

## **Appendix 4 – Operating Expenditure**

*Source: Dublin Airport*

THE LABOUR COURT  
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CD/14/434  
(CCC-144276-14)

RECOMMENDATION NO. LCR20997

INDUSTRIAL RELATIONS ACTS, 1946 TO 2012  
SECTION 26(1), INDUSTRIAL RELATIONS ACT, 1990

PARTIES :

DAA

- AND -

SIPTU  
TEEU  
UNITE  
UCATT

DIVISION :

Chairman : Ms Jenkinson  
Employer Member : Ms Cryan  
Worker Member : Mr McCarthy

SUBJECT:

1. Company's Cost Recovery Plan Agreement, Pay Increase and New Management/Employer Operating Model.

BACKGROUND:

2. The case before the Court concerns a dispute between the Employer and the Unions in relation to various outstanding issues resulting from the implementation of the Company's Cost Recovery Plan Agreement, 2009. The dispute relates specifically to six individual issues referred by the Union group and one further issue referred by the Company. The issues in dispute concern employee categories across various sections of

the Company and have been the subject matter of a number of conciliation conferences held under the auspices of the Labour Relations Commission. As agreement could not be reached the issues were referred to the Labour Court in accordance with Section 26(1) of the Industrial Relations Act, 1990. A Labour Court hearing took place on 12th February, 2015. The Court sought additional information from the Company which was furnished to the Court on 7th May, 2015.

### **UNIONS' ARGUMENTS:**

3.
  1. The Unions on behalf of their members are seeking full restoration of earnings that were reduced previously.
  2. The Unions are seeking to engage with the Employer in a bid to retrospectively introduce a Profit Sharing Scheme.
  3. The Unions are pursuing a 6% pay claim with 3% retrospectively applied from January 2013 and a further 3% applied from January 2014.
  4. The Unions maintain that the current CRP Agreement should be abolished, with temporary pay reductions returned to members before negotiations on a new agreement can commence.

### **EMPLOYER'S ARGUMENTS:**

4.
  1. The Employer asserts that it is inappropriate for the Unions to seek retrospection on deductions made in line with the CRP Agreement.
  2. The Employer is of the view that no meaningful discussions have taken place in relation to a Profit Sharing Scheme.
  3. In terms of the Unions' 6% pay claim, the Employer contends that no meaningful negotiations have taken place on this matter. Furthermore, the Employer asserts that it is not in a position to concede the Unions' claim.
  4. It is the Employer's contention that it is open to reaching agreement on an alternative CRP however there are certain key areas which must be addressed in doing so.

### **RECOMMENDATION :**

**The dispute between the daa and SIPTU, TEEU, UNITE, UCATT relates to seven separate issues. The first five issues are centred on the Company's Cost Recovery Plan**

(CRP) Agreement 2009 and are applicable to staff within various sections, whereas the claim for a pay increase encompasses all employees. The issues have been the subject of extensive discussions and negotiations and numerous conciliations conferences at the Labour Relations Commission.

The seventh issue concerns a new Management /Employee Operating Model proposed by Management.

The following are the issues before the Court:-

- i. *Retrospection – Scale Max*
- ii. *Composite Pay v Roster Duty Allowance*
- iii. *Overtime – Double Hit*
- iv. *Restoration of Double Time for Compulsory Overtime*
- v. *Profit/Gain Sharing Provision*
- vi. *6% Basic Pay Increase*
- vii. *New Management /Employee Operating Model*

The CRP Agreement agreed with the Unions in 2009 was designed to enable changes to be brought about in order to, *inter alia*, improve the efficiency of daa, save €40m annually in payroll costs (subsequently revised to €38m), restore profitability, maintain sustainable levels of employment, eliminate inefficiencies, maintain a viable business and to curtail the fall in passenger numbers. The CRP Agreement included making radical changes in order to achieve these objectives with the intention to restore basic pay levels once matters improved sufficiently and sustained levels of return on equity were achieved. A model was agreed entitled “Employee Recovery Investment Contribution” (ERIC) on how pay levels are to be restored, on a graduated basis, this includes achieving at a minimum an average Return on Equity (ROE) per exceptional items of 4.75% to 6.75% or €60m profit after tax two years after the date of pay adjustments/contribution implemented, with pay being completely restored if and when the average ROE achieves a third consecutive year of either 6.75% or above.

These targets have not been met.

The Unions stated that the CRP Agreement has delivered efficiencies and savings, including €45.9m in pay roll costs. However, it has not delivered a restoration in the temporary pay cut contributions, nor any benefits from the profit sharing scheme as per the CRP Agreement and neither has it facilitated an intended pay increase since mid-2011. They submitted that the CRP Agreement was no longer fit for purpose and had created a stagnant, regressive, conflictual and hostile industrial relations climate. The Unions stated that the five claims before the Court which come under the CRP are the unintended consequences and anomalies which have arisen as a result of its implementation.

Management stated that the ROE targets and profit points have not been met due to the fact that the Company is not performing to the level expected, considering the huge level of investment in infrastructure and the significant costs involved in pension/insurance cover investment, which are costing the Company c. €1.5m per annum. It stated that annual increments continued to be paid in line with the CRP Agreement and 63% of

employees who had a pay adjustment are now earning higher pay. Although the financial position of the Company has improved since 2010 its position remains very challenging and is facing further serious financial difficulties.

The Court was supplied with details of the Company's financial position for the years since 2009, these figures demonstrate that for 2014 Return on Equity was 4% and group profits pre-exceptional items were €39.8m of which circa €22m was generated domestically.

i. *Retrospection – Scale Max*

Pay adjustments under the CRP Agreement were implemented on a graduated pay reduction basis depending on the position or level of pay an employee was on at the time of implementation. This resulted in some staff who were on the old maximum point of the scale taking greater cuts on account of individual earning profiles thereby placing them on lower pay than the standard reduced maximum of the scale and therefore being worse off than staff who progressed to the new maximum point of the scale since the implementation of the CRP Agreement. There were 230 employees affected by this provision (ranging from €30 to €2,300 per annum per person). By letter dated 1<sup>st</sup> November 2013, Management agreed to address this issue at a total cost of €183,000 per annum from 25<sup>th</sup> April 2014. The Unions stated that they had been given an assurance that this would not happen and sought retrospection to February 2010, the date of the commencement of this unintended consequence.

