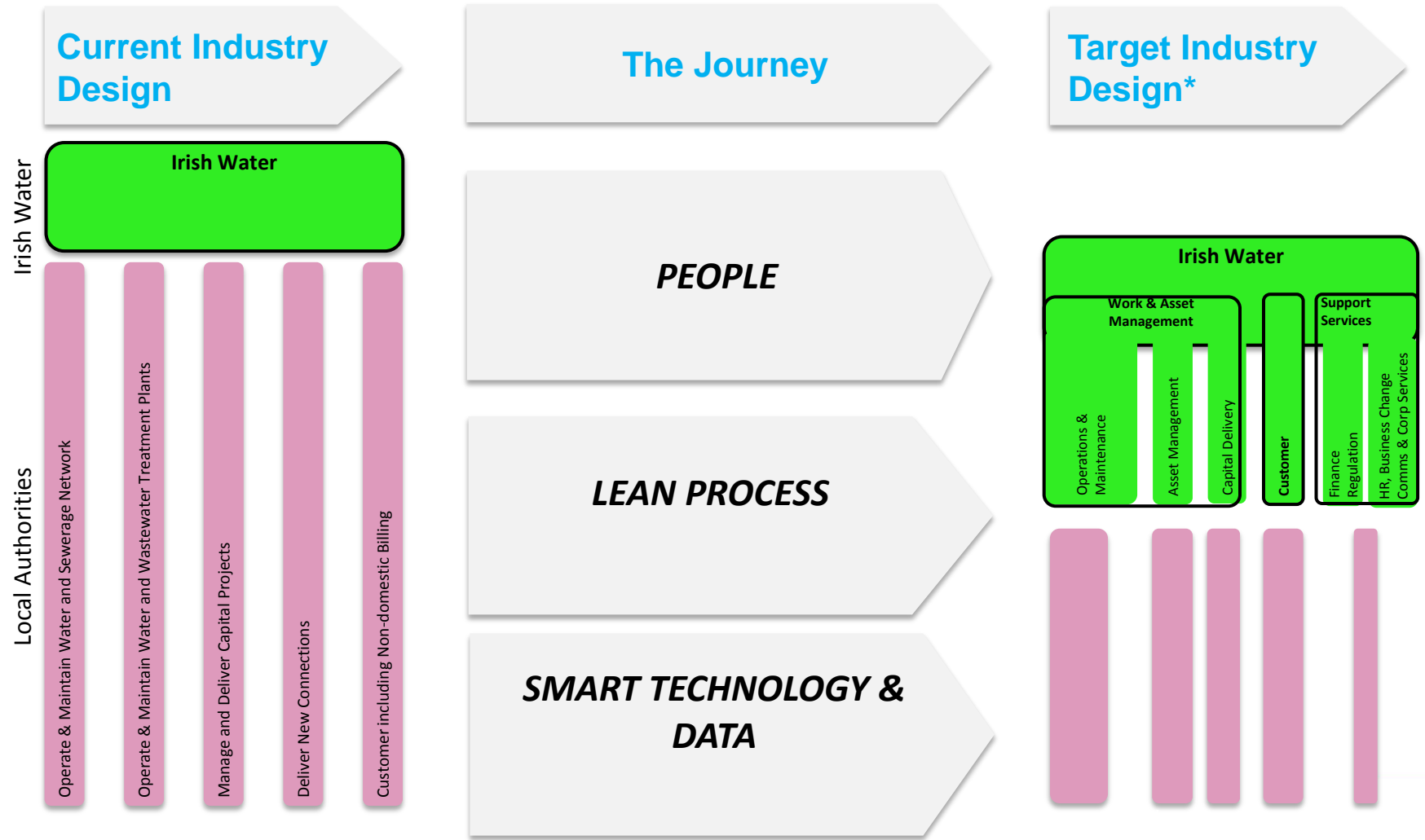
Seamless Management & Control

Standard Operation

Standard Governance & RACI

Sharing services across Local Authorities

Regulatory Model will see an industry organisation reduced in size, with right organisational layers, enabled by lean and simple processes and supported by smart technology and data.



\* Section 46 of the Water Services (No.2) Act 2013 makes it clear that water services must remain in public ownership.

# Commitments

- Context – Operate within Regulatory Framework
- Adhere to the agreed Vision and the Values in Transformation Plan
- Deliver IW Business Plan – Markets/Funding
- Deliver on SLA
- Deliver on the IW/LA Transformation Plan – Joint Working
- Deliver on Water Charges Plan
- Adhere to Union Agreements
- Commitment to LA WS Staff – Ask will be different

# The Past, The Present and the Future

- The 1<sup>st</sup> of October is a Watershed
- Let it be the day when the customer sees us taking the best from the last 130 years and adding it to the best that Irish Water can bring to the service
- It's certainly my objective that everyone availing of our services would see us moving forward together