

# Meeting Standards and Expectations in the Water Industry

## Water Industry Operating Framework (WIOF)

John Dempsey

WIOF Programme Director

Irish Water



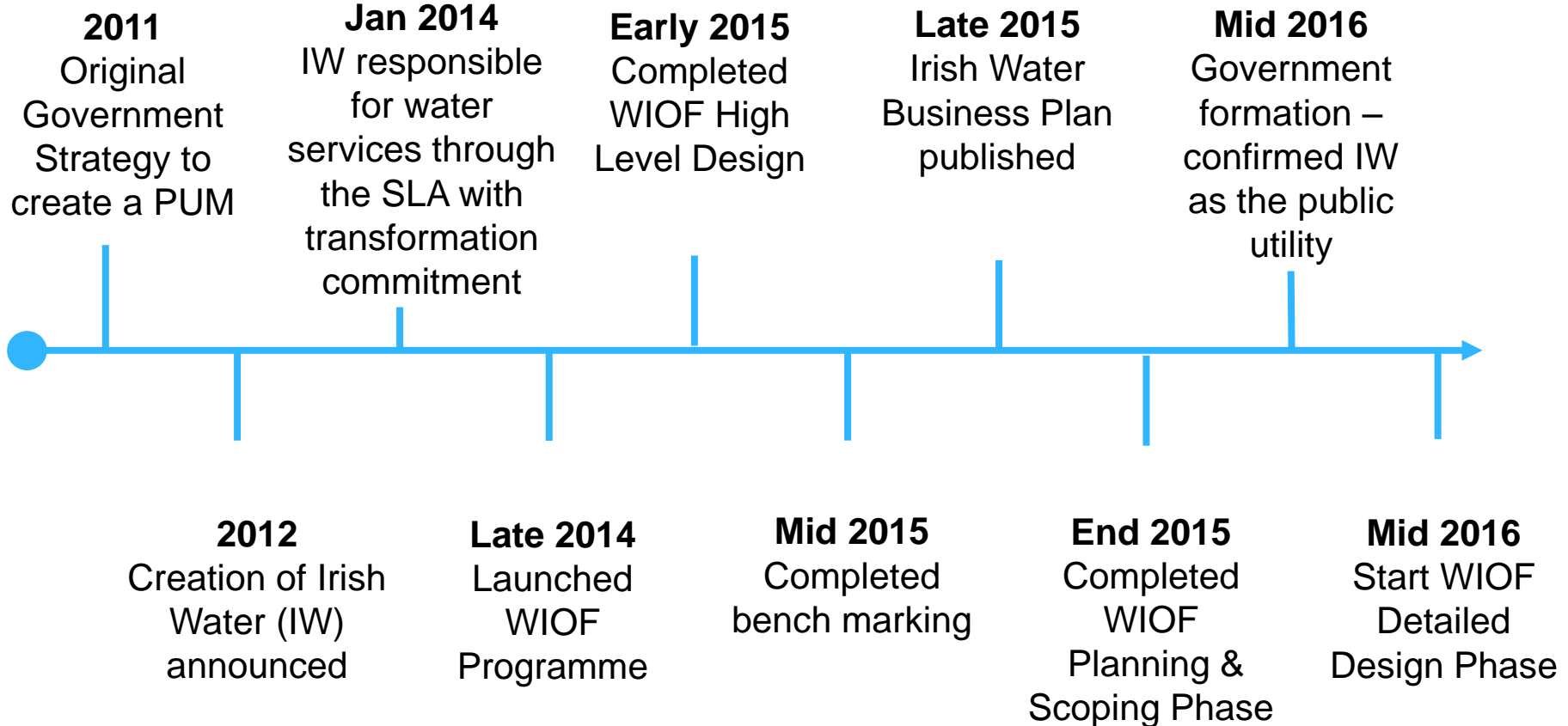
# Today's Update

- \* WIOF – the project so far & the last 12 months
- \* What's next? The focus for the next 6 months
- \* How do typical water utilities do their work?
- \* WIOF Vision

# WIOF – The project so far

- \* What is WIOF?
- \* Embarked on our transformation journey
- \* Now focused on detailed planning and implementation
- \* This is a significant and complex undertaking
- \* Working towards a transformed & integrated water services delivery model
- \* Creating opportunity to harness our collective knowledge

# WIOF – The project so far



# WIOF – The last 12 months

- \* Benchmarking
- \* Business Plan
- \* WIOF Planning & Scoping
- \* Validation workshops

# Irish Water Business Plan

Irish Water has set out and published our plan for transforming water services in Ireland



- Invest **€5.5bn** to bring our water services to an **acceptable** level
- Restructure the service delivery model and achieve **€1.1bn** in **efficiencies**
- Implement **best utility practices**
- Become a national public utility which is **customer led**

These are challenging targets and timelines and require serious transformation to achieve

# To deliver the Business Plan we must transform the water service delivery model

Transforming the operating model will establish ...

which will look like...

New Organisation Model

Organisation



National & Regional



Technical Specialists



c.3,200 Staff

Standardisation

Ways of Working



Standard Procedures, Policies & Technology

Reduce operational cost by €1.1bn

Cost Efficiency

↓ Payroll  
€370m



↓ Overheads  
€160m

↓ Goods & Services €580m

# What's next ? – the focus for the next 6 months

- \* **Plan the detail** of the new optimal service delivery model and the implementation plan and timeframe over which to get there
- \* **WIOF Programme Detailed Design Team**
  - \* established and just started working on Detailed Design
  - \* will involve a combination of IW, LA and external water utility resources
  - \* a team with the required water knowledge, experience and commitment to get the best possible result
- \* **Focussed on the key things that will make a material difference, both to customer service and the cost base**



# WIOF Detailed Design -Objectives

Ways of Working



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graph TD; A((Ways of Working)) --> B[Design]; B --> C[Validate]; C --> D[Assess];
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Design

Validate

Assess

- \* **Create** the key new “ways of working” and the supporting organisation design
- \* **Validate** these new “ways of working”
- \* **Make it happen** by developing detailed implementation plans
- \* **Consult** with key stakeholders such as Local Authorities, staff and unions, government

# What does a typical Water Utility service delivery model look like?

Streamlined into 4 core operational areas:

Water Networks

Water Treatment

Wastewater Networks

Wastewater Treatment

Key levers are:

Workforce specialisation & upskilling

Streamlined org. structures

Optimum technology use

Consistent control spans



- Work & Asset Management systems
- Better network information supporting investment planning



- Field force supported with mobile technology
- Work issued directly to field workers via mobile devices
- Work specific equipment held in vans



- Reduce travel time to depots

# WIOF VISION

**Our transformation programme is building on experience, harnessing our collective know-how to create a water services model for the future**