Management maintained that there was no basis for retrospection as the CRP Agreement was correctly applied and the concession was made in good faith in recognition of the equity issue raised by the Unions. It referred to the fact that there were a number of employees who had continued to receive increments in error resulting in their pay now marginally exceeding the reduced temporary maximum of the scale at an annual cost to the Company of €68,000 it was not seeking such monies back.

It is clear to the Court that the targets set in the CRP Agreement have not been met, therefore in accordance with the agreed terms of that Agreement there is no obligation to restore pay levels at this point. The Court upholds the Agreement and rejects the claim.

ii. *Composite Pay v Roster Duty Allowance*

Employees either receive composite pay (inclusive of shift premium) or base pay plus Roster Duty Allowance (RDA). Under the CRP Agreement all 2009 earnings including RDA were included for the purpose of identifying the % cut to apply. Due to the fluctuating nature of this component, Management identified the RDA separately as attracting the lowest 4.25% cut, which in effect meant that those with an RDA pay component were slightly advantaged over those employees on the same pay with no RDA component.

Management stated this was a benefit to staff due to the fluctuating RDA earnings from year to year and that the issue was discussed and agreed with SIPTU at the time of the

**CRP Agreement in 2010. Management question why it is been referred to at this point.**

**The Court notes that while there is a dispute about the implications of the terms of the CRP Agreement at this point, it is not disputed that the Agreement has been implemented in accordance with its agreed terms, therefore the Court upholds the Agreement and rejects the claim.**

**iii. *Overtime – Double Hit***

**Overtime payments (inclusive of on-call, RDA and snow & ice payments) form part of “reckonable earnings” for the purpose of the CRP Agreement. The totality of these payments were added to basic pay in 2009 to create the earning levels of employees for the purpose of deciding on the appropriate pay adjustment to make. The Unions maintain that this was an artificial method to devise earnings and as these payments were subsequently eliminated, consequently such earning never materialised, thereby creating a “double hit” on such employees.**

**Management stated that a number of such cases were referred to the Implementation Adjudication Committee, provided for under the CRP Agreement, and benefitted financially as a result.**

**The Court notes that while there is a dispute about the implications of the terms of the CRP Agreement at this point, it is not disputed that the Agreement has been implemented in accordance with its agreed terms, therefore the Court upholds the Agreement and rejects the claim.**

**iv. *Restoration of Double Time for Compulsory Overtime***

**This is predominately an issue for craft workers. The Unions are seeking the reintroduction of double time for compulsory overtime. The CRP Agreement provided for a reduction in overtime to time plus a half. At the time the craft workers reserved the right to progress this matter post the signing of the CRP Agreement. The Unions now submit that this also affects other grades and sought the restoration of double time in respect of compulsory overtime only.**

**Management reject this claim and refer to the fact that overtime premium was reduced in the CRP Agreement.**

**The Court notes that while there is a dispute about the implications of the terms of the CRP Agreement at this point, it is not disputed that the Agreement has been implemented in accordance with its agreed terms, therefore the Court upholds the Agreement and rejects the claim.**

**v. *Profit/Gain Sharing Provision***

**One aspect of the CRP Agreement provided that if the necessary savings were achieved and sustained and when the Company returns to the required profitability there would be a mechanism (profit/gain share) devised to ensure staff share in the benefits of**

change. The Unions now seek such a mechanism on the basis that the €38m targeted savings have been achieved and surpassed and the Company has made profits on a year on year basis since the CRP Agreement of 2009 – 2011 profit €25.98m; 2012 profit €43.18m; 2013 profit €28.11m; 2014 profit €38.9m.

Management was of the view that there has been no meaningful engagement on this claim. It stated that its priority is to restore base pay levels and then to consider implementing a profit/gain share programme and to this end has devised a model for employees to share in the gains of productivity agreed.

The Court recommends that discussions should take place on examining this issue further to devise a mechanism whereby staff can share in profits achieved, in line with the terms of the CRP Agreement.

*vi. 6% Basic Pay Increase*

The Unions submitted that since 2011 the Company's financial situation has improved significantly, yet employee's pay remains temporarily cut from between 4.25% up to 9%. This reduction has been coupled with further reductions in entitlements, loss of bonus payments, reduction in overtime payments, detrimental changes to pension scheme, etc. and an un-agreed pay freeze since mid-2011, as the CRP Agreement prohibited any pay claims until then. At the Labour Relations Commission conciliation talks in early 2014, the Unions submitted a claim for a retrospective 6% increase in pay for all employees, including those not encompassed by the CRP Agreement, i.e. 3% from 1<sup>st</sup> January 2013 and 3% from 1<sup>st</sup> January 2014.

Management stated that there has been no meaningful engagement on this claim. No claims were lodged in 2011, 2012 and 2013.

The Court's recommendation on the claim for a pay increases is as outlined below.

