

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

Improving Customer Experience

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Irish Water



An Roinn Tithíochta, Pleanála,
Pobail agus Rialtais Áitiúil
Department of Housing, Planning,
Community and Local Government

“ Remarkable experience shouldn’t mean remarkable to a company. It has to mean remarkable to me. Am I going to make a remark about it to a friend or colleague? If not, then the company is average, and average isn’t good enough”

Irish Customer Experience Report 2015



Serving our Customers



METERING



OPERATIONS



ASSETS



BILLING

Operations (e.g. Leak)

Leak Report



Work Order



Investigation



Repair



Satisfied Customer



Billing

Meter Reading



Bill Production



Bill Print & Dispatch



Payment



Financial Controls & Reporting



Customer Engagement

UISCE IRISH WATER

Customer Registration Water Supply Billing & Charges Help Centre

Home Water Supply To water smart

Tips for using water responsibly in the household.

KITCHEN LEARN MORE

BATHROOM LEARN MORE

GARDEN LEARN MORE

How Is My Drinking Water Treated?

How Is My Wastewater Treated?

In the Home

Report a leak * Fields are mandatory

Please use this form to report a water leak that you've spotted on **public property** in your area. This includes footpaths, roads, communal open spaces and public recreational facilities.

If you have a water leak on **your property**, you can view our [pipe responsibility document](#) here to find out who is responsible for fixing it. If you need more information about leaks on your property please call Irish Water on 1890 278 278.

Where did you spot the leak?

Street address*

Nearest landmark

Leak type

Public Areas

Irish Water and Green-Schools Partnership

Irish Water is delighted to be part of this very worthwhile initiative in schools throughout Ireland. Irish Water, as Ireland's new national water utility, will be working hard, together with local authorities, government bodies and other partners, to change how we manage, invest and pay for our water services in Ireland.

Irish Water is delighted to be working with young people in schools throughout Ireland to ensure we have sustainable water services into the future. Together we can improve and secure this precious resource that will be vital to the social and economic life of this nation far into the future.



Schools

Value Water Award

SuperValu Tidy Towns

The new Value Water Award encourages communities involved in the SuperValu Tidy Towns competition to raise awareness of all aspects of sustainable water management. This could include community awareness campaigns around water conservation or it could involve focusing on raising awareness of local water sources and how to protect them.

It will reconnect communities with their water and where it comes from and reward communities by recognising positive impacts of their activities on the sustainable supply of water to their community and environment.

Irish Water is committed to empowering customers and enabling behavioural change in communities by promoting water conservation at a local, regional and national level.

This year's prize fund of €8,000 for the Value Water Award includes four Regional winners for each category and a prize of €1,000 for Best Large Town and Best Small Town.

For the competition, communities were asked to let us know in 1,000 words how they would implement 'Value Water' projects, with some examples listed below:

- Description of awareness raising activities
- Looking at how the community currently uses water
- How you have engaged with local schools and businesses
- Any awareness days or events
- Where your water comes from
- Using your local water source as an amenity
- How your community has reduced its Water Footprint.

May 2012 SuperValu Tidy Towns competition 'Tidy Towns participating award being handed to a representative of the community. Water is a key part of the environment and high water conservation standards are essential to protect the water resource.

Communities

UISCE IRISH WATER

Customer Registration Water Supply Billing & Charges Help Centre

Home Help Centre Service updates

Supply and Service Updates **Map** **Text**

FILTER

Alert Type **All alerts**

County **All counties**

SEARCH

MAP ICONS

- Boil Water Notice
- Informational
- Network Incident
- Pollution
- Water Outage

Service Updates

Customer Satisfaction scores

Month-on-month	% Sat	June vs May
Callback - Operations	71%	+6
Reactive Works	68%	+9

Year to-date	% Sat	Q2 vs Qtr.1 '16
Complaints - Operations	52%	+17
Meter Installation	63%	-8



'Customer First'



- * An ambitious programme that aims to:
 - * Bring a customer focus and perspective to Irish Water processes and procedures
 - * Support projects that will improve the customer experience and instil a customer culture across the sector



Customer culture



Ervia-wide Initiatives



Water specific initiatives

Customer First

Initiative 1 - Meeting the needs of our Vulnerable Customers

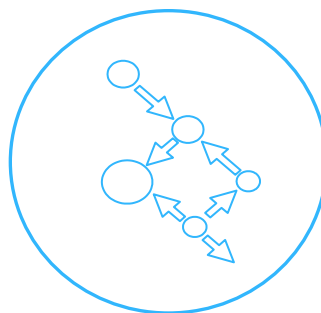
Implemented 25th April 2016 in Partnership with Local Authorities



