

Frequently Asked Questions – Domestic Meter Surveying

Note: This FAQ only refers to the Surveying of connections by the Local Authority in support of the meter installation programme which will be implemented by Irish Water.

Any questions in relation to water metering (including policy, installation, charges, billing, or maintenance and operations), or the setting up and role of Irish Water, are a matter for Irish Water / Bord Gais Eireann to address, and callers can be referred to;

- ***In the first case, the leaflet “Transforming water services in Ireland; a guide to the establishment of Irish Water” which was distributed to all households, or***
- ***The Bord Gais Eireann helpline, on 1850 278 278.***

1. Why is the local authority surveying the water connection outside my property?

The Government is committed to introducing water charges for all properties connected to a public water supply. The Government considers that charging for water based on usage is the fairest way to charge for water and it has decided that water meters should be installed. The survey is being conducted to support the metering programme to identify where the meters will be located.

2. Why is the surveyor taking a photograph? Will the photograph be published or given to a third party?

The photograph is taken to show the location of the stopcock (a valve located in the water pipe) relative to the property. This is to facilitate the installation of the meters in an efficient and cost effective manner. These photographs will be un-intrusive and will respect your right to privacy. The photograph will not be published but will be given to the contractor responsible for installing the meter. The meter will be installed outside of the boundary to your property.

3. What will happen if the surveyor cannot find my connection?

There are a number of reasons why a connection may not be located. In some cases it is because the property does not have an individual service connection, whereby the same connection services a number of houses, or apartment block. In other cases, it may be because the location of the connection has been covered in tarmacadam or paving. Where an individual connection cannot be identified, additional work is required to be able to meter the properties individually. In cases where the surveyor cannot locate the connection, it is likely that your property will not be metered in the first phase of the metering programme.

4. **My estate has not yet been taken in charge by the local authority. Does the local authority have the power to survey my estate? – Same question in respect of unfinished estates.**

The local authority, as the supplier of the water services, has the power to undertake any necessary examination or survey of the water services network.

5. **Will I have to allow the surveyor enter my property?**

As the surveyor will be inspection stopcock or the connection of your property to the public main, they are generally inspecting the area around the footpath or grass verge outside the boundary of your property. In some cases, the stopcock maybe located in the driveway to your property. In any event, the surveyor will not pass the boundary fence. He/she may record visible details and take a photograph from outside the property.

6. **Will I have to be at home to facilitate the survey? Will my water supply be interrupted?**

You do not need to be at home to facilitate the survey. Under no circumstances will the surveyor be required to enter your home. Should any person call to your door claiming to be surveying for the domestic water metering programme and requesting access to your home you should contact the Gardai to report this. All Surveyors will have local authority ID cards, with local authority contact numbers.

7. **I am not on the public water supply, will my house connection be surveyed?**

It is intended that only houses served from the public mains will be surveyed, this excludes all Group Schemes and houses with private supplies and no public connection. There may be situations where a property is within an area served by public supplies, or close to an area served by public supplies that such properties are inadvertently included in the survey.