

Water is precious. Let's CONSERVE IT

The Dublin Region Watermains Rehabilitation Project

The Dublin Region Watermains Rehabilitation Project has been established to assist in reducing leakage by identifying and replacing the old watermains that have outlived their usefulness

This leaflet contains important information about waterworks in your area.



The following administrative areas are included in the Project:



We, the project team are committed to carrying out the watermains rehabilitation in an efficient and customer orientated manner with the minimum amount of disruption.

Who is doing the work and why?

The Local Authorities within the Dublin Region have established the Dublin Region Watermains Rehabilitation Project.

Due to the age of the network, many of the pipes are in such poor condition that they are prone to bursts, leaks and low water pressure, and so must be replaced

This project was set up to assist in reducing leakage by identifying and replacing old watermains that have outlived their usefulness. It is estimated that up to 800 kilometres of the water mains network are over 80 years old.

Due to the age of the network, many of the pipes are in such poor condition that they are prone to bursts, leaks and low water pressure, and must be replaced.

A budget of €118m has been provided by Central Government through the Department of the Environment, Heritage and Local Government and by the Local Authorities to be invested over the period 2006 to 2012 in rehabilitating Dublin's watermains.

The Dublin Region Watermain Rehabilitation Project demonstrates the commitment of both central and local government to the ongoing conservation of water in the Region, which is essential to our sustainable economic and physical development.

The following Local Authorities are involved in the Project:

- Dublin City Council
- Fingal County Council
- Dún Laoghaire Rathdown County Council
- South Dublin County Council
- Wicklow County Council
- Bray Town Council
- Kildare County Council



A typical burst watermain



Typical watermain replacement



How will it affect you?

There will be very clear communication with you well in advance of any water shut-off that may take place and directly affect you.

This leaflet is being circulated to you now, 6-8 weeks before any works take place in your area.

- A letter will be dropped in your letterbox 1 week before we start work in your street.
- Furthermore, 48 hours prior to the water being shut off an information postcard will be dropped into all homes/businesses where the shut-off is planned. This will inform you of the date and times of the water shut-off.



Typical rehabilitation works

Under normal circumstances water will be off for less than 10 hours, from 8.00am in the morning to 6.00pm in the evening. It is possible that for some days before and after this, you may experience further shorter shut-offs at the beginning and end of the working day. You will be notified on each and every occasion this happens.

- On the day of the shut-off there will be a representative on site who will be available to answer any questions. If necessary you can also contact our Local Rate number 1890 882 410 (Monday to Friday 9am to 5pm) or call the out of hours emergency number (24hr) given on your shut off notice or shown on the information boards on the site.
- If your water supply has not returned after the time given on the notice, please call the out of hours emergency number (24hr) which will be clearly shown on the information board on the site and on the notice you will receive 48 hours before shut-off, or call us on Local Rate 1890 882 410 between 9am-5pm Monday to Friday.
- Customers who reply and confirm that they require 'extra' care, such as those on home dialysis, will receive a home visit by a representative from the Customer Communications Team 2-4 weeks before a shut-off in their area (see overleaf for further information).

These representatives will carry an identity card, which they will always offer to you for inspection. If you feel the need, please ring the Local Rate Number 1890 882 410 (Monday-Friday, 9am-5pm) or call the out of hours emergency number (24hr) that will be clearly displayed on the site and on the notice you will receive 48 hours before shut off.

- There will also be notices in national / local newspapers and on radio as well as road signage to inform commuters if and when works will take place on main roads.

Before Shut-off:

- Store enough fresh water in easy to use containers.
- Make sure all your taps are properly turned off.
- Please help any elderly, or disabled or sick neighbours that may need help.
- Switch off any gas, oil or electrical appliances that you will use to heat your hot water, such as an immersion heater. Most central heating systems can be used during the period when the water is off. If you are unsure please refer to your manufacturer's guide or contact your service provider.
- You can still use your kettle to boil water that you have stored.
- Please DO NOT drink water from your hot water tap.
- Please make sure that any appliances that are pre-programmed to work are switched off before the shut-off e.g. washing machines, dishwashers etc...

During the Shut-off:

- The water supply to your taps may go on or off more than once during the day of the shut-off, but PLEASE DO NOT USE YOUR WATER SUPPLY.
- It is important to keep taps fully closed to stop any flooding when the water comes back on.
- Enclosed are 2 reminder covers to hang over your taps.

After the Shut-off:

When your water supply comes back on, it may be cloudy, discoloured or have sediment in it. If this is the case please:

- Let your tap run slowly until the water clears. The cold water tap in the kitchen is usually the best one to use for this.
- Do not use your washing machine, dishwasher, shower or any similar appliance until the water clears.
- If your water has not run clear after 3 minutes do not drink it and please contact us (see information given below).

If your water supply is not on after the time shown on the shut-off notice, please talk to one of our representatives on site, call our Local Rate number 1890 882 410 (Monday to Friday 9am to 5pm) or call the out of hours emergency number (24hr) which will be on the shut-off notice you will receive 48 hours before your water is turned off, and will also be on information boards on the site.

What to do if you are concerned about work

We are expecting to carry out the work with the utmost speed and safety, opening and closing holes with as little disruption as possible. If you would like to contact us please see the contact details on the back of this leaflet.

How will we do this work?

Water is supplied to your property through a water main. This water main is usually found in the footpath or roadway and there is a connection from the water main to your property via a supply pipe. Excavations will be reinstated within a matter of days.

Most of these mains can be replaced with plastic pipes that slide inside the old ones. In other cases, we will need to replace them by laying them in trenches. Both methods require some excavation, which we always try to keep to a minimum.