*vii. New Management /Employee Operating Model*

Management proposed to introduce a new Management /Employee Operating Model which would be fit for purpose, and which it stated must be flexible and responsive to increasing and decreasing demands and allows employees to grow and develop their careers and earnings potential. It submitted that if there was any prospect of replacing the CRP Agreement with a new agreement it must address the following:-

- Productive "Working Relationships" Framework
- The operating models for Dublin and Cork
- Operating models need to have simplified structures, be fit for purpose and flexible and responsive to increasing and decreasing demands
- Pay and terms and conditions that relate to the market and both individual and Company performance
- Elimination of poor work practices
- Improved day to day management

**The Unions submitted that they have not been provided with any proposals on this initiative by Management. A presentation on the Model was given by Management at the Labour Relations Commission conciliation conference on 17<sup>th</sup> June 2014. However, they are of the view that they have never been presented with an actual proposal to consider. They stated that in order to enter into discussions on this Model they wish to see an end to the CRP Agreement and a structured restoration of employees' earnings.**

**Having considered the position of both sides and in particular the financial information supplied to the Court, the Court recommends the following pay increases, in return for full acceptance by the Unions to immediately engage with Management on the proposed new Management /Employee Operating Model, with the assistance of the Labour Relations Commission, if required:-**

- **2% increase in pay with effect from 1<sup>st</sup> July 2014 for 12 months**
- **2% increase in pay with effect from 1<sup>st</sup> July 2015 for 12 months**

**In recommending the above, the Court is stating that both sides must consider this Recommendation as a composite package, in full and final settlement of all issues before the Court.**

**The Court so recommends.**

**Signed on behalf of the Labour Court**

**Caroline Jenkinson**

\_\_\_\_\_  
**Deputy Chairman**

**26th May 2015**  
**SC**

**NOTE**

**Enquiries concerning this Recommendation should be in writing and addressed to Sharon Cahill, Court Secretary.**



2 May 2018

## daa / SIPTU

### Pay claim

Following an extensive process of conciliation under the chairmanship of the Workplace Relations Commission the following proposal was agreed for recommendation by the parties to their respective constituents.

Both sides agree that this proposal, which addresses the union claim and makes progress on the issues arising from LCR 20997, will contribute to a shared vision of a company that provides decent, sustainable direct employment through the operation of successful airports that can respond in an agile fashion to a dynamic business environment. This will be achieved with a strong people focus recognising SIPTU as a key stake holder on behalf of its members.

#### **1. Stage 1. Pay**

1/7/2016 – 31/3/2017 – no change

1/4/2017 – 31/3/2018 – 3% increase in basic pay and associated payments

1/4/2018 – 31/5/2019 – 2.75% increase in basic pay and associated payments

1/6/2019 – 31/7/2020 – 2.75% increase in basic pay and associated payments

It is agreed in principle that pay realignment will occur from January 2019 by moving all SIPTU members to a new payroll. A lump sum of 500 euro will be paid to all affected SIPTU members on date of implementation

It is agreed that those who have public holiday/company holidays in advance will continue to be paid through payroll or time in lieu payable in advance as practicable until addressed through agreement in stage 2 discussions. These transaction arrangements will be worked through in the three months following conclusion of this agreement for implementation in January 2019.

#### **2. Stage 2. Best practice IR**

- (a) It is agreed that both parties will engage immediately with an agreed third party who will make recommendations on a new enhanced method of engagement between the company, union representatives and daa employees who are SIPTU members.
- (b) It is further agreed that the parties will outline, in writing, issues which it wishes to have addressed in stage 2. These issues for consideration as part of this agenda will be finalised within 14 days of acceptance of this proposal
- (c) When the agenda is finalised it will form the basis of the global (i.e. companywide) discussions between SIPTU and daa that will be progressed during the following 12 weeks with local negotiation in relation to local changes commencing when management agendas

are refined in each local area where significant change is sought beyond that which is facilitated by our existing agreement. If either local matters or global (cross company) discussions do not reach an agreed conclusion the parties are committed to an expeditious use of normal IR procedures including the WRC and Labour Court.

In the spirit of building a cooperative working environment both parties agree to engage positively on this agenda directly at local level and agree referral to a third party should only be as a last resort.

In the event the recommendations outlined in part (a) are acceptable to the parties, the parties are to utilise these procedures during phase 2

It is further agreed by the parties that the process referred to in (a) (b) (c) can proceed concurrently

A high level monitoring group will oversee the successful implementation of this agreement as an agreed commitment over the term of the agreement. This group should meet at least twice per year.

### **3. Profit Share**

It is agreed that a working group consisting of representatives from both parties will engage on the matter of a profit share without delay. The starting point for this working group will be to examine the formula that was previously in place. These negotiations will operate on the same basis as Stage 2.

It is accepted by the parties that there will be no cost increasing claims in the period of this pay agreement, however it is recognised that if agreements reached on matters in stage 2 in the 12 weeks post agreement or through the normal resolution mechanisms this may result in cost increasing improvements to terms and conditions where these are agreed in return for specific productivity changes. It is also agreed that in such circumstances, where there is a beneficial outcome in stage 2, which could be area or category specific, that this may not give rise to any consequential claims being made or pursued by any group, as may be represented by SIPTU.

Continued cooperation with normal ongoing change will apply during the currency of the agreement and will facilitate normal operational matters requiring immediate actions during the terms of the agreement in line with our existing agreements.

Yours Sincerely



Damien Cannon

Regional Manager

Conciliation, Mediation and Facilitation

## Appendix 1 – Organisation of Working Time Act 1997 – Part II

[No. 20.] *Organisation of Working Time Act, [1997.]*  
1997.

Pr.I S.8 (9) Every inspector shall be furnished by the Minister with a certificate of his or her appointment and, on applying for admission to any premises or place for the purposes of this Act, shall, if requested by a person affected, produce the certificate or a copy thereof to that person.

Repeals. 9.—Each enactment specified in the *Fourth Schedule* is hereby repealed to the extent specified in the *third column* of that Schedule.

Expenses. 10.—The expenses incurred by the Minister in the administration of this Act shall, to such extent as may be sanctioned by the Minister for Finance, be paid out of moneys provided by the Oireachtas.

### PART II

#### MINIMUM REST PERIODS AND OTHER MATTERS RELATING TO WORKING TIME

Daily rest period. 11.—An employee shall be entitled to a rest period of not less than 11 consecutive hours in each period of 24 hours during which he or she works for his or her employer.

Rests and intervals at work. 12.—(1) An employer shall not require an employee to work for a period of more than 4 hours and 30 minutes without allowing him or her a break of at least 15 minutes.

(2) An employer shall not require an employee to work for a period of more than 6 hours without allowing him or her a break of at least 30 minutes; such a break may include the break referred to in *subsection (1)*.