1. Identify geographic area affected by c50 outages per day and submit outage template



2. Create new / update/ close alert on water.ie and twitter



3. Identify WPRNs of households in the area



4. Identify Priority Service Customers and Special Service Customers in the area



5. Call Priority Service Customers and Special Service Customers

Addresses an additional 37 Customer Handbook requirements

Initiative 2 - Complaints Handling



Objective: To improve customer experience and reduce repeat complaints

- * Dedicated Complaints Team was set up in the Irish Water Contact Centre
- * Processes agreed in partnership with Irish Water Networks Operations team and Local Authorities in line with CER requirements
- * Dedicated Technical expert located in the Contact Centre (ex Local Authority Engineer)
- * Daily outbound calls:
 - * Complaints open > 5 days (c100 calls)
 - * Customers who are not satisfied - options including escalation within Irish Water or to the CER (c 20 calls)
 - * Complaints in jeopardy (c 60 calls)

Customer Operations will work with Local Authorities and IW Network Operations teams to continually improve the processes

Partnership

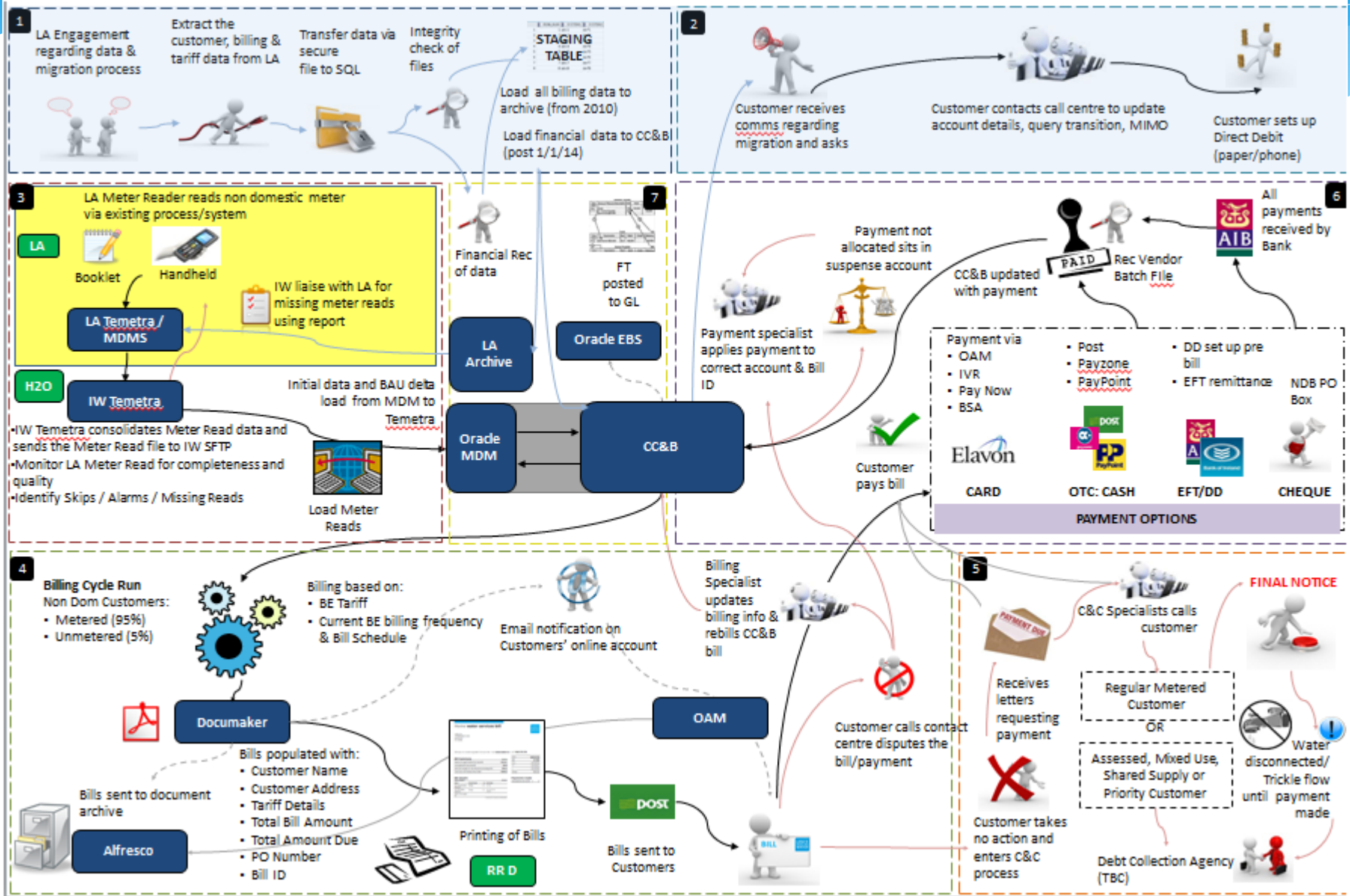


Systems, Technology,
Structures and processes are
all, or will be, in place

To get the best results for our
Customers, we rely on our
Partners' support to operate
effectively and efficiently

