Ms. Karen Butler,
Administrator,
Municipal District of Adare-Rathkeale,
Corporate Services and Change
Management,
Limerick City and County Council,
Merchants Quay,
Limerick.

2nd July 2018

Dear Ms. Karen Butler,

I acknowledge receipt of your letter dated 11th May 2018 in relation to ongoing concerns with the waste water treatment facilities at Askeaton, Co. Limerick, with thanks.
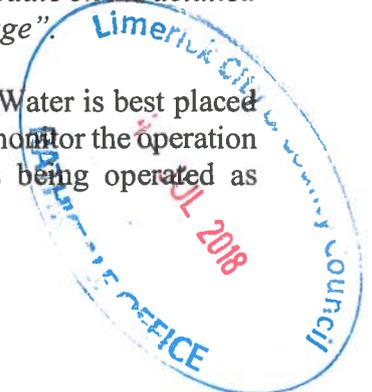
The EPA can confirm that Askeaton agglomeration is served by an Imhoff tank which provides primary treatment. It is Irish Water's responsibility to construct a new waste water treatment plant (WWTP) and ancillary works at this site. Irish Water has provided the following update on progress with this work on 27th June 2018;

"Irish Water wish to advise the Agency that we are currently assessing the Askeaton SS WWTP Upgrade. It was approved for progression for Gate 2 approval however construction funding was not included in the CIP '17-'21 and availability of funding will need to be reviewed during the ongoing process.

An Engineering Service Provider has been appointed by IW and is working on the detailed design of the upgrade of the Askeaton plant.

At this stage IW are unable to provide a definitive programme dateline around the delivery of the Askeaton project until late 2018/early 2019 as there will be an update on the detailed design process at that time and the project will be reviewed at this stage".

The management of this work is under Irish Water's control, so Irish Water is best placed to outline the specific reasons for any delay. The EPA will continue to monitor the operation of the existing WWTP to ensure that the current infrastructure is being operated as efficiently as possible.

In relation to your concerns regarding odour nuisances and network issues, please ensure that these issues are reported to Irish Water in the first instance. The following information outlines how you can log a complaint with Irish Water:

1. For issues directly relating to waste water (WWTP discharges, sewer overflows, burst pipes, odour), Irish Water (https://www.water.ie/wastewater/issues/) should be contacted directly at the following:
   - Telephone: please call +353 1 707 2828 – lines are open 24 hours a day, 7 days a week; or
   - Email: operations@water.ie
   - By Post at: Customer Complaints Team, Irish Water, PO Box 860, South City Delivery Office, Cork City.
   - Via Twitter: @IWCare

2. If you are not satisfied with the response from Irish Water, you may log your complaint with the EPA using the online complaints system at this link: https://lema.epa.ie/complaints. Please note that the complainant should liaise with the Irish Water first to seek a resolution to it, before referring the issue to the EPA. Other contact details for the EPA are:

   - Telephone: 053-916 0600
   - By Email: info@epa.ie
   - By Post: Environmental Protection Agency, Johnstown Castle Estate, County Wexford, Y35 W821
   - It is recommended that you fill out our on-line complaints form at this link: https://lema.epa.ie/complaints

3. In addition to the above, complaints can also be made to the National Environmental Complaints Line: 1850 365 121 (this line is manned 24 hours a day, 7 days a week, 365 days a year). There is also an App you can download for your smartphone, and it is available free to download at this link http://www.epa.ie/enforcement/report/seeit/#d.en.57479

4. In the event of a sewage spillage where the general public may come in contact with it, the HSE's Public Health Team may need to be informed (as well as Irish Water). Their contact details can be found at this link: https://www.hse.ie/eng/services/list/5/publichealth/publichealthdepts/contact/

Trusting that this information is useful to you.

Yours sincerely,

Mr. David O'Connor
Office of Environmental Enforcement