(3) The Minister may by regulations provide, as respects a specified class or classes of employee, that the minimum duration of the break to be allowed to such an employee under *subsection (2)* shall be more than 30 minutes (but not more than 1 hour).

(4) A break allowed to an employee at the end of the working day shall not be regarded as satisfying the requirement contained in *subsection (1) or (2)*.

Weekly rest periods. 13.—(1) In this section “daily rest period” means a rest period referred to in *section 11*.

(2) Subject to *subsection (3)*, an employee shall, in each period of 7 days, be granted a rest period of at least 24 consecutive hours; subject to *subsections (4) and (6)*, the time at which that rest period commences shall be such that that period is immediately preceded by a daily rest period.

(3) An employer may, in lieu of granting to an employee in any period of 7 days the first-mentioned rest period in *subsection (2)*, grant to him or her, in the next following period of 7 days, 2 rest periods each of which shall be a period of at least 24 consecutive hours and, subject to *subsections (4) and (6)*—

(a) if the rest periods so granted are consecutive, the time at which the first of those periods commences shall be such that that period is immediately preceded by a daily rest period, and

## Central Search Staffing Requirements and Rostered Staff Analysis

### Terminal 1 – Summer Roster – Monday 2<sup>nd</sup> July 2018

The CEPA analysis outlined below in Figure 1.3 does not consider the required allocations for breaks and absence, along with the actual show-up profile when assessing demand against roster supply.

The assessment by CEPA that it is possible to reducing staffing levels on the Summer Roster in T1 by 10% is incorrect and cannot be achieved when all required demand inputs are considered, as shown in Figure 1.4.

Figure 1.3 – CEPA Staffing Requirements and Rostered Staff Analysis for T1 Summer Roster

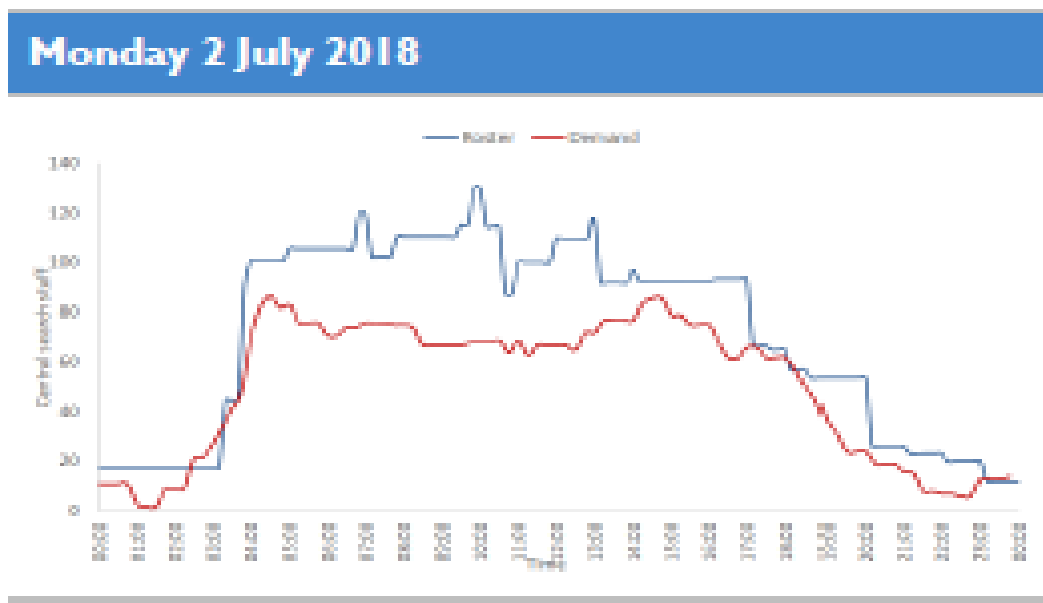
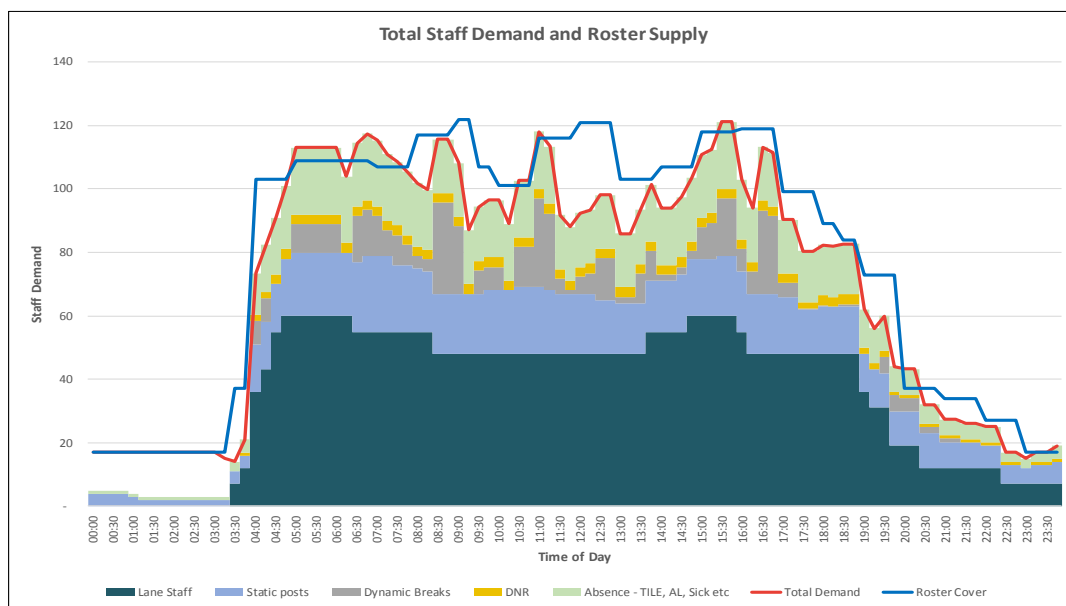


Figure 1.4 – Dublin Airport Actual Demand Requirements and rostered staff for Terminal 1 on Monday 2<sup>nd</sup> July 2018



### Terminal 2 – Summer Roster – Monday 28<sup>th</sup> May 2018

The CEPA analysis outlined below in Figure 1.5 does not consider the required allocations for breaks and absence, along with the actual show-up profile when assessing demand against roster supply.

