

Dear Dara,

Thank you for your email. We do not have a representative available to attend the meeting as requested. Please be assured that at Uisce Éireann, how we engage and communicate with elected representatives is key focus for our team.

To ensure speedy responses Uisce Éireann provides dedicated support desks as well as councillor clinics to support elected representative engagement. It is always Uisce Éireann's intention to provide accurate and timely responses to any queries raised by elected representatives, as well as customers. We are however cognisant of the need to continually strengthen engagement, Uisce Éireann has started a review of how it engages with local authorities, including elected members. As part of this review, we will be consulting with the various interested stakeholders, including elected members through their AILG and LAMA representative groups, on any draft proposals we bring forward. Pending the outcome of the engagement review, as mentioned we will continue to liaise with elected representatives through existing various channels and forums, including: The Local Representative Support Desk, a dedicated service to address elected representatives queries. This is open Monday – Friday from 9am to 5.30pm Outside these hours, the 24/7 customer care line is available for urgent queries at 1800 278 278; Councillor Clinics, which are held three times per year for each county / local authority area, and at which the elected members can meet our Uisce Éireann experts and discuss local issues/projects.

If we are unable to provide the relevant information on the day, we will follow up and respond as quickly as possible afterwards; and Our Regional Communications team, who provide regular updates to elected members concerning upcoming projects and upgrades in their area via regular press releases and outreach. The most recent Councillor Clinic for Limerick City & Council took place on February 23rd. We would like to thank those members who attended, and we were happy to address the queries they raised. Our Councillor Clinics are arranged well in advance, in conjunction with the Local Authority, to ensure no overlap in the Councillors diary. A reminder is also sent a week in advance. We encourage Councillors to forward on any queries they have before the clinic, to help have answers available on the day of the clinic. Uisce Éireann would like to thank the elected members of Limerick City & County Council for their support and reiterate our commitment to ensuring they are kept informed of developments and investment across the county.

I hope you find this useful.

Thank You for contacting Uisce Éireann.

Daniel O' Donovan

Local Representative Support Desk

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W: www.water.ie