If we put the Customer First
when making decisions, we will
become known for delivering
excellent customer service

Non-Domestic Customer Billing



Key Facts and Figures



158, 210
Customers



330
Key Account Managed
Customers



31 Local Authorities
Including 4 DBO



200+
Local Authority
Meetings



95% metered
5% unmetered



20+
Business Customer
Meter Types



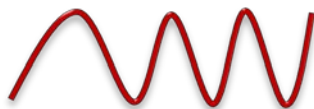
6 Billing Frequencies
Annual, Bi Monthly, Monthly,
Third Yearly, Half Yearly,
Quarterly



100+
Read
Frequencies
Across the LA's



500+
Tariffs



5 Migration Phases
1 Early Adopter wave and
4 subsequent waves



6
LA Billing
Systems







~ 543,089
Bills Forecasted



~ 500
Accounts from Early Adopters
meet Credit & Collections entry
criteria

Proposed Migration Schedule

July	Aug	Sept	Oct / Nov		TBC
Early Adopters	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5 DBO
Meath 	Longford 	Cork City 	Laois 	Clare 	Galway City 
Monaghan 		Carlow 	Tipperary 	Donegal 	Galway County 
		Wicklow 	Offaly 	Mayo 	Roscommon 
		Leitrim 	D.Laoire / Rathdown 	Westmeath 	Sligo 
		Louth 	Wexford 	Kildare 	
		Fingal 	Cavan 	Limerick 	
		South Dublin 	Kerry 	Cork County 	
			Waterford 	Dublin City 	
			Kilkenny 		
Total : 2	Total : 1	Total : 7	Total : 9	Total : 8	Total : 4

Customer Focus

- * A key Operations objective towards Customer
 - * Ensure that systems updates are timely and meaningful, providing ... the opportunity to inform and update customers (SLA Section 29)

- * Achieved through
 - * Investigative Work Orders
 - * (Close Out & Log Notes)
 - * Repair Work Orders
 - * (Information & feedback)
 - * Query Replies
 - * (Complaints and LRSD)



Customer Call to Work Order

Start

1



2



3

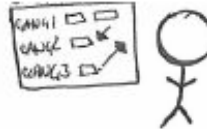


4



INVESTIGATION COMPLETE?
NOTHING FURTHER REQUIRED?
E.g. Private Side? Surface Water?