The assessment by CEPA that it is possible to reducing staffing levels on the Summer Roster in T2 by 1% is incorrect and cannot be achieved when all required demand inputs are considered, as shown in Figure 1.6.

Figure 1.5 – CEPA Staffing Requirements and Rostered Staff Analysis for T2 Summer Roster

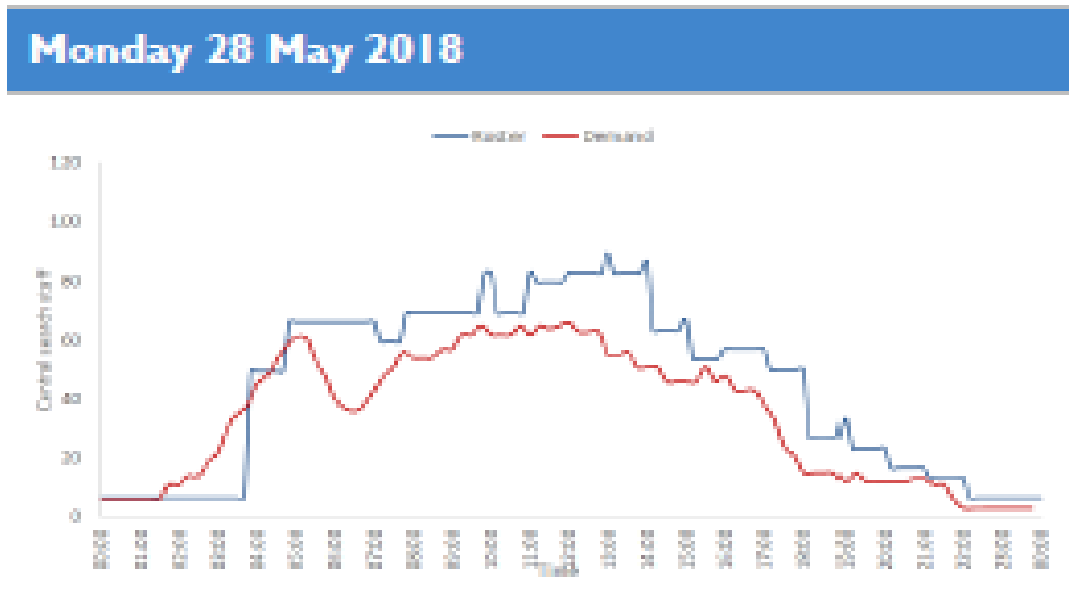
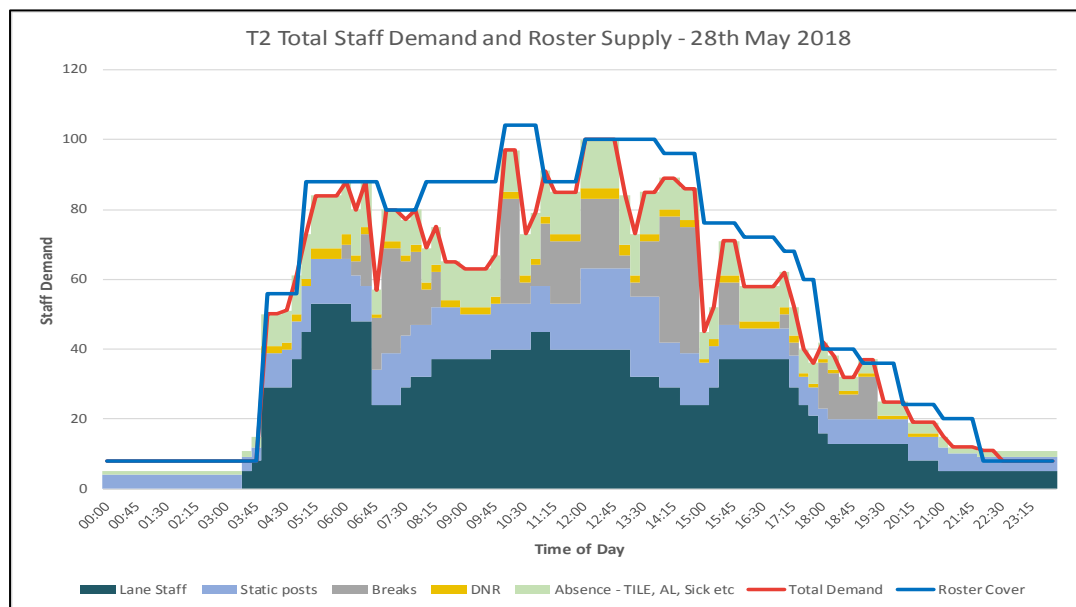


Figure 1.6– Dublin Airport Actual Demand Requirements and rostered staff for Terminal 2 on Monday 28<sup>th</sup> May 2018



### Terminal 2 – Winter Roster – Monday 29<sup>th</sup> January 2018

The CEPA analysis outlined below in Figure 1.7 does not consider the required allocations for breaks and absence, along with the actual show-up profile when assessing demand against roster supply.

In addition, the roster supply presented is inaccurate when assessed against the actual roster in place and provided to CEPA.

