

Optimising Services Delivery in the Water Industry

Water Services Delivery – A Single Way of Working

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Comhshaol, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government

What's it All About

Government Policy – What are the answers to two very important questions

1. Water Services – How do you pay for them?

Govt Answer - State Subvention and Water Charges

2. Water Services – How would you manage the process of delivery?

Govt Answer – Irish Water in conjunction with LAs

So that you can fulfil the vision of having **safe, affordable and environmentally compliant services to all customers**

How do you pay for it

- * Previous funding model within narrow tax base
- * Govt Debt end 2014 - €203bn or 109% of GDP
- * Govt Current Deficit end 2014 - €8.8bn or 4.1% of GDP
- * Water Framework Directive and Charging
- * **Now have - Subvention/Equity/Borrowing and Charges**
- * In the context of Allowances, Capping, and Water Conservation Grant
- * MCT and its implications

How Do You Manage the Process of Delivery

- * Previous Model - Uneconomic Entities, Issues with Prioritisation/Allocation and Asset Mgt and O and M
- * Current Condition of Infrastructure coupled with
- * Demands of River Basin Management Plans/EU
- * **Now have National Approach - IW working with LAs**
- * Risk Based Approach with focus on Asset Mgt, standardisation and cost efficiency
- * Now Billing, Borrowing, and Investing in Infrastructure in the context of Economic and Environmental Regulation

Achievements to date

- * Transition to IW/SLA Management
- * Implementation of systems including WAM
- * Cost Efficiency – start made
- * Price Control Decision/Implementation/IRC2
- * Capital Programme incl Minor Capital Programme
- * Water Services Strategic Plan
- * National Lead Strategy
- * Customer Service
- * Customer Billing/Payments

Challenges

- * MCT – But in second year of the long life of a Utility
- * The Way We Work Together
- * The Brand

Customer First

- * Hybrid Model – IW and LAs
- * SLA Review – Need to Refine
- * WIOF has to be the platform for the longer term
- * **So that we can develop a Single Way of Working**
- * **Customers only concerned with quality service at the point of contact (at least cost)**
- * Need to evolve to a Modern Utility Standard – Scottish Example

The Future

- * We must think Customers First
- * With one cost efficient service for the Country
- * Delivered through National/Regional/Local services
- * With fully functioning Assets based on real time data
- * Operating to common standards based on international comparators
- * Supporting economic growth
- * And funded by users with Government Support

So that we can provide **safe, affordable and environmentally compliant services to all customers**