

Water Services Training Group

20th Annual Conference

Meeting Standards and Expectations in the Water Industry

Lyrath Estate Hotel, Kilkenny



Meeting Standards and Expectations in the Water Industry

Transformation Plan – Progress & Targets

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Background

- * **Our Industry** - The government has tasked us with *transforming water services* in Ireland by building a new national water utility to provide safe, affordable and environmentally compliant water services to all customers
- * **Our Business Plan** – sets out the *savings and efficiencies* that are required to meet the financial commitments to Government and the Regulator
- * **Transformation Plan** – Irish Water, working with the 31 Local Authorities, into a single way of working to modern utility practice, while improving services and reducing costs, is *a significant undertaking and will take time*, hence the need for a structured programme of change

Progress To Date

- * The IW Business Plan was signed off by Government in October 2015
- * We have an agreed Transformation Plan, which sets out the 27 key projects to transform our Industry
- * The 27 projects are grouped into 5 Themes of Work, and work has commenced on 18 / 27 projects
- * There is an established Programme Governance arrangement in place through the Transformation Programme Team and the Joint Leadership Teams (i.e. IW, Local Authorities, WSTO, LGMA)

Programme Governance

Joint Leadership Team - accountable for overseeing the successful delivery of the Transformation Plan

IW (x6): Jerry Grant, Angela Costello, Gerry Duane, John Dempsey, Sean Casey and Sean Laffey

LG Sector (x6): Water Committee Managers x 5, SRO WSTO x1

Transformation Programme Team - responsible for driving the successful delivery of the Transformation plan

IW (x 7): Angela Costello, Tony Bridgeman, Ger Moriarty, Tom Leahy, Mark Macauley, Pat Geoghegan and Brian Kirwan

LG Sector (x 7): WSTO x2, Regional Chairs (x 4), LGMA x1

Project Delivery Teams

Cross functional teams including Project Managers, Change Managers, Local Authority and WSTO representatives.

Enablers: PMO and Change Delivery (IW: Pat Geoghegan, Brian Kirwan), Delivery Model, Water Industry Change Network*, Training, Business Readiness and Communications

Work Themes

The Way we Work

Assets

Customer

Supply Chain

Data & Intelligence

Water Industry Operating Framework

Staff Consultation: Irish Water Consultative Group

* The Water Industry Change Network is the joint team of IW Regional Change Managers and the LA Change Managers

Progress & Status of Key Projects

Key Project & Purpose	Current Status
<p>Work and Asset Management Deployment (Maximo)</p> <p>Deploy the WAM capability including Mobile Devices to field staff</p>	<ul style="list-style-type: none">• Rollout of the handheld technology is now in place with 28 of the Local Authorities• There are 1008 handheld devices now deployed across the sector
<p>National Laboratory Strategy & Implementation</p> <p>To implement the National Laboratory Strategy to support Irish Water laboratory services</p>	<ul style="list-style-type: none">• Implementation has commenced to meet Irish Water requirements, with a view to identify the appropriate laboratory infrastructure for the interim and longer term.
<p>Capital Project Delivery</p> <p>Define and implement a "fit for purpose" regional capital office structure that delivers the 2017-2021 capital programme</p>	<ul style="list-style-type: none">• Plan to replicate the existing NRA (Transport Infrastructure Ireland) model in the capital offices. The offices will be staffed by LA personnel under an LA Office Manager working with IW Asset Delivery. Longer term structures will be determined by WIOF.

Progress & Status of Key Projects

Key Project & Purpose	Current Status
<p>Customer Handbook & Code of Practice</p> <p>Develop a Customer Charter and Codes of Practice for domestic and non-domestic customers, reflective of the CER published requirements</p>	<ul style="list-style-type: none">• 319 requirements addressed by the project to date, with excellent collaboration from across the sector with the project team
<p>Standardise Operational Procedures</p> <p>Development and implementation of unified set of procedures for the Water Industry (20)</p>	<ul style="list-style-type: none">• Draft procedures available for 4 key processes, with trials starting in a number of Local Authorities covering mains flushing, activated sludge, primary disinfection and Coagulation/Flocculation/Clarification.
<p>Planned Maintenance Programme</p> <p>Systemise planned maintenance activities applicable to water treatment plants, waste water treatment plants, reservoirs, water and waste water pumping stations</p>	<ul style="list-style-type: none">• Discussions are ongoing with 19 Local Authorities regarding maintenance plans• WAM capability in use to record work activities in 9 LAs

Progress & Status of Key Projects

Key Project & Purpose	Current Status
<p>Connections and Developer Services</p> <p>Migration of process into IW to Implement a connections and developer services capability that manages the customer relationship from start to finish, in a safe, cost effective and timely manner.</p>	<ul style="list-style-type: none">• Pilot activities have commenced with a number of Local Authorities (5) regarding the new ways of working, new templates and the online application forms.
<p>Non Domestic Billing Migration</p> <p>Migration of the Non-Domestic Customers regards Water and Wastewater services to the Irish Water Billing system</p>	<ul style="list-style-type: none">• 5 Local Authority migrations completed (Meath, Monaghan, Longford, Cork City and Carlow)• Joint IR working group up & running to resolve any IR issues
<p>SCaDA / Telemetry</p> <p>Establishing a Real Time National Telemetry Management System for monitoring & remote control of sites, assets & processes</p>	<ul style="list-style-type: none">• Real Time Systems Strategy and Business Case completed• Procurement exercise ongoing for Leakage Management System• Phased implementation of Telemetry priorities

Next Steps

- * We need to continue to *work together* to drive the transformation of the water industry
- * We must stay *focussed* on our targets
- * Engagement and collaboration on all the projects is very good, we need to continue to *support* our teams
- * Major challenges remain through the *transformation journey*, but we are making progress, lets maintain the momentum
- * Finally, thanks to you and your teams for *enabling* all that has been achieved to date