The assessment by CEPA that it is possible to reducing staffing levels on the Winter Roster in T2 by 10% to 15% is incorrect and cannot be achieved when all required demand inputs are considered, as shown in Figure 1.8

Figure 1.7 – CEPA Staffing Requirements and Rostered Staff Analysis for T2 Winter Roster

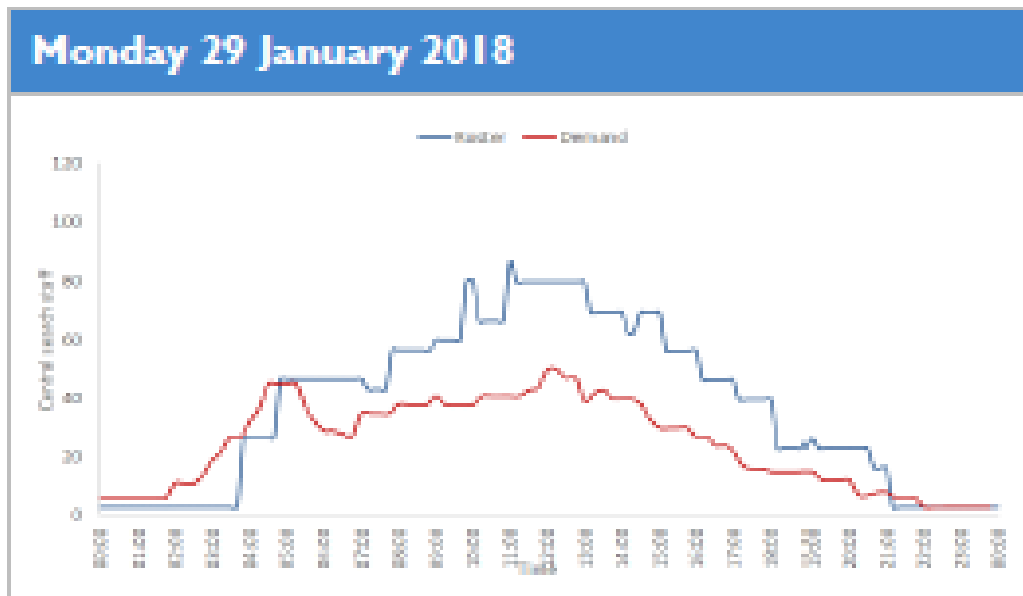
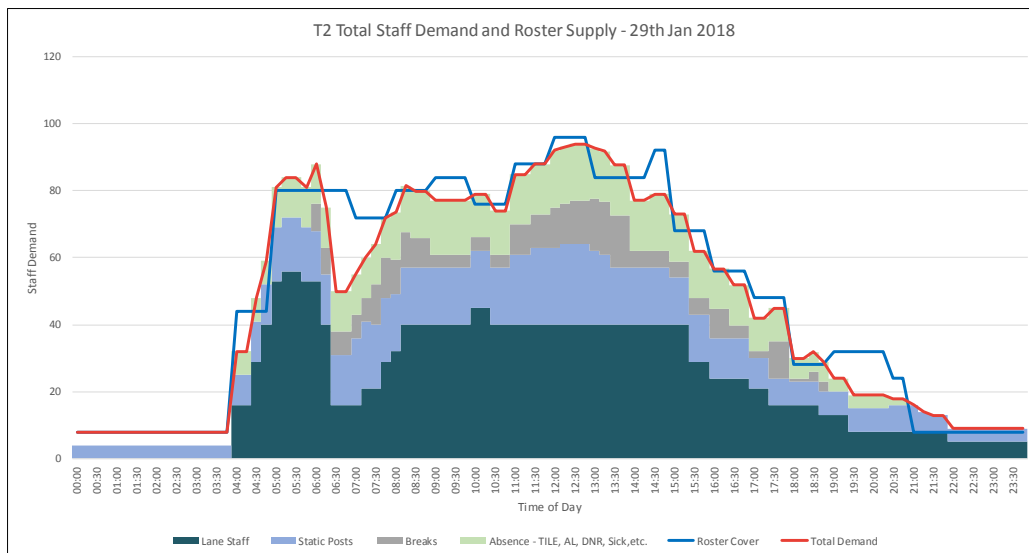


Figure 1.8– Dublin Airport Actual Demand Requirements and rostered staff for Terminal 2 on Monday 29<sup>th</sup> January 2018





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[www.water.ie](http://www.water.ie)

03 July 2019

## Changes to Business Charges

Dear Customer,

The Commission for Regulation of Utilities (CRU) has announced a final decision on a new set of national water and wastewater business charges. This follows a number of public consultations that included business, farming and other stakeholder groups. The new charges are due to come into effect on 1 May 2020.

We welcome the decision and thank business and stakeholder groups for their extensive engagement and input. The new framework will harmonise business charges nationwide and reflect the actual cost of providing water services to business customers in a simple and fair way.

Enclosed is a booklet which outlines the key features of the CRU's final decision. We hope you find this information useful. To explain the changes to your bill, we will also be writing to you later this year.

In the interim, if you would like to assess the impact of the new charges on your own bill, please use Irish Water's online Business Tariff Calculator at [www.water.ie/businesscharges](http://www.water.ie/businesscharges), where you will also find supporting questions and answers and a guide to the new framework. The final decision paper is available on the CRU's website at [www.cru.ie](http://www.cru.ie)

Yours faithfully,

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**Yvonne Harris**  
Head of Customer Operations  
Irish Water

# Changes to business charges





Dear Customer,

Irish Water has set out a national plan, which aims to transform water services across Ireland, increasing capacity and delivering a sustainable and quality service.

The current system for business charges is complex and unfair with over 500 different price points in operation. Following a number of public consultations, the Commission for Regulation of Utilities (CRU) has published its final decision on a new framework for business charges.

The new framework will both harmonise business charges nationwide and reflect the actual cost of providing water services to business customers in a simple and fair way.

The new charges are due to come into effect on 1 May 2020. To assess the impact of the new tariff charges, please use Irish Water's online Business Tariff Calculator at [water.ie](http://water.ie).

Yours faithfully,

A handwritten signature in black ink that reads "Yvonne Harris". The signature is written in a cursive, flowing style.

