

Business Guide to Connect



A guide to connecting your business or mixed use development to water and wastewater services

Uisce
Éireann 
Irish Water

Safeguarding our water for our future.

Disclaimer

This booklet presents general information about Uisce Éireann's connection process and is provided for information purposes only. The information contained in this booklet is not intended to be legal advice or to be construed as an offer or invitation for connection to the Uisce Éireann network.

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Introduction



Any person or entity requiring a new or modified connection to public water supply or wastewater collection infrastructure should contact Uisce Éireann. This booklet will help you understand the different processes involved in:




- The Pre-Connection Enquiry Process,
- The Connection Application Process,
- The Diversions Process, and
- How the Connection is Delivered.

In all instances, we advise you to make a Pre-Connection Enquiry at an early stage of your project, as the outcome of this Pre-Connection Enquiry may influence your plans and your planning permission submission. Once you have secured planning permission, you can submit your application for a new or modified connection into the Uisce Éireann network. The completion of the acceptance criteria is a precursor to obtaining a connection.



1.1 How to Apply

The table below outlines the forms you should use when enquiring about the feasibility of a new or modified connection and when applying for a new or modified connection to Uisce Éireann.

	Connection type	Pre-Connection Enquiry form	Application form
	<p>Business</p> <p>A connection to a single business premises, for example, a shop/retail, a hotel, a restaurant/café/pub, a laundrette, an office, a school, a creche, other.*</p>	Business developments, mixed use developments, housing developments	Single business water and/or wastewater connection
	<p>Multi Business / Mixed Use Development</p> <p>A connection for combined domestic, business and industrial use, for example, properties where owners live over their business, hotels with residential living or other.</p>	Business developments, mixed use developments, housing developments	Multi/mixed use development - water and/or wastewater connection
	<p>Temporary Connection</p> <p>A connection which will later be removed. For example, temporary construction work or an event. A temporary connection is required to facilitate on-site works for all housing developments. All Temporary Connections are metered connections.</p>	Not required	Temporary water and/or wastewater connection

* Refer to Section C of the Application form for more details on Business Connection types.

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Pre-Connection Enquiry (PCE) Process



STEP

Average timeline from PCE to PCE Response Letter is 16 weeks

1 Pre-Connection Enquiry

The Pre-Connection Enquiry (PCE) allows us to provide an early indication of the feasibility of your new or modified connection and what capital upgrades might be required to cater for it. You will need to submit a Pre-Connection Enquiry form (PCE) to begin the process.

2 Uisce Éireann completes review of PCE and issues the PCE Response Letter

Once we complete the review of your PCE, we will issue a PCE Response Letter to you. The PCE response letter will confirm if it is feasible for your project to connect into the Uisce Éireann network and whether any upgrade works are required to facilitate the connection.

3 Planning Application

You are responsible for completing your Planning Application and submitting it to the planning authority. This should include the PCE Response Letter issued by Uisce Éireann.

3

Connection Application Process



Average timeframe from Application to Connection Agreement is 16 weeks

STEP

4

Connection Application

Please submit your Connection Application form once you have secured planning permission. You, or an agent acting on your behalf, must supply the appropriate documentation as outlined in the application form. Business developments that may be discharging a trade effluent should refer to section 8 of this Guide and submit an application if required.

5

Application Assessment

We will confirm receipt of your application, and provide you with a unique reference ID. We will then assess your application to confirm that it is still feasible and will calculate the least cost design solution that is technically acceptable to Uisce Éireann. We will also advise if any infrastructure works are needed or amendments to your proposed designs.

6

Connection Agreement

We will then issue a Connection Agreement providing details of any upgrade works required, along with the associated cost estimate and details of agreed designs.

7

Accepting an Agreement

Your Connection Agreement is valid for 90 days and you must accept it within this timeframe, otherwise you will need to reapply. You can accept the Agreement by fulfilling the acceptance criteria as set out in the Connection Agreement.