Access to your street or property

We will not have to work on your property except in extreme circumstances, however, as the water main is usually found in the footpath or roadway the works will be near the boundary of your property.

The utmost will be done to keep your access clear. At times there may be restricted access due to holes or vehicles loading, but only for a short time.

If you have special access needs, such as disabled car parking or large delivery lorries, please contact us and we will come and talk to you about this.

If you have any problems while the work is being done please talk to our representatives on site who will be happy to help you. You can also contact us via Local Rate 1890 882 410 (between 9am to 5pm, Monday to Friday) or for issues outside these hours call the out of hours emergency number (24hr) which will appear on the shut-off notice you receive 48 hours before your water is shut off and on the information boards on the site.

Paths and Roads

We aim to fill in any holes and put back paths and roads to their original condition as soon as possible. This is usually within the next working day of the work being carried out. In some cases this may take two visits, in which case a temporary surface will be used and then permanently reinstated on a second visit.

Extra Care Customers

For those of you who have special needs, we can offer additional services, such as an alternative water supply or access points, through our ExtraCare Scheme.

This Scheme is for customers who are:

- Deaf or hearing impaired
- Blind or partially sighted
- Registered disabled
- Elderly
- Chronically ill
- Any special requirements that we need to know about.

Please fill out the Free Post ExtraCare Information Card included in this pack and send it back to us, or contact us on our information line on Local Rate 1890 882 410 between 9am to 5pm, Monday to Friday or visit our website www.WaterMainsRehab.ie

Bogus Callers

It is important to check the identity of anyone who calls to your door. All of our employees and contractors will carry identity cards. They will always offer to show this to you when they call and will be happy to let you check the details to make sure they are genuine. For any queries on this please call Local Rate 1890 882 410 (between 9am-5pm, Monday to Friday) and we will be happy to help. For queries outside of office hours you can call the out of hours emergency number (24hr) that will be provided on the 48 hour shut-off notice or the information board on the construction site.

Вам нужна помощь на другом языке? Пожалуйста,
прочитайте почтовую карточку.

Jums nepieciešama palīdzība citā valodā? Lūdzu,
apskatiet pievienoto pastkarti

¿Necesita asistencia en otros idiomas?
Para más información mire la tarjeta adjunta

Brauchen Sie Hilfe in einer anderen Sprache?
Schauen Sie in der beiliegenden Karte nach

Potrzebujesz pomocy w innym języku? Zobacz załączona kartke

An dteastaíonn cuidiú i dteangacha eile uait?
Féach an cárta laistigh le do thoil.

如果需要其他语言帮助, 请查看手册内部。

如果需要其他語言幫助, 請查看手冊內部。

Avez-vous besoin d'aide dans d'autres langues?
Merci de lire la carte postale à l'intérieur.

Potřebujete poradit v jiném jazyce?
Prohlédněte si prosím vložený korespondenční lístek

Potrebujete pomôcť v iných jazykoch? Bližšie informácie
nájdete na priloženom korešpondenčnom lístku.

Precisa de ajuda com outras línguas? Por favor, consulte o postal incluso.

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If you have any questions or if you have any problems
when work starts, please call us on

1890 882 410 Local Rate

Monday – Friday 9am to 5pm

Or visit www.WaterMainsRehab.ie

For queries outside these hours please contact the 24 hour
emergency phone number displayed on the construction site
information boards, and will be provided on the notice you will
receive 48 hours before shut-off.



RPS Consulting Engineers/Roughan & O'Donovan Faber Maunsell
Alliance are the consulting engineers for the project.

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CONSERVE IT

The Dublin Region Watermains Rehabilitation Project

Important Safety Information

Electrical Earthing using metal water service pipes.

Important: We are intending to make changes repairs to you water service pipe, please read the information below:

Today, in order to minimise the risk of an electric shock or fire in the even of a electrical fault developing, all modern houses and electrical installations are connected to an earth point, usually an electricity meter.

The metal casings on boilers, lockers, storage heaters and even gas and central heating pipes are connected to this earth point. This is vital for the safety of an electrical installation.

Why do I need to check my Earthing and bonding is safe?

In the past it was common practice for Earthing connections to be made to an electrode buried in the ground, such as the water service pipe, as it was made of metal.

Today this method is not seen as safe practice, because if a property is earthed to the incoming water service pipe and repair/alterations are being made to the metal water service pipe to your property, or to watermains nearby, the Earthing is less effective and electrical installations in the property could become dangerous.

This is due to the fact that all new and replacement water pipes are now made from plastic and plastic cannot provide an electrical earth.

Why is it important to have correct Earthing and bonding?

Having correct Earthing and bonding is vital for the safety of electrical installations in your home.

Who is responsible?

The property owner is responsible for making sure the Earthing and bonding in the house is safe and effective and not reliant on the incoming metal water service pipe.

The Dublin Region Watermains Rehabilitation Project can accept no responsibility for customer's electrical installations or any costs involved in bringing your property's electrical Earthing and bonding arrangements up to safe standards needed.

If you do not own this property, please pass this notice on to the owner or landlord.

Where can I get more information?

You can find out if you have an earth point in your home by contacting a competent electrician who will inspect your electrical installations and inform you of any work needed to bring your property's Earthing and bonding up to safe standards.

If you have any questions or if you have any problems when work starts, please call us on

1890 882 410 Local Rate

Monday – Friday 9am to 5pm

Or visit www.WaterMainsRehab.ie

For queries outside these hours please contact the 24 hour emergency phone number displayed on the construction site information boards, and will be provided on the notice you will receive 48 hours before shut-off.



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