Yvonne Harris  
Head of Customer Operations

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## Your business charges

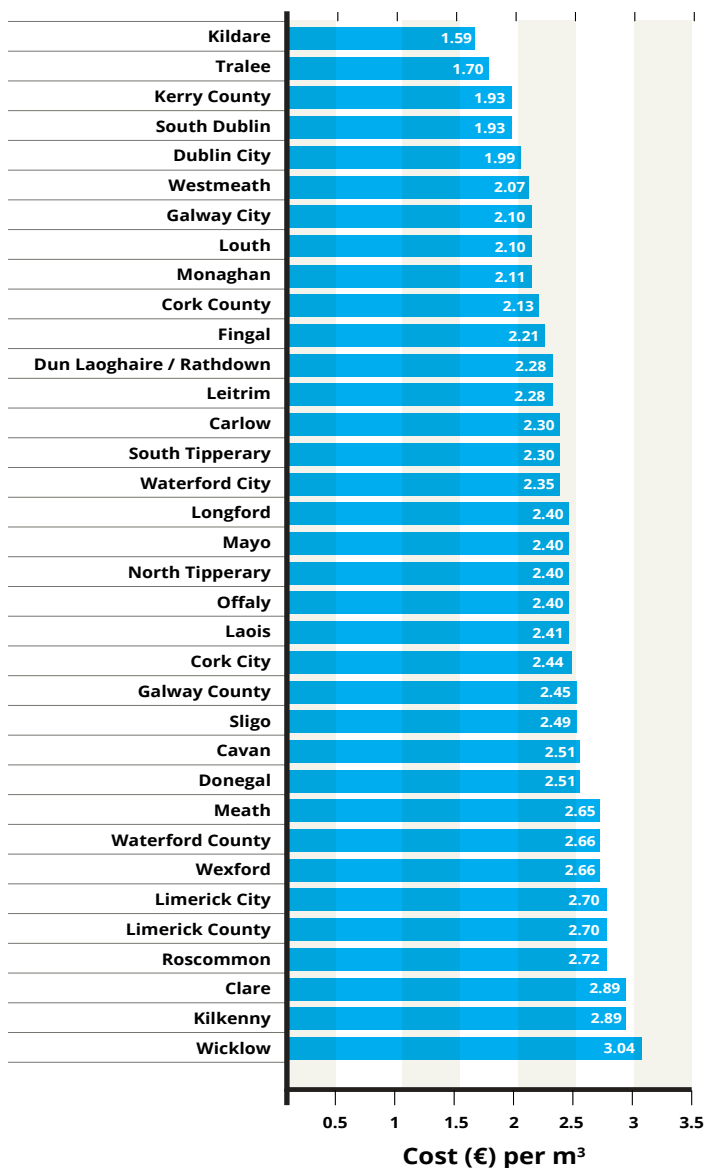
As directed by the CRU, Irish Water has been charging business customers connected to the public water and wastewater network at the rates applied by Local Authorities as of 31 December 2013. In many Local Authorities these charges had not been changed for several years prior to this.

Across the Local Authorities, there are significant differences in charges, with over 500 different price points nationwide. Customers with similar water services can pay very different amounts depending on their location.

### **For example:**

A hairdresser in Wicklow consuming 800m<sup>3</sup> of water is currently charged €2,692 annually for water and wastewater services, compared to €1,392 for a hairdresser with the same consumption in neighbouring Kildare.

## Differences in the unit charge for water across the country



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## What changes can you expect?

The CRU final decision on future business charges reflects the following six principles:

- > **Equity and no undue discrimination:** charges should be equitable and not unduly discriminate between customers.
- > **Efficiency in the use of water services:** charges should incentivise the efficient use of water services.
- > **Cost reflectivity:** charges should be reflective of the costs of providing water services.
- > **Cost recovery:** charges should allow for the recovery of efficiently incurred costs of providing water services.
- > **Stability:** charges should be designed to ensure customer bill volatility is kept to a minimum.
- > **Simplicity:** charges should be clear, transparent and easy to understand.

The CRU final decision provides a single national, clear, transparent and equitable charging framework for business. From 1st May 2020, charges will reflect the actual costs of providing water services to the business sector.

How will this impact business customers?

- > Increases or decreases in charges for business customers depending on current charges;
- > Appropriate transitional arrangements to ensure bill changes are implemented fairly and with time to plan ahead.



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## Summary of CRU's Final Decision on the Tariff Framework

### Geographic Basis of Charging:

- > Irish Water to apply non-domestic tariffs for both metered and unmetered connections on a national basis.

### Customer Classification:

- > Irish Water to introduce four separate tariff classes for metered connections: Bands 1 - 4;
- > These metered tariff classes will be differentiated by annual consumption as follows:

## Water and Wastewater Customer Classes

Tariff Class	Annual Consumption (m <sup>3</sup> )
Band 1	Less than 1,000m <sup>3</sup>
Band 2	Between 1,000m <sup>3</sup> and 19,999m <sup>3</sup>
Band 3	Between 20,000m <sup>3</sup> and 249,999m <sup>3</sup>
Band 4	Equal to or greater than 250,000m <sup>3</sup>

## The new metered enduring tariff rates are as follows:

Metered Tariffs	Water Service Charges		Wastewater Service Charges		Combined Service Charges	
	Standing Charge (€/year)	Volumetric Charge (€/m <sup>3</sup> )	Standing Charge (€/year)	Volumetric Charge (€/m <sup>3</sup> )	Standing Charge (€/year)	Volumetric Charge (€/m <sup>3</sup> )
Band 1 class (<1,000m <sup>3</sup> )	43.76	1.87	44.81	1.92	88.57	3.79
Band 2 class (1,000m <sup>3</sup> – 19,999m <sup>3</sup> )	113.31	1.30	135.79	1.82	249.10	3.12
Band 3 class (20,000m <sup>3</sup> – 249,999m <sup>3</sup> )	1,872.98	1.21	1,969.50	1.81	3,842.48	3.02
Band 4 class (≥250,000m <sup>3</sup> )	21,771.46	1.05	25,266.78	1.75	47,038.24	2.80

## The new unmetered enduring tariff rates are as follows:

Unmetered Tariffs	Water Service Charges	Wastewater Service Charges	Combined Service Charges
	(€/year)	(€/year)	(€/year)
*Band 1	260.35	243.14	503.49
Band 2	1,413.31	1955.79	3,369.10

\* 99% of unmetered customers will fall into Band 1 above

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## **Tariff Structure:**

- > Irish Water to apply tariffs to non-domestic customers on a per connection basis.
- > Application of separate tariffs per service (water and wastewater) for all connections.
- > Application of two-part metered tariffs - with a fixed standing charge and variable water consumption component - for all metered connections.
- > Application of a flat charge per service to unmetered connections.
- > Application of a national Domestic Allowance for mixed-use connections.

