



Mr Tim Butler
Director of Services
Kilkenny County Council

Uisce Éireann
Teach Colvill
24-26 Sráid Thalbóid
Baile Átha Cliath 1
D01 NP86
Éire

Irish Water
Colvill House
24-26 Talbot Street
Dublin 1
D01 NP86
Ireland

Re: Irish Water's Capital Investment Plan

T: +353 1 89 25000
F: +353 1 89 25001
www.water.ie

Dear Tim

I am writing in response to your letter of 28th January 2022 requesting Irish Water to attend a Kilkenny County Council Meeting to discuss capital and upgrade work priorities.

Irish Water is committed to working openly and transparently with elected representatives at both local and national level. Irish Water provides various communications channels including Councillor Clinics and a dedicated Local and Elected Representative Support Desk to respond to queries across all Irish Water departments.

Councillor Clinics

Irish Water provides support at a local level to Councillors through regularly scheduled Councillor Clinics, where our personnel are available to answer queries face-to-face and discuss local issues raised, as well as broader changes that impact at a national level.

Councillor clinics are scheduled by Irish Water's local Communications Specialists in each area and in coordination with the Local Authority (LA) to ensure suitability of time. Since the onset of the Covid—19 pandemic, Councillor Clinics have been successfully running via Zoom, which has facilitated greater participation from Irish Water technical experts.

Irish water recommends that Kilkenny County Councillors with specific concerns regarding capital priorities for Kilkenny attend the next available Councillor Clinic on Thursday 24th March 2022 at 4pm. Councillors attending are requested to submit their questions in advance of the clinics to ensure the appropriate Irish Water/LA personnel are in attendance, or that answers to specific questions are available at the Clinic.

For questions that arise on the day and can't be answered immediately, these are followed up by the Communications Specialist and replied to in the days following the clinic, via the Local Representative Support Desk (LRSD).

The Clinics are organised, managed and chaired by the relevant Irish Water Communications Specialist for the area and are supported by the local Asset Operations staff. Depending on the queries submitted, other technical experts from Irish Water may be invited to attend.

Local and Elected Representative Support Desks

In addition to Councillor clinics, Irish Water provide an extensive number of channels for our customers dependant on their query and/or concern and there is also the facility of an emergency helpline for any urgent matters relating to faults or disruptions on the public network.

There is a dedicated service for Local and Elected Representatives nationwide to ensure efficient and effective triage and resolution to any queries that they may have. The Local Representative Support Desk (LRSD) is open Monday to Friday (excluding Bank Holidays), between the hours of 09:00 to 17:30. Our dedicated team can be contacted either by telephone on 0818 178 178 or by email at localrepsupport@water.ie. The LRSD team receive prioritised support from across the Irish Water business and have direct relationships with the Regional Engineers so that information from the ground can be gathered and fed back where necessary.

Outside these hours, the 24/7 customer care line is available for urgent queries at 1800 278 278.

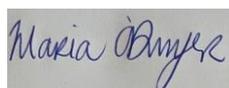
The following other services are also provided by Irish Water to assist Local Representatives:

- Dedicated telephone line;
- Dedicated email address;
- Small team to allow our staff to build working relationships with representatives; and
- Mass communications of any press releases or urgent updates concerning your constituency or surrounding areas.

I hope this approach is satisfactory and can result in an ongoing and sustainable approach to providing information about Irish Water Investment priorities and to address concerns from local representatives in Kilkenny.

If you have any queries, please do not hesitate to contact me to discuss further.

Regards



Maria O'Dwyer
Head of Asset Management (Acting)
Irish Water