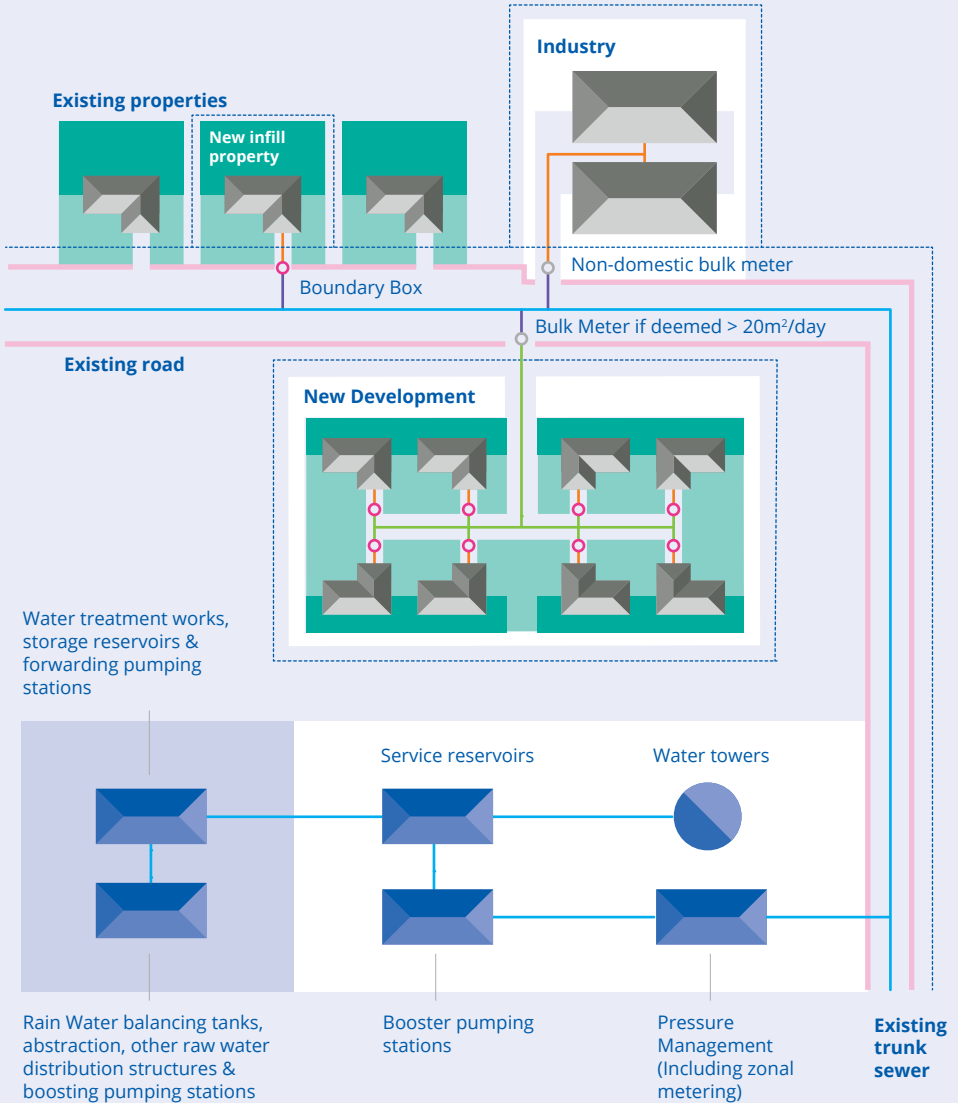
3



3.1 Connection Assets - Diagrams

Water Infrastructure Diagram

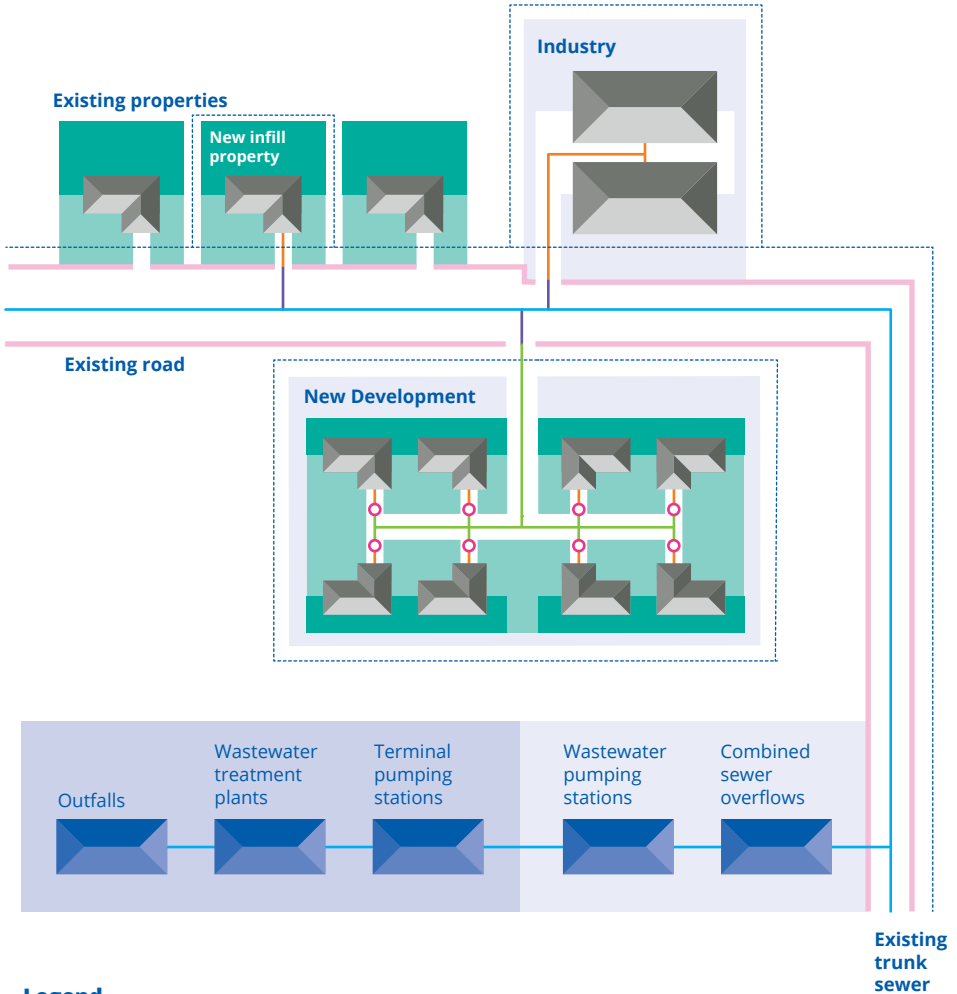
The graphic shown below provides details of the water infrastructure which will remain private in the future.





Wastewater Infrastructure Diagram

The graphic shown below provides details of the wastewater infrastructure owned by Uisce Éireann and the wastewater infrastructure which will remain private in the future.



Legend

- Private infrastructure
 - Service connection infrastructure
 - Local infrastructure
- Network infrastructure
 - Site Boundary
 - Existing Network
- Existing treatment infrastructure
 - Boundary box (stop valve & meter)
 - Bulk meter

4

The Connection Process



STEP

Average timeline from securing ROL to Connection is 12 weeks

8

Processing the Connection

Once you have accepted the Agreement and we have processed your payment, we will contact you to agree a mutually suitable time for the provision of the physical connection into the Uisce Éireann network.

9

Physical Connection

We will apply for a Road Opening Licence (ROL) and complete a design of your connection. Once the ROL is granted by the Road Authority and design complete, Uisce Éireann or an agent acting our behalf, will complete the connection.

10

Meter Installation

Where you are connecting multiple units, a Bulk Upload Form (the list of units within your development) needs to be completed in advance of the connection, which will allow a Water Point Reference Number (WPRN) to be assigned to each of the units in your development. Please note, Bulk Upload Form is available on www.water.ie. Once complete, Uisce Éireann, or agents acting on our behalf, will install meters and ancillary devices as required.



