



An Bille um Sheirbhísí Uisce (Leasú), 2025
Water Services (Amendment) Bill 2025

Mar a tionscnaíodh

As initiated



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ACTS REFERRED TO

Water Services (No. 2) Act 2013 (No. 50)

Water Services Act 2014 (No. 44)



AN BILLE UM SHEIRBHÍSÍ UISCE (LEASÚ), 2025
WATER SERVICES (AMENDMENT) BILL 2025

Bill

entitled

An Act to amend the Water Services (No. 2) Act 2013 to give the Commission for the Regulation of Utilities (CRU) the legislative remit to develop a code of practice for water service outages and to amend the Water Services Act 2014 to establish a dispute resolution mechanism for customer complains regarding service interruptions and outages. 5

Be it enacted by the Oireachtas as follows: 10

PART 1

PRELIMINARY AND GENERAL

Definitions

1. In this Act—
- “Act of 2013” means the Water Services (No. 2) Act 2013; 15
- “Act of 2014” means the Water Services Act 2014;
- “Commission” means the Commission for the Regulation of Utilities;
- “Minister” means the Minister for Climate, Environment and Energy.

Short title and commencement

2. (1) This Act may be cited as the Water Services (Amendment) Act 2025. 20
- (2) This Act shall come into operation 3 months after the date of its passing or on such earlier date or dates than the said 3 months as the Minister may by order appoint and different dates may be so appointed for different purposes and different provisions.

PART 2

MISCELLANEOUS AMENDMENTS TO ACT OF 2013

Code of Practice for service interruptions

3. The Act of 2013 is amended in section 32(2)—

(a) by the substitution of the following for paragraph (a): 5

“(a) standards in relation to the performance by Uisce Éireann of its functions including minimum standards for service delivery and service interruption;”,

and

(b) by the insertion of the following: 10

“(7) The Commission shall prepare a code of practice for water service outages within six months of the passing of this Act. This code should consider the inclusion of provisions such as, but not limited to—

(a) a dedicated response for vulnerable customers, domestic customers and business customers, 15

(b) a dedicated communications plan for all customers, local public representatives, and local authorities. This necessarily to include a graduated response with 2-hourly updates in outage hours 0 to 48,

(c) emergency replacement water plan to be provided within 8 hours of service interruption and implemented, as required, within 12 hours, 20

(d) quarterly outage thresholds for water charges rebates or other compensation for planned interruptions and a plan for same, and

(e) quarterly outage thresholds for water charges rebates or other compensation for unplanned interruptions and a plan for same.”.

PART 3

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MISCELLANEOUS AMENDMENTS TO ACT OF 2014

Dispute resolution concerning customer complaints

4. The Act of 2014 is amended in section 8(13), by the substitution of the following for paragraph (c):

“(c) the service levels provided by Uisce Éireann, including service interruptions and outages,”. 30

BILLE

(mar a tionscnaíodh)

dá ngairtear

Acht do leasú an Achta um Sheirbhísí Uisce (Uimh. 2), 2013 chun go dtabharfar don Choimisiún um Rialáil Fónais (CRF) an sainchúram reachtach chun cód cleachtais le haghaidh éarthaí seirbhíse uisce a fhorbairt, agus do leasú an Achta um Sheirbhísí Uisce, 2014 chun sásra um réiteach díospóidí a bhunú le haghaidh gearáin ó chustaiméirí i ndáil le hidirbhristeacha sa tseirbhís agus éarthaí seirbhíse.

Na Teachtaí Darren Ó Ruairc, Eoin Ó Broin, Seán
Mag Oirc agus Tomás Gúil a thug isteach,
14 Bealtaine, 2025

BILL

(as initiated)

entitled

An Act to amend the Water Services (No. 