6



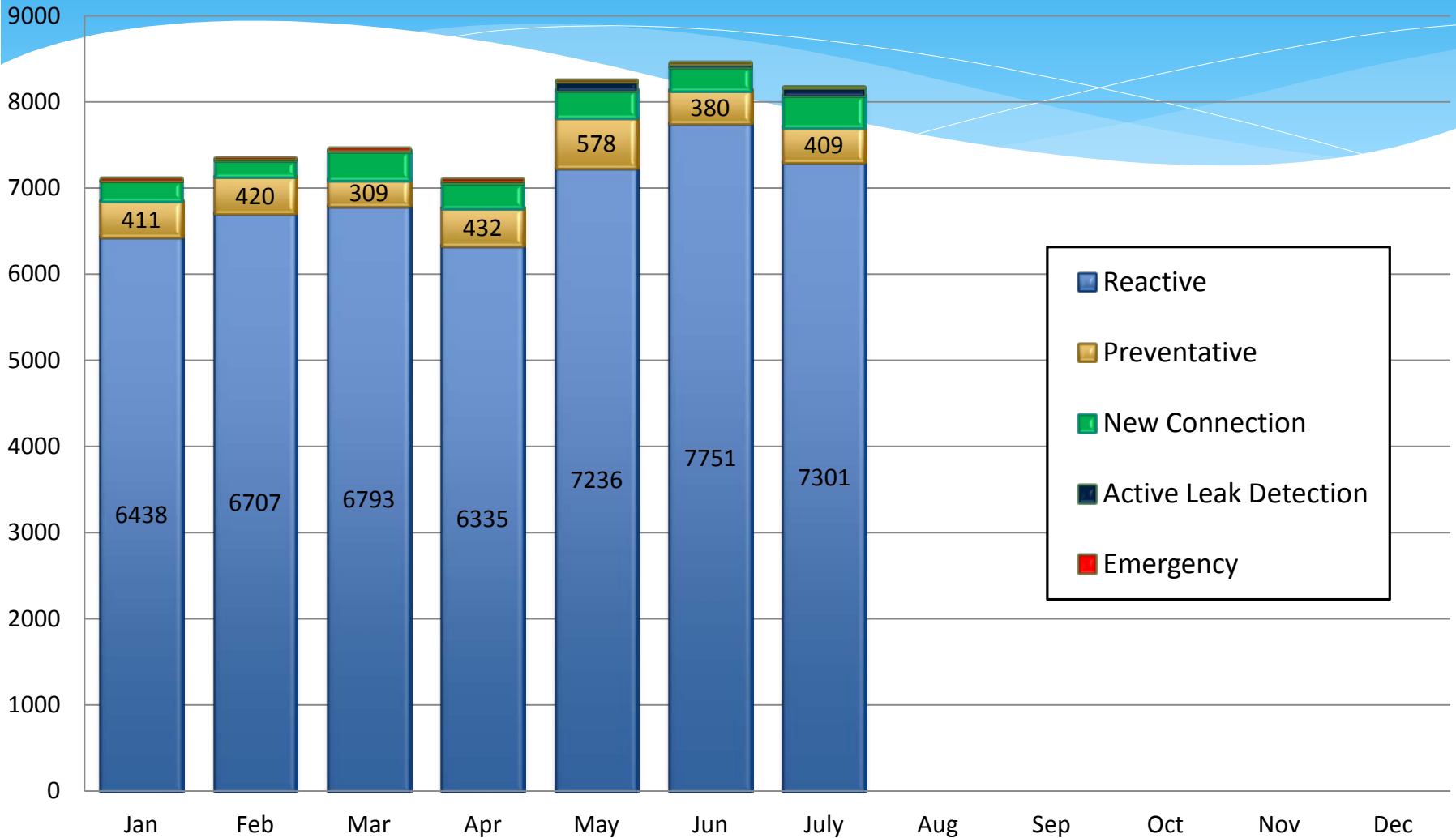
5



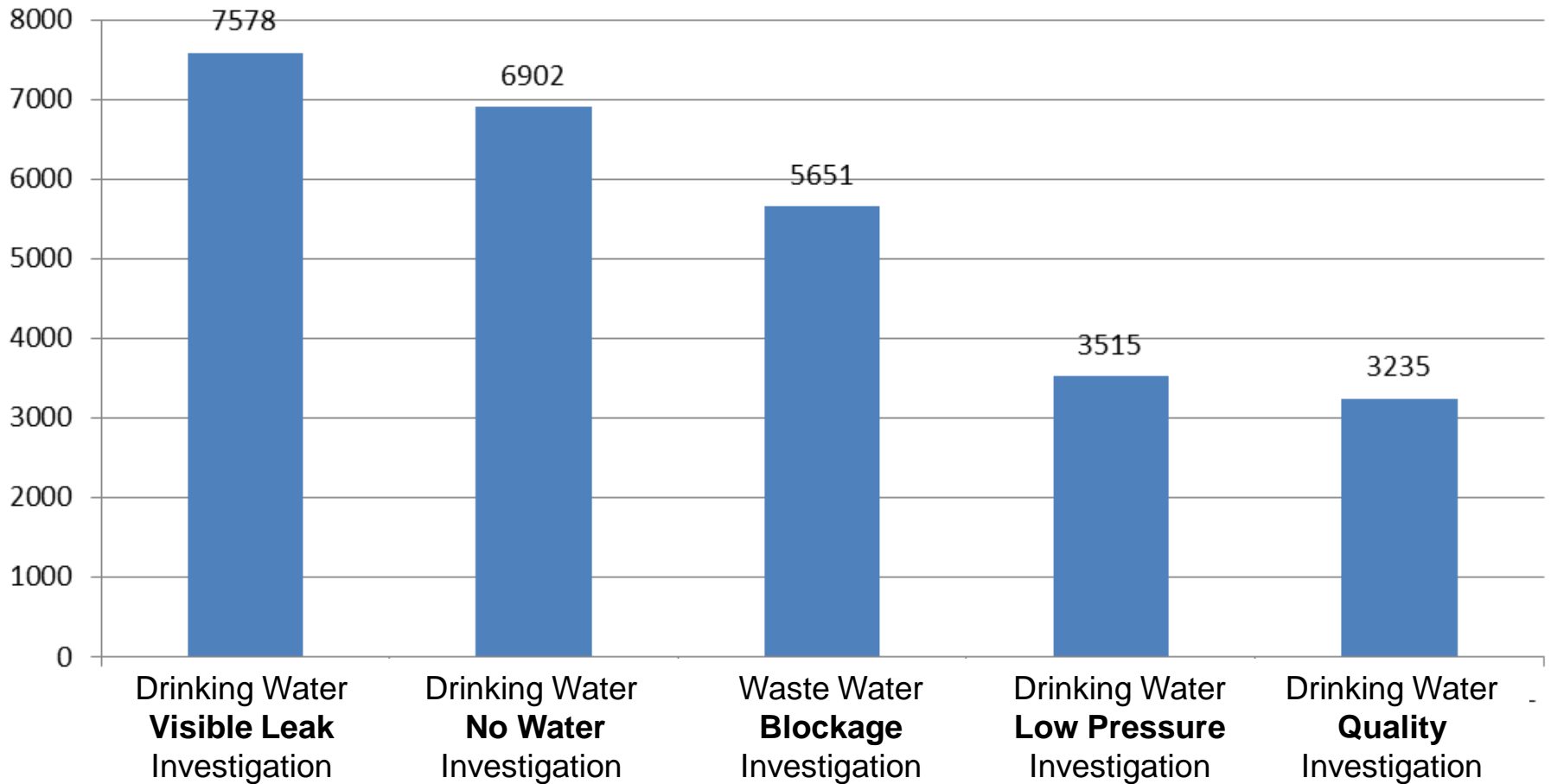
Continue

INVESTIGATION COMPLETE –
REPAIR REQUIRED?
The resolution code indicates
follow-on work is required

