

**DIRECTION UNDER SECTION 33(3) OF THE WATER SERVICES (NO. 2) ACT
2013**

WATER SERVICES STRATEGIC PLAN DIRECTION 2014

“The Act” means the Water Services (No. 2) Act 2013

“The Plan” means the Water Services Strategic Plan

I, Alan Kelly, Minister for Environment, Community and Local Government, in exercise of the powers conferred on me by section 33(3) of the Water Services (No. 2) Act 2013, hereby give the following direction to be followed by Irish Water in the exercise of its functions under section 33 of the Act.

- (1) This direction may be cited as the Water Services Strategic Plan Direction 2014.
- (2) This Direction is set in the context of the Plan being the underlying basis for other Irish Water plans and strategic projects.
- (3) Irish Water shall, for the performance of its functions under section 33 of the Act, take account of the following in developing the Plan:
 - a) The Plan should outline the broad strategy for delivering water services over a 25 year period. The Plan should identify objectives, challenges and high level strategies for providing water services over that period as well as identify those other Irish Water plans and strategies that will further support delivery of the Plan.
 - b) The Plan should define the methods by which it will support balanced regional development and proper planning and sustainable development through supporting key national and regional spatial development strategies and the implementation of such strategies at local level through the development plan process.
 - c) The following considerations should be integral to the Plan - a strong customer focus, an emphasis on driving efficiencies, providing for a sustainable funding model; energy efficiency, climate change mitigation and adapting to climate change; a reduction in unaccounted for water (UFW); support for economic development; ensuring the protection of the environment; providing a secure, sustainable and reliable supply of safe drinking water and providing for existing and projected demand for water services which are essential for the nation's health, the economy and the environment.

- d) The Plan should be sufficiently detailed and should include targets so that its implementation can be monitored. Targets should be set for the 25 year period with specific targets set for each interim investment period within the overall Plan period.
- e) The Plan should commence with an executive summary which sets out the main objectives and obligations of Irish Water with respect to the delivery of water services. Such objectives should be written in plain language and should be clear and un-ambiguous in relation to the standard and extent of services Irish Water intends to provide. The executive summary should also set-out the broad commitments in relation to improving levels of service standards including environmental and quality standards, meeting expected demands for water services and investing in its water services infrastructure over the period of the Plan.
- f) The Plan should address the following thematic headings as below and in doing so should detail the objectives of Irish Water and how performance will be measured.
- i. **Challenges and Strategic Priorities**
This section should set out key challenges, how priorities will be balanced, the processes for working with other agencies, public bodies and key stakeholders, building capability and performance monitoring.
 - ii. **Meeting Customer Expectations**
This section should set out the customer service standards that Irish Water proposes to put in place and how it proposes to communicate with its customers.
 - iii. **Ensuring a safe and reliable water supply**
This section should detail how Irish Water proposes to secure the supply of high quality drinking water and should address themes such as asset management, systems resilience, long-term water resource planning and resource management, demand management as well as compliance with quality standards and source protection measures.
 - iv. **Providing effective management of waste water**
This chapter should set out how Irish Water proposes to deal effectively with waste water including sludge management and how it will meet quality standards. It should address how demand for services is measured, how the best use of existing assets must be made and how the Plan will align with regulatory demands and national strategies.
 - v. **Protecting and enhancing the environment**

This section should outline Irish Water proposes to protect and enhance the environment, ensure compliance with all statutory standards and how it will work effectively with other agencies, public bodies and stakeholders using catchment based solutions and other means. This section should also set out how Irish Water proposes to support meeting obligations under the National Energy Efficiency Plan, support national objectives for climate change mitigation and address Irish Water obligations under the National Climate Change Adaptation Framework.

vi. Supporting growth

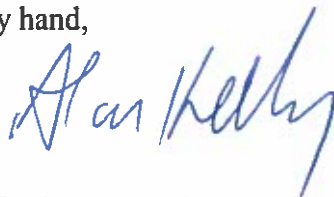
This section should set out how Irish Water proposes to fulfil its major role in supporting balanced regional development and proper planning and sustainable development, including the growth of the population and supporting economic development throughout the State in line with national and regional spatial strategies and policies and the implementation of such strategies through the development plan and core strategy process.

vii. Investing in our future

This section should address how Irish Water will have a balanced approach to investment in order to meet objectives, partnering with industries, asset management capability, achieving the best value for money and promoting research and innovation for the water industry.

g) Irish Water shall comply with section 33 of the Act when preparing the Plan.

GIVEN under my hand,



Minister for the Environment, Community
and Local Government

this day of 2014

26th

August