

Transformation – Journey to a Single Public Utility

John Dempsey
WIOF Programme Director
Irish Water



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

The last 12 months



Excellent Water Sector teamwork



Draft Single Public Utility end-state design

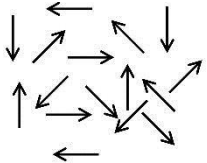
- **Fit for purpose**
- **Supports a modern economy**



Moving towards implementation

- **Stakeholder engagement**

Case for change



Industry

- **Prioritisation of Investment**
- **Fragmentation**



SLA Model

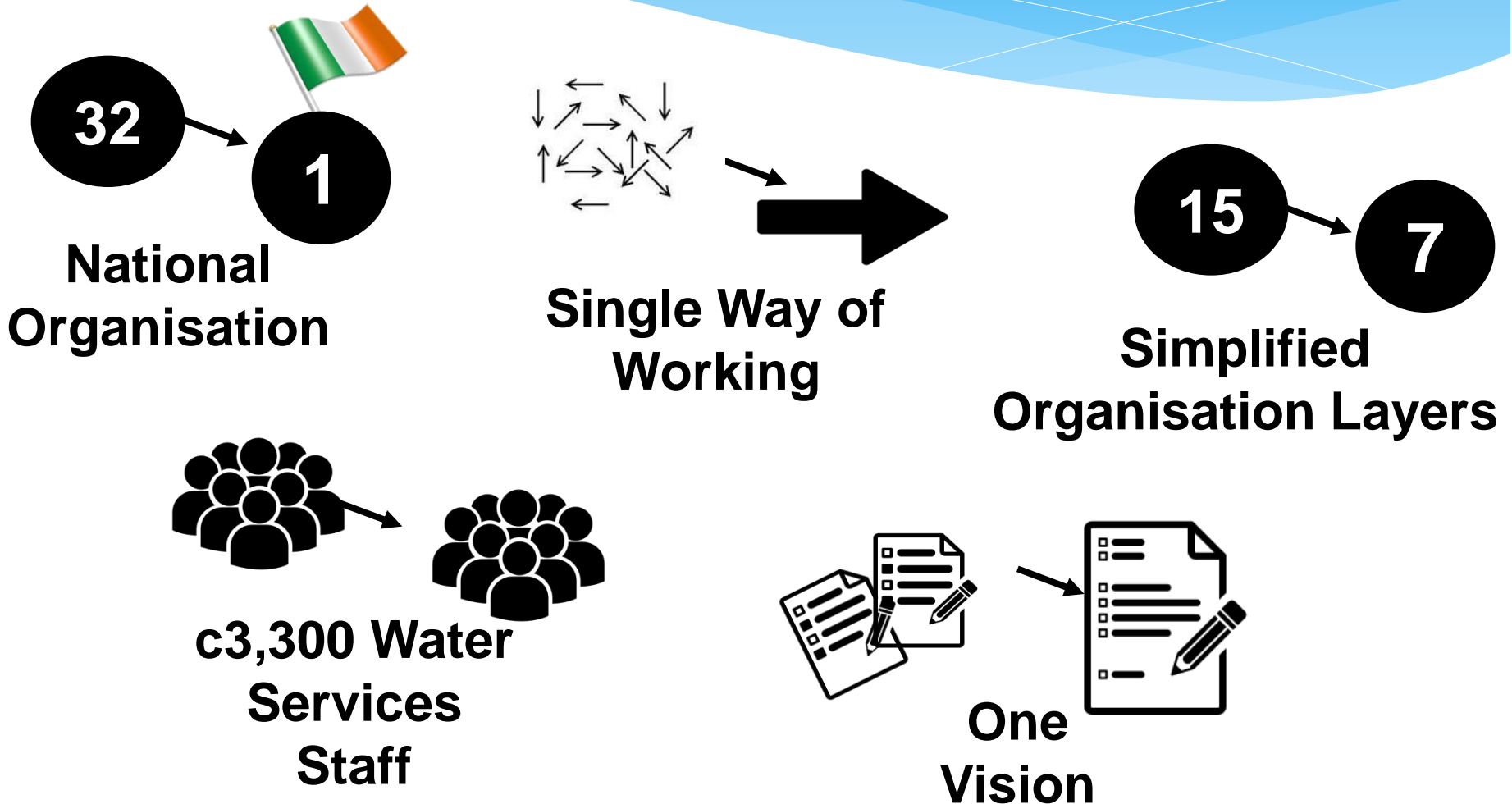
- **Achievements and limitations**



Programme for Government

- **Policy**
- **Confidence & Supply Arrangement**

Where are we headed?



Organisation structure

Overall headcount number: c3,300

Irish Water
Managing
Director

Asset Delivery

Functional Areas

- Portfolio & Governance Control
- Portfolio Delivery Mgmt. Infrastructure
- Portfolio Delivery Mgmt. Capital
- Portfolio Delivery Mgmt. Networks
- Engineering Services
- Contract Strategy

Asset Management

Functional Areas

- Asset Information
- Environmental Strategy
- Connection & Developer Services
- Asset Investments
- Asset Planning
- Asset Strategy

Asset Operations

Functional Areas

- Water O&M Mgmt.
- Wastewater O&M Mgmt.
- Operations Support Services
- Operational Planning & Operations Centre
- Workflow
- Operational Contracts & Performance

Corporate Affairs,
Compliance &
Environmental
Regulation

Functional Areas

- Community Affairs
- Project Communications
- Environmental Regulation & Stakeholder Mgmt.
- Corporate Affairs
- Water Compliance
- Wastewater Compliance

Technical
Advisory Services

Functional Areas

- HSQE

Customer
Operations

Functional Areas

- Customer Experience & Strategy
- Billing Services
- Customer Operations Support
- Customer Service

Human Resources

Functional Areas

- Business Change
- Employee Relations
- HR Mgmt.
- Learning & Development

Legal

Functional Areas

- Legal Services Commercial
- Legal Services – Litigation
- Legal Services – Regulation & Environment
- Legal Services - Property

Finance

Functional Areas

- Project Finance
- Accounting & Reporting
- Financial Planning & Analysis
- Commercial & Procurement
- Regulation
- IT

Organisation structure

Asset Operations

Functional Areas

- Water O&M Mgmt.
- Wastewater O&M Mgmt.
- Operations Support Services
- Operational Planning & Operations Centre
- Workflow
- Operational Contracts & Performance

Single Public Utility underpinned by:

Streamlining

Specialisation

Technology

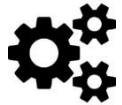
**National
Direction**

**Work
Management**

**Local
Delivery**

Implementation Approach

Phased



Reflecting scale and complexity

Approach



Intensive Engagement



Managing risks



Pacing change

Managing



Operational service control



Business vision

Working in the Single Public Utility



One organisation

- One connected community of staff
- Single, standard ways of working



Investment in people

- Training and careers



Investment in technology

- Tools and systems

What will the future look like?

Continuing collaborative relationship with Local Authorities

- **Economic Development & Housing**
- **Public Health, Environment & Emergency Planning**
- **MOUs**

Organised nationally to deliver locally

Investing strategically – integrated planning

Recognition of Water sector importance



Thank you

Pride in serving

Customer

***Commitment
to results***

Organisation

Staff

***Optimism for
the future***

Once in a generation opportunity