Work Order Creation Activity (Excl. Metering)



Top 5 Work Types YTD



Hand Held Deployment / Activity

- * 1,008 Hand Held Units Deployed in 28 Counties
- * Estimated another 350 by year end
- * The trinity of Maximo, CLICK Scheduler and Hand Held Units continues to grow as a pillar of our Water Industry
- * Timeline for all Local Authorities to be using by Year End
- * Continued enhancements being delivered in collaboration with Users

Customer Information – Log Notes

- * Log Notes from the HHU and from Maximo are our main communication channel
- * **Who sees & uses them?**
 - * The agents in Abtran – incoming & outgoing call information
 - * Local Authority Personnel – Outdoor & Indoor
 - * All of Workflow, esp. Complaints and TD Communications
 - * The Operations Leads and Engineers
- * They form the basis for our **real time** communications with customers and each other
- * They answer queries and give updates

Call Centre Overview

Log Entry – The Good & The Great

Summary:

Font

main choke, jetter called & blockage cleared

Summary: WO status changed to: COMP.

Font

Customer informed drain is private

Summary: WO status changed to: COMP.

Font Size Format None

inspection complete no leak detected / leak repaired at No. 88 on 21/12/15 and reinstated 23/12/15. unable to contact caller rang 4 times. ~~0270000000~~

Details:

Summary: WO status changed to: COMP.

Font Size Format

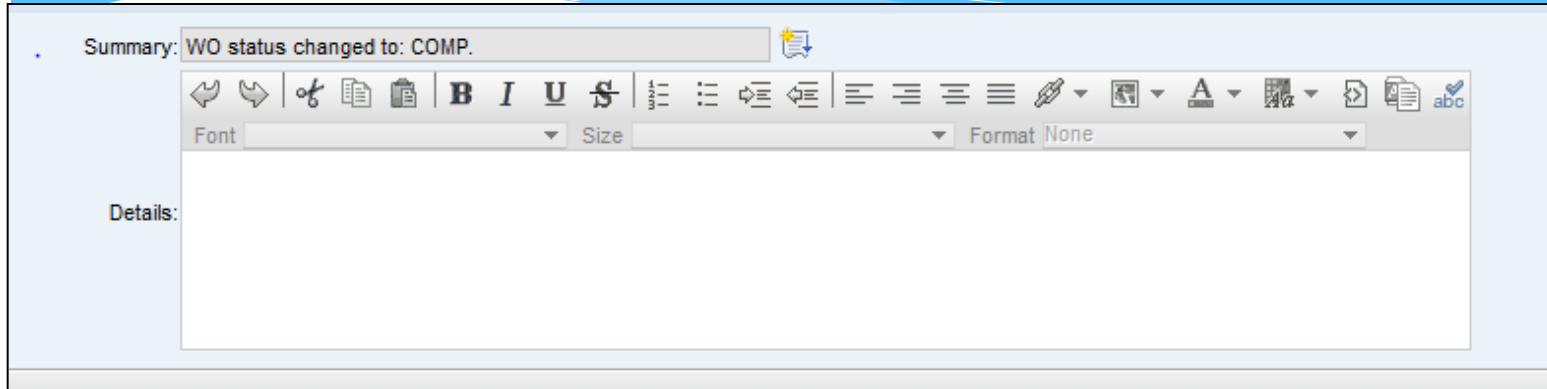
Sewer blockage in the area. Blockage is now cleared and system is operating as normal.

Details:

Log Entry – The Bad

Summary: WO status changed to: COMP.

Details:

A screenshot of a log entry form. The 'Summary' field contains the text 'WO status changed to: COMP.'. Below it is a rich text editor toolbar with various icons for undo, redo, cut, copy, paste, bold, italic, underline, strikethrough, bulleted list, numbered list, indent, outdent, text color, background color, link, unlink, and insert link. Below the toolbar are dropdown menus for 'Font', 'Size', and 'Format' (set to 'None'). The 'Details' field is a large, empty text area.