4.1 Making the Connection

In advance of Uisce Éireann carrying out a connection to the public network, Customers are responsible for delivering all private side works as set out in their agreed designs. However, only Uisce Éireann or our authorised agents are permitted to make the Connection to the water and wastewater networks. No other entity is permitted to complete the Connection works to the Uisce Éireann networks.

In instances where a Connection has been made, either directly or indirectly, to the network without our consent, this constitutes an Illegal Connection under the Water Services Act of 2007. Where Uisce Éireann becomes aware of Illegal Connections to the water and wastewater networks, it maintains the right to prosecute or take appropriate action.

In all circumstances, the Connection is to be completed by Uisce Éireann or our authorised agents and Uisce Éireann reserves the right to disconnect connections completed by another entity. Should Uisce Éireann incur any additional costs in regularising the Connection, these costs will be charged to the relevant party. Without prejudice to this regularisation process, Uisce Éireann expressly reserves all its rights and entitlements in respect of such Illegal Connections.



4.2 - Meter Install

Once your connection is complete, a Water Point Reference Number (WPRN) will be assigned. Once completed, Uisce Éireann, or agents acting on our behalf, will install meters and ancillary devices as required.

Water Metering is a critical enabler for Uisce Éireann to meet its business objectives to provide safe and reliable water and support growth. Without accurate and reliable measurement, it is considerably more challenging to manage the supply and distribution of water through the public network to serve customer needs.

