

	Question	Uisce Éireann Response
1	If you have a larger development and you put your development application in phases. Is the Developer still guaranteed to get the final application as they did the first? Or can the COF impact on this?	Each application is assessed independently. Uisce Éireann can not guarantee a connection until the offer has been executed as per section 14.5 of the Connection Charging Policy "Following the execution of the Connection Agreement, Irish Water will proceed with the delivery of the Connection"
2	Are there any exemptions from connection charges for charity/community projects?	As a regulated utility, Uisce Éireann has no discretion when it comes to connection charges. There are no exemptions to standard charges in the current Connection Charing Policy.
3	In DCC there is a contractor appointed by IW to do the foul water connection and then DCC themselves must do the freshwater connection we feel this is causing delays. In some cases, the same Rd is getting opened twice by two different organisations. When will this change so both connections are done at once by one contractor?	Uisce Éireann work in partnership with the Water Services Staff in the Local Authorities and our Regional Contractors as a delivery model for Connections. There is no proposed change to this delivery model.
4	Estates built during the early parts of the Self Lay Agreement but constructed fully under the Council supervision instead of Field Engineers, am I correct to say that the IW security will be released to the Developer when the Council apply to IW in line with the MOU for the estate to be taken in charge and IW has granted the Council approval proceed with the statutory TIC from IW TIC Section (the conformance cert route does not apply in this case)?	The Planning Authority are responsible for any bonds paid directly to them.
5	Experience working with FE on projects that some have different approach in terms of requirements specifically around phasing connections, Types of stone fill temp duck foot or not for temp dead ends etc is there now a standardised approach among field engineers? What is an acceptable approach and materials?	At the commencement meeting, the Developer's construction programme should be presented and agreed with the Uisce Éireann Field Engineer. Uisce Éireann technical requirements and /or material specifications are clearly set out in the Technical Guidance Documents and must be adhered to.
6	What is the Timeframe to assess	Once all the final, accurate and complete documentation as set out in the Codes of Practice (COP) is submitted to Uisce Éireann by the

	Developer's paperwork prior to issuing the Conformance Cert?	Developer, we will then endeavour to provide the Conformance Cert as soon as possible.
7	Are there any plans to create an online supplier database of approved products to streamline the procurement process for Contractors?	The onus is on the Developer to ensure that compliant products are used on water service infrastructure as set out in the Uisce Éireann technical guidance documentations.
8	How Can connection offers be extended past the IW date? Given that the rates are standardised, this should be straight forward?	All connection offers have a 90-day validity period attached, this will be detailed in the connection offer. This is utility best practice. Should the applicant require an extension on the offer period, the customer should make contact with Uisce Éireann prior to offer expiring. All reasonable requests are reviewed with a consistent approach and will be considered and processed fairly and without prejudice. Due to complexity and demand in some areas extensions may not always be feasible.
9	Surety Refund Timelines and how to apply? Is there a standard timeline?	In regard to the initial stages of the Surety Refund, the customer needs to successfully complete a Defects Liability Period ( in adherence with the COP) of 12 months and be in receipt of completion cert the process of returning the Surety back to the customer can begin. Once the customer receives this completion certificate, the customer is required to submit bank details on company headed paper, and sufficient contact details, to make a Compliance Check feasible. Once the customer has submitted all relevant documentation on receipt of their completion certificate, UÉ aim to return the Surety refund within 28 days.
10	Standard Timelines for Bulk Upload forms to be returned completed by Uisce Eireann, What are they? Currently we are experiencing delays?	The bulk upload form is the responsibility of the Developer to provide to Uisce Éireann.
11	What is the benefit of becoming an accredited contractor	An Accredited Contractor will be approved to complete self-lay in the public road for a period of two years subject to on-going compliance with the General Conditions of the Experience Based Accreditation Scheme.
12	Are there any controls on accredited contractors sub-contracting the works?	Uisce Éireann will only approve Accredited Contractors to complete the self-lay in the public road works.
13	Can UE do phased certs of conformance on a large connection offer granted during construction of an estate?	At this time Uisce Éireann is not in a position to issue phased certs. The current Self Lay Agreement does not facilitate the provision of issuing partial Conformance Certs.

		The Works must be completed as described in the Self Lay Agreement (SLA).
14	How do UE ensure Accredited Contractors maintain the staff with the experience?	The Accredited Contractors is responsible for their staff and training needs as set out in Section 5.6 and 6.3 of the General Conditions of the Accreditation scheme.
15	Once the 90 days expires on a connection offer what can be done to extend this?	<p>All connection offers have a 90-day validity period attached, this will be detailed in the connection offer. This is utility best practice. Should the applicant require an extension on the offer period, the customer should make contact with UÉ prior to offer expiring.</p> <p>All reasonable requests are reviewed with a consistent approach, and will be considered and processed fairly and without prejudice. Due to complexity and demand in some areas extensions may not always be feasible.</p>
16	Can you explain what Technically Feasible means in relation to a COF	<p>After assessing your Pre Connection enquiry, Uisce Éireann will tell you if a connection is technically feasible. We will provide you with Confirmation of Feasibility which can be submitted with your planning application.</p> <p>Technically feasible means has UE the ability to service your development (at the time of the application) based on the requirements as set out in your application.</p> <p>The COF will note either:</p> <ul style="list-style-type: none"> <li>A. Feasible without Upgrade Works</li> <li>B. Feasible subject to Upgrade Works</li> <li>C. Not Feasible.</li> </ul>