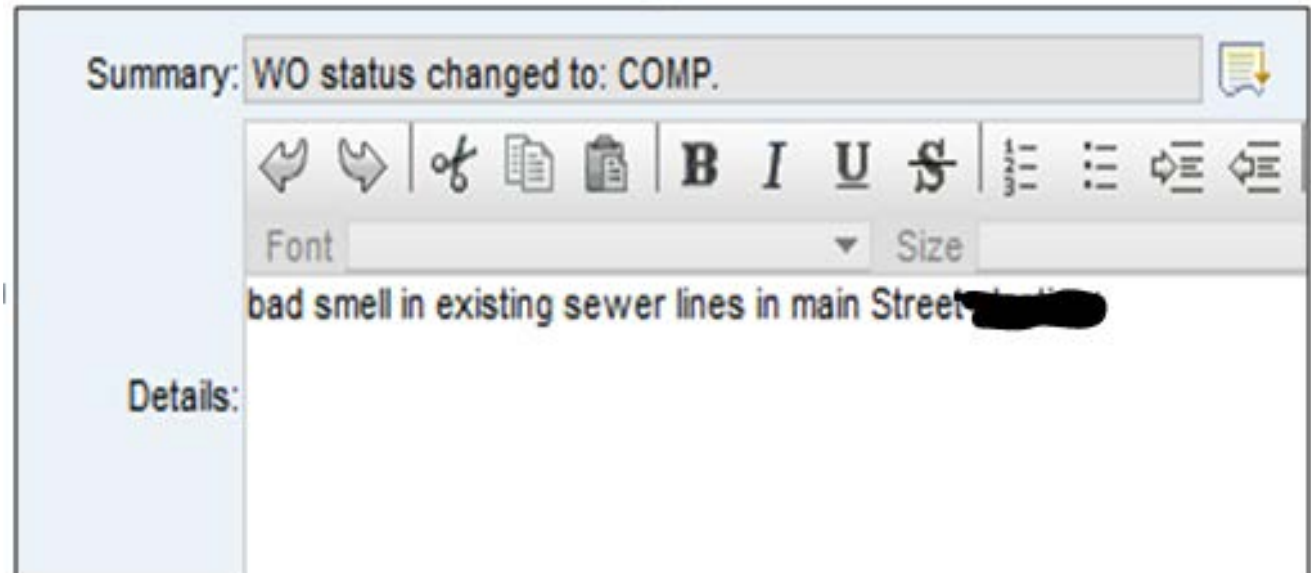
Blank.

WO to investigate bad smell on Main Street.

Summary: WO status changed to: COMP.

Details:

bad smell in existing sewer lines in main Street [REDACTED]

A screenshot of a log entry form. The 'Summary' field contains the text 'WO status changed to: COMP.'. Below it is a rich text editor toolbar with various icons for undo, redo, cut, copy, paste, bold, italic, underline, strikethrough, bulleted list, numbered list, indent, outdent, text color, background color, link, unlink, and insert link. Below the toolbar are dropdown menus for 'Font' and 'Size'. The 'Details' field contains the text 'bad smell in existing sewer lines in main Street' followed by a black redaction mark.

Log Entry – The Farewell

Once we identified the problem the problem was no longer the problem. The solution to the problem was then the problem. We duly proceeded to solve the problem with our usual efficiency and had the water supply restored within 25 minutes of receiving the call. all happy.

LRSD Overview

Customer Information – Outage Portal (outage@water.ie or 1890 278278)

- * **For the Local Authority** – A way of letting everyone know about Outages and reducing incoming queries and calls
- * **For Abtran Agent** – A way of knowing about outages and filtering calls at source
- * **For The Customer** – A way of getting the fastest most up to date information & enjoying trust and confidence in IW
- * **For Workflow** – A way of further filtering duplicate Work Orders
- * **For Irish Water Website** – The source of information for our Outage map, Twitter & Facebook feeds
- * **For wider IW business & CER** – A way of understanding our countrywide effect on customers

New Item ▾
 New Folder
 View Item
 Edit Item
 Version History
 Item Permissions
 Delete Item
 Attach File
 Alert Me ▾
 Workflows
 Approve/Reject

New Manage Actions Share & Track Workflows

<input type="checkbox"/>	Brief description of works	Detailed description of works	NEW	Customer Impacting
<input type="checkbox"/>	cloyne road, ladsbridge, possible low water pressure/ dirty water, due to ESB interruption. NEW	cloyne road, ladsbridge, possible low water pressure/ dirty water, due to ESB interruption. may disrupt pump house	Yes	C
	Cleaning out the reservoir	Curators are cleaning out the reservoir in this area.	Yes	R I
<input checked="" type="checkbox"/>	Broken water main	Curators are repairing a broken water main	Yes	B
	Cleaning out the reservoir in Ballymakeera and Ballyvourney.	Curators are cleaning out the reservoir in this area.	Yes	R I

