

**CORRESPONDENCE**

**MEETING OF THE METROPOLITAN  
DISTRICT OF LIMERICK**

**DECEMBER, 2017**

- Email received on 23<sup>rd</sup> November, 2017 from Irish Water in reply to Notice of Motion calling on Irish Water to give a better standard of notification to the Council with regard to when and where there will be planned water outages across the Metropolitan District of Limerick.

# Irish Water RE: Notice of Motion - October Meeting of the Metropolitan District of Limerick

localrepsupport <localrepsupport@water.ie>

Thu 23/11/2017 16:51

To: Carroll, Siobhan <siobhan.carroll@limerick.ie>;

Dear Mr O'Callaghan,

Thank you for your correspondence following on from the meeting of the Metropolitan District of Limerick, on 27<sup>th</sup> October, 2017.

In advance of planned outages, our team contacts vulnerable customers in the affected area who have registered with us.

As well as the above, all planned outages are published on the Service and Supply section of Irish Water's website (<https://www.water.ie/water-supply/supply-and-service-update/>), as well as on our Customer Care Twitter account: @iwcare.

On our website, it is possible to filter outages by County. Our team will be at the next Councillor Clinic in Limerick, on 22nd January 2018 and we will include 'Communication in advance of planned outages' as an agenda item for that Clinic.

As part of this Clinic, we will give an overview of both our website and Twitter services. We would be happy to hear feedback at that Clinic and discuss how we can improve our communications in advance of planned interruptions with Councillors of the Metropolitan District of Limerick.

We will issue an invitation one week in advance of the Clinic to all Councillors.

I trust you find the above information helpful. Thank you for contacting Irish Water.

Yours sincerely,

**Rebecca Minihane**

*Local Representative Support Desk*

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**From:** Carroll, Siobhan [mailto:siobhan.carroll@limerick.ie]

**Sent:** 02 November 2017 09:33

**To:** localrepsupport