## **Transitioning Customers:**

- > Customers whose annual bill is expected to decrease, stay the same or increase by no more than €250 will move immediately to the new charges on 1 May 2020
- > Customers with bill increases between €250 and €750 per annum will gradually transition over a three year period.



- > Customers who will see their bill increase by €750 or greater, will have a 10% cap applied to their annual bill increase over a three year period. Customers can opt-out of receiving this cap.

## Key points about business charges

- > There has been no change to charges since December 2013.
- > There are over 500 different price points nationwide.
- > There is a need for transparency, stability, simplicity and equity.
- > The CRU has made a final decision on business charges and transition arrangements, which Irish Water will roll out on 1 May 2020.
- > There are transitional arrangements in place for those customers whose bills will increase by €250 or more.

**Please visit our website [water.ie](http://water.ie) or [cru.ie](http://cru.ie) for more information. A bill charges calculator is also available on our website to assess how the changes may impact on your bill.**

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## Water conservation

Monitoring your usage and checking for leaks are some of the ways your business can conserve water and save money.

The first thing we recommend is carrying out a water audit on your business. This will show where water is used most within the business and can help identify where you can reduce use.

An audit can be done by the business owner, facilities manager or a member of staff.

Larger businesses will often procure external specialists in water audits and bespoke solutions. It's also an opportunity to appoint a water champion or steward to raise awareness within the business.

Here are some simple measures you can use to start an audit for your business:

- > Examine your bills so you understand patterns of use and charges;
- > Read your meter to monitor usage but remember to do so safely;
- > If you see spikes in usage, check for leaks;
- > Spot opportunities, take action and start saving.

For more helpful tips and advice, go to [www.water.ie/businessconserve](http://www.water.ie/businessconserve).

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## Payment and other information

### Making payments

There are several ways to pay your bill. Please use your 10 digit Irish Water account number as your reference when making a payment. If you have more than one account number, please reference the relevant account number.

### It's easier to pay by Direct Debit

By making a simple change to Direct Debit you can reduce the time, effort and cost of managing regular payments.

#### How to set up a Direct Debit with us:

- > Visit **[www.water.ie/mywater](http://www.water.ie/mywater)** to create a My Water account online. You can sign up for Direct Debit, check your balance and view your Irish Water bills.
- > Download the Direct Debit form at **[www.water.ie/businessDD](http://www.water.ie/businessDD)** and return it to us.
- > Call one of our customer service advisors on **Callsave 1850 778 778** or **+353 1 707 2827**.

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## Other ways to pay

### Online Banking / Electronic Fund Transfer

Payment can be made through your bank's online payment option. Quote your 10 digit Irish Water account number as the reference and use the following International Bank Account Number (IBAN) and Bank Identifier Code (BIC):

**IBAN: IE29 AIBK 9333 8464 3085 94**

**BIC: AIBKIE2D**

### Debit or Credit Card

You can pay your bill or check your balance over the phone at **Callsave 1850 778 778** or **+353 1 707 2827**. There is an automated service (24 hours a day, 7 days a week), or you can speak to an Irish Water representative (9am–5.30pm, Mon–Fri).

### Cash

You can bring your bill to any retail outlet where you see the Payzone or PostPoint sign or at any Post Office. Use the payment slip at the bottom of your bill.

### Mybills.ie

Payment can also be made through An Post's online service at **[www.mybills.ie](http://www.mybills.ie)**.

## Cheque

You can send a cheque made payable to 'Irish Water', addressed to Irish Water, PO Box 448, South City Delivery Office, Cork City, Ireland. Include the payment slip at the bottom of your bill.

Please do not send cash by post.

If you wish to send a remittance advice, you can email it to: **remittance@water.ie**. Please allow up to five days for your payment to appear on your account.

## Contact details

**If you have questions about your account or water services, we are ready to help.** When you contact us, please have your 10 digit Irish Water account number to hand. You will find your account number on the front of your bill. To protect your account, we can only discuss account information with the account holder or an authorised representative.

Web: <b>water.ie/business</b>	<b>Irish Water</b>
Twitter: <b>@IWCare</b>	<b>PO Box 448</b>
Email: <b>business@water.ie</b>	<b>South City Delivery Office</b>
	<b>Cork City</b>

### General queries

9am–5.30pm Mon-Fri

Telephone: **Callsave 1850 778 778** or **+353 1 707 2827**

### Water supply queries and emergencies

24 hours a day, 7 days a week

Telephone: **Callsave 1850 278 278** or **+353 1 707 2828**

Please note that the rates charged for 1850 (Callsave) numbers may vary across different service providers. Calls made using mobiles may be more expensive.

**Safeguarding our water for our future**

## Privacy Notice

It is necessary for Irish Water to collect and process data related to customers to provide water services. Irish Water will process personal data in accordance with its Privacy Notice which can be found by:

- > Visiting [water.ie/privacy-notice](http://water.ie/privacy-notice).
- > Callsave 1850 778 778 or +353 1 707 2827.
- > Emailing [dataprotection@ervia.ie](mailto:dataprotection@ervia.ie).
- > Requesting a copy in writing to FREEPOST, Data Protection Officer, Irish Water, Colvill House, 24-26 Talbot Street, Dublin 1.