Supply and Service Updates

Map List



FILTER

Alert Type






All alerts ▾

County

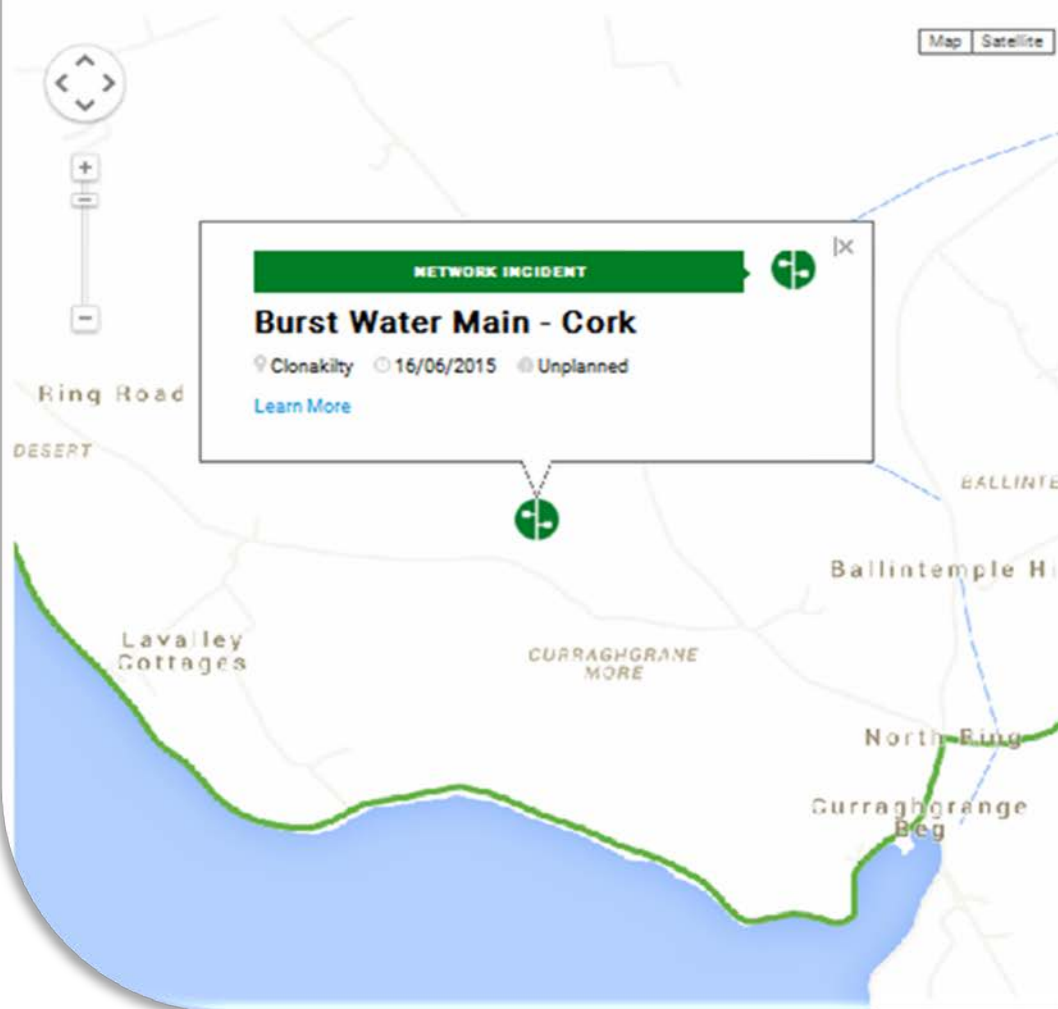
All counties ▾

SEARCH

MAP ICONS

-  Boil Water Notice
-  Informational
-  Network Incident
-  Pollution
-  Water Outage