Metering is fundamental to the identification of water losses from the network, and the efficient management of a scarce resource. The "Water Services Policy Statement 2018-2025" (Government of Ireland) seeks the most effective combination of metering to achieve leak reduction. Water metering offers the opportunity for customers to manage their usage of scarce resources.

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The Connection Process (continued)



4.3 – Metering and Tariff Application

Following a public consultation, the Commission for Regulation of Utilities (CRU) published a decision on updating non-domestic tariffs due to the existing tariffs expiring on the 30th September 2024. Following public consultation, the CRU decided on new water and wastewater tariffs to apply from 1st October 2024 onwards. Remember, that tariffs are updated annually, so always refer to our website to get the most up-to-date information.

A Fair Charging Framework

Uisce Éireann welcomes the CRU's 2024 decision, which continues to set out a national set of water and wastewater charges that are transparent, cost-reflective, and equitable for all businesses countrywide. The Framework delivers:

- An equitable set of charges ensuring that customers using the same volume of water are charged the same.
- Charges reflecting the actual costs of providing water services to the business sector.
- Charges promoting conservation by maintaining relatively low fixed standing charges, providing more scope for customers to reduce their water and wastewater bills.

For further information on the new water and wastewater charges, to find Uisce Éireann current tariff classes and rates, current Unmetered Tariffs and current metered enduring tariff rates, or to use our Business Tariff Calculator, please visit www.water.ie.

Remember, that tariffs are updated annually, so always refer to our website to get the most up-to-date information.

5

Diversions Information and Process



Uisce Éireann is responsible for all public water and wastewater infrastructure.

The water infrastructure provides raw water for treatment and, following treatment, potable drinking water for supply. The wastewater infrastructure collects untreated and, on occasion, treated wastewater from customers' premises prior to its associated treatment and discharge. In most instances this water and wastewater infrastructure is located under the public road. However, due to access requirements at specific locations, some of this infrastructure is located in private lands. These public water supply and wastewater collection assets service multiple customers in many instances.

It is the Applicants responsibility to identify the presence of any Uisce Éireann assets within or adjacent to any proposed development. In order to assist the Applicant in determining the location of Uisce Éireann assets, the best practice is to contact Uisce Éireann in advance of designing the proposal. Details, where known, can be obtained by emailing an Ordnance Survey map identifying the proposed location of your intended development to datarequests@water.ie.

The exact location of any Uisce Éireann assets are to be confirmed via site investigation by the Applicant. Other indicators or methodologies for identifying infrastructure located within your lands are the presence of registered wayleave agreements, visible manholes, vent stacks, valve chambers, marker posts etc. within the proposed site.

If it is determined that an Uisce Éireann asset is located near or under your proposed development, you are required to contact Uisce Éireann with details of your proposal in order to establish if the proposals are acceptable or if there is a need to alter or divert any Uisce Éireann asset. Contact Uisce Éireann by submitting the relevant application form.

Uisce Éireann does not charge for this early engagement, however, the subsequent cost of diverting/altering/building over any asset, as well as any costs associated with supervising the works, will be included as a charge in the Diversion/Build Over Agreement. A refundable bond/surety may also be included in respect of the diversion/alteration works.



Please, refer to the Diversion and Build-Over Enquiry page on www.water.ie to download Building-over or near an Uisce Éireann Asset Application form and access further information on:

- Building Near an Uisce Éireann Asset, including details on:
 - Minimum Separation Distance from proposed building to Uisce Éireann Sewer;
 - Minimum Separation Distance from proposed building to public water main,
- Building over an Uisce Éireann Sewer,
- Building over a Public Water Main,
- Diversion or Alteration of Uisce Éireann Assets.

Diversion and Build Over Process



STEP

1

You establish the location of Uisce Éireann assets

Applicant to determine location of all Uisce Éireann assets on development site by: Submitting request to datarequests@water.ie for high level map of known Uisce Éireann assets and carrying out site investigation.

Other indicators or methodologies for identifying infrastructure located within the site are the presence of registered wayleave agreements, visible manholes, vent stacks, valve chambers, marker posts etc.

2

You apply for a Diversion

It is your responsibility to undertake the detailed design of the proposed diversion in accordance to Uisce Éireann Standards Details and Codes of Practice and the examples of diversion design drawings with acceptable level of detail are available on www.water.ie. Submit a Diversion Application Form along with the design proposal to diversions@water.ie. Please note, the arterial route requirements are detailed in Appendix 3 - Part 3 of Your Connection Agreement.

