

Water Services Training Group

20th Annual Conference

Meeting Standards and Expectations in the Water Industry

Lyrath Estate Hotel, Kilkenny



Meeting Standards and Expectations in the Water Industry

Building the Public Water Utility – A Shared Journey

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Department of Housing, Planning,
Community and Local Government

Today's Agenda

- * Building the Public Water Utility – Serving Communities
- * Towards Compliance - Drinking Water & the Water Environment
- * Supporting Recovery – Economic Needs & Housing Provision
- * Meeting Customer Expectations – A Genuine Service Culture
- * Driving Efficiency & Performance – Benchmarks and Metrics
- * Delivering Major Change & Investment

Delivering on efficiency and performance



- ## A 5 year business plan
- * Quality Standards
 - * Support Growth
 - * Customer Expectations
 - * Efficient & Effective

A “Customer First” Culture



Building on Achievements

We have shown that we can deliver historic change

The next phase will be just as challenging:

- * We can succeed provided we work together
 - * Drawing on the expertise & talent across the industry
 - * Taking account of best practise benchmarks
 - * Delivering a sustained Capital Investment Programme
 - * Delivering effective Maintenance & Operations
 - * Focussing on the outcomes for Customers & Society