Supply and Service Updates Map List



Map Satellite

FILTER

Alert Type






All alerts ▾

County

All counties ▾

SEARCH

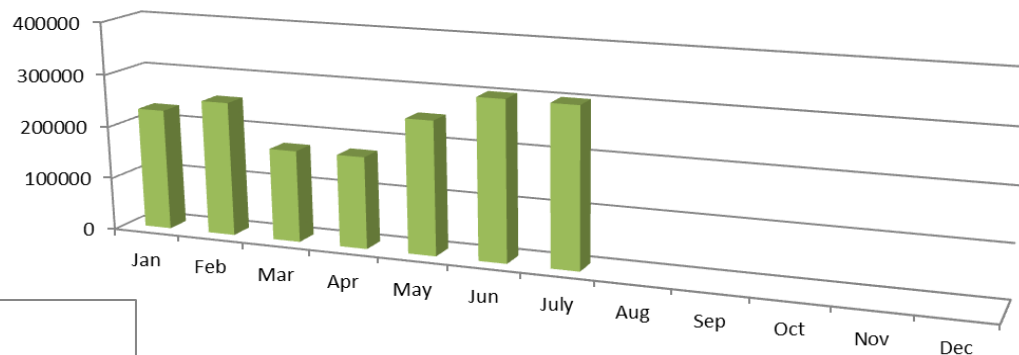
MAP ICONS

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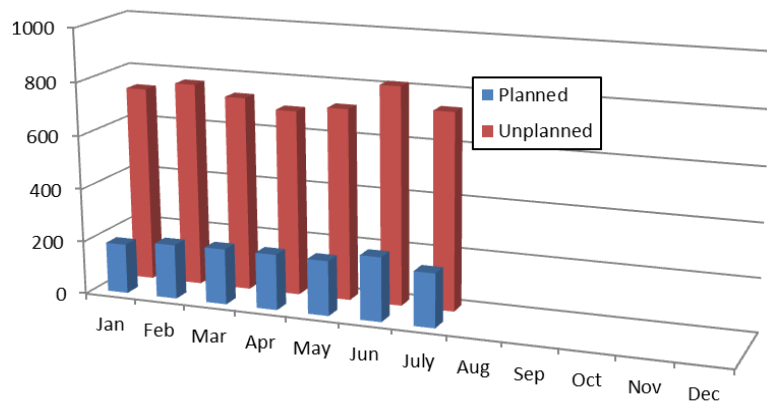
Customer Impact

- * From the Outage Portal we are now gathering National data on the level of Network Operation Impact

Supply Interruptions Est. # Of Premises Impacted



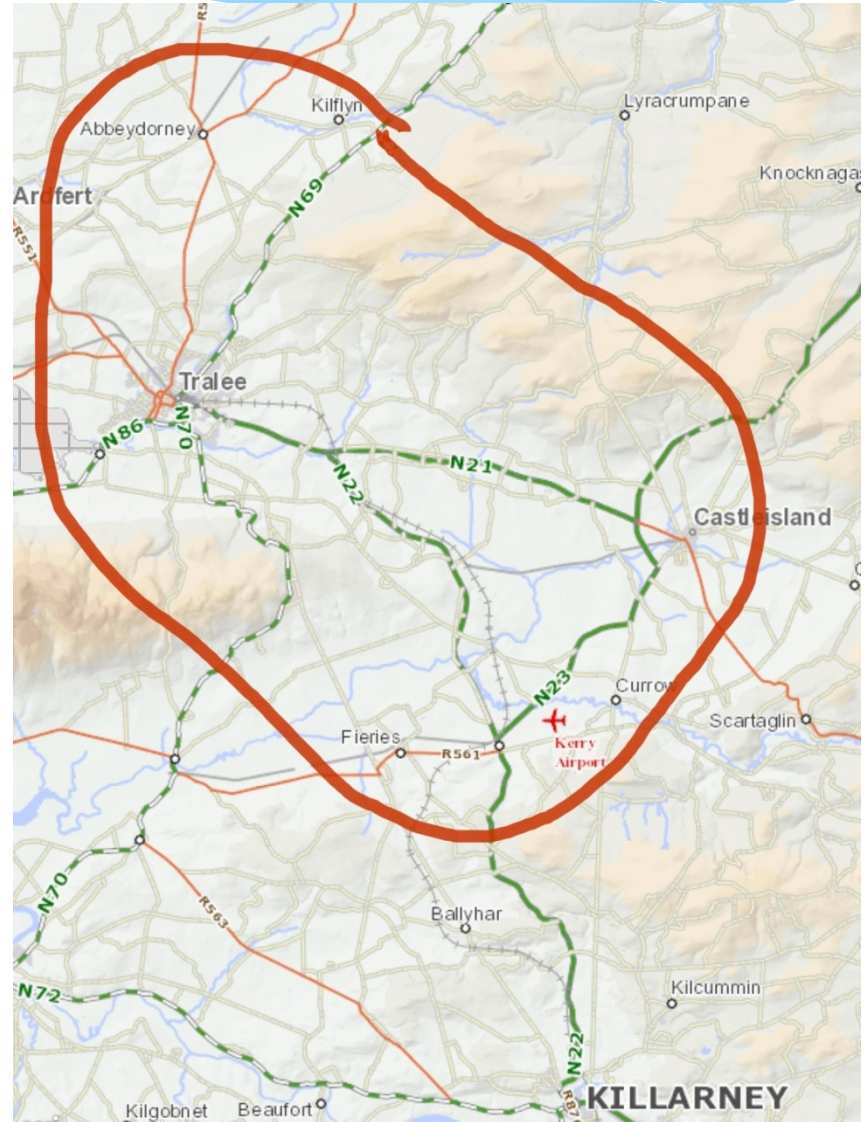
Outage Notification Volume



*** July 2016**

- * 203 Planned Outages
- * 739 Unplanned Outages
- * 301,984 Estimated Premises Impacted
- * YTD No. of Priority Services Customers called 7,660

Incident Management



- * Incidents happen - however, time is of the essence
- * Early notification through the Call Centre critical to customer service, especially to vulnerable customers

Thank You



An Roinn Tithíochta, Pleanála,
Pobail agus Rialtais Áitiúil
Department of Housing, Planning,
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