3

Assessment of Diversion Application

Uisce Éireann will register diversion application and assign a unique "DIV" reference number. Uisce Éireann will assess the application to determine compliance with Uisce Éireann Codes of Practice and Standard Details.

4

Uisce Éireann issue Diversions 'Confirmation of Feasibility'

Once Uisce Éireann completes the review and it is deemed to be acceptable the Applicant is issued with a Confirmation of Feasibility letter.

5

Diversion and Build Over Process



STEP

5

Diversion Agreement issued to Customer

Uisce Éireann issues a Diversion Agreement detailing terms and conditions, charges and any additional required agreements such as Deed of Easement and Collateral Warranties.

6

Accepting Diversion Agreement

You can enter into a Diversion Agreement with Uisce Éireann by accepting the terms and conditions as set out in the Diversion Agreement, submitting proof of insurances, method statements etc., and by making the required payments.

7

Construction Phase

Following the acceptance of the Diversion Agreement and provision of other requirements by the Applicant, Uisce Éireann will execute the Diversion Agreement and issue a notice for construction to proceed.

8

Project Close out

Upon completion of the works, customer provides 'As Built' drawings, safety file, testing details and any other requirements as outlined in the Diversion Agreement. The examples of compliant "As Build" drawings can be found on www.water.ie.

6

Construction of Connection Assets



Private infrastructure

Developers are responsible for the provision of all private infrastructure and related accessories associated with the (new or modified) connection for your development. In the case of water supply, this will generally comprise the distribution system within your development boundary, which facilitates the connection of units for the purpose of supplying water from the network. In the case of wastewater, this will generally comprise the drains within your development boundary which facilitates the connection of units for the purpose of wastewater collection to the network.



Service connection infrastructure

This is the infrastructure required to connect your development to the public water main or sewer, typically on the near or far side of a public road, to tie in with the network infrastructure. This infrastructure will be provided by Uisce Éireann. The service connection infrastructure will comprise of the assets that connect the local infrastructure within your development from its boundary directly to the water main or sewer.



Local infrastructure

This is the infrastructure that is installed within the boundary of your development to facilitate water supply and/or wastewater collection from your development.

For a new or modified water connection, local infrastructure will generally consist of all pipes, related fittings, pumping equipment and boundary boxes within your development. Meters will be provided and installed by Uisce Éireann. For a new or modified wastewater connection, local infrastructure will generally consist of all pipes, related fittings, pumping equipment within your development.

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Construction of Connection Assets (continued)



Network infrastructure

This is the infrastructure required to provide potable water and collect wastewater. For a new or modified water connection, this will generally consist of assets such as water supply, trunk and distribution mains and their related accessories.

For a new or modified wastewater connection, this will generally consist of assets such as wastewater and collections sewers, sewage rising mains, outfall pipelines and their related accessories.

Uisce Éireann will complete all works required to the public network infrastructure on public land.



Treatment infrastructure

This is the infrastructure provided for the production of potable water and the treatment of wastewater. For a new or modified water connection, treatment infrastructure includes, but is not limited to assets such as raw water abstraction works, water treatment plants, water pumping stations, potable storage reservoirs and their related accessories.

For a new or modified wastewater connection, treatment infrastructure includes, but is not limited to assets such as wastewater treatment plants, sludge treatment infrastructure, wastewater pumping stations and their related accessories.

7

Connection Charges

The provision of connections requires the payment of certain costs and fees by the customer, as approved by the Commission for Regulation of Utilities (CRU) in Ireland. As such, in 2019 Uisce Éireann has implemented a Connection Charging Policy as mandated by the CRU requirements.

This policy provides a standard set of charges for connections to Uisce Éireann's water and wastewater networks. It also provides a single, clear, transparent and fair connection charging framework. The charges are calculated in a cost-reflective manner, based on connection type.

The charges can be viewed on www.water.ie and on www.cru.ie.



8

Trade Effluent on Multi/ Mixed-use Developments

Trade Effluent is any liquid waste that is discharged from a business premises to the public sewers. Trade Effluent discharges to sewers are regulated by Uisce Éireann or the EPA.

You must have a Trade Effluent licence or an EPA licence to discharge Trade Effluent to the sewer. The type and scale of activity will determine the regulatory authority responsible for licensing the Trade Effluent discharged to the sewer.



Business Types that Require a Trade Effluent Licence Include:

- Biopharma and Chemical;
- Manufacturing and Engineering;
- Food and Drink;
- Waste;
- Construction;
- Food Service;
- Commercial and Institutional premises.

A Trade Effluent licence sets out conditions that businesses must comply with including nature, composition and volume of the Trade Effluent discharge, the taking of Trade Effluent samples and applicable charges for discharging Trade Effluent.

For new discharges, modified discharges, or site change of use, a Connection Agreement with Uisce Éireann may need to be in place prior to Uisce Éireann being in a position to grant a Trade Effluent licence for the discharge. An application for a Trade Effluent licence can be downloaded from www.water.ie.



8.1 Trade Effluent Licensing and Charges

Businesses discharging trade effluent into public sewers need a licence under the Water Pollution Acts. Larger industrial activities may require a licence issued by the EPA. Trade effluent charges currently reflect multiple local approaches and are based on the 2013 local authority rates.

Charges vary, with some customers under individual arrangements or the Mogden formula, which accounts for effluent volume and strength, and others charged a standard volumetric rate.

The CRU published on 3rd July 2024 a decision on a new national harmonised trade effluent charging framework to apply to trade effluent customers. The new trade effluent tariffs will not come into effect until 1st October 2026. Uisce Éireann will maintain the existing Local Authority (LA) trade effluent charging arrangements until this date.

For further information visit www.water.ie or www.cru.ie.



Charge Types:

- **Individual Arrangements:** Specific agreements based on Model Form Agreements or Integrated Pollution Control (IPC) licences.
- **Local Authority Mogden Formula:** Calculates charges for larger industrial customers, considering treatment components like Chemical Oxygen Demand (COD) or Biochemical Oxygen Demand (BOD), and Suspended Solids (SS) are separate inputs to the formula.
- **Wastewater Volumetric Charge:** A standard rate per cubic meter in 13 Local Authorities.

For queries or further details and most up-to-date information, please contact Uisce Éireann or visit the About Trade Effluent section on www.water.ie.

9

Important Items to Note

Below is a list of items which you will need to keep in mind as you navigate the various connection processes outlined in this Guide.



Engage with us early.

The average timeframe for the PCE and Connection Application processes is 16 weeks. However, this is just a guide, and we recommend engaging with us as early as possible.

We have a dedicated Developer Liaison team available to assist you with any query you might have. Please email your query to developerservices@water.ie.



Don't delay when you receive your Connection Agreement.

All Agreements are valid for 90 days only. If it is not fully accepted within this timeframe, you will need to reapply. For an Agreement to be considered fully accepted, all signed documentation, along with payment of connection charges, must be submitted to us.



Secure Deed(s) of Wayleaves and Easements early.

Connections for mixed use developments require easements, and often require arterial easements. These can take time for you to secure, so we advise allowing plenty of time for this process.



Understand your roles and responsibilities and Uisce Éireann's processes.

Familiarise yourself with Uisce Éireann's procedures for reporting issues, applying for new services, and understanding tariff changes. Staying informed about conservation practices and environmental regulations will help you manage your water usage efficiently and sustainably. By understanding your roles and Uisce Éireann's processes, you can ensure a smooth and compliant operation of your business's water-related activities.



Submit detailed and accurate designs which are in accordance with our CoP and Standard Details

When submitting designs for water and wastewater connections, it is imperative that businesses provide detailed and precise plans that comply with Uisce Éireann's Code of Practice (CoP) and Standard Details available on www.water.ie. It is the responsibility of the business to verify that all designs align with current specifications and infrastructure requirements. This attention to detail and compliance is crucial for a successful connection to Uisce Éireann's network.



Ensure that you, and/or your agents acting on your behalf provide timely responses to further information requests and design queries

Timely responses to design queries and requests for information from you, you and/or your agents acting on your behalf are critical for maintaining the momentum of your connection applications with Uisce Éireann. By ensuring that all parties involved are responsive and cooperative, you contribute to a streamlined workflow and a quicker path to connection completion. This responsiveness is a key component of a successful partnership with Uisce Éireann.

Connections and Developer Services enquiries

1800 278 278 or +353 1 707 2828

9am to 5pm Monday–Friday

Key Contacts

Pre-Connection Enquiry / Connection Application / Self-Lay in Public Road

newconnections@water.ie

Diversions

diversions@water.ie

Data request / map request

datarequests@water.ie

Developer Liaison Team

developerservices@water.ie

Planning referrals / planning queries

planning@water.ie

Uisce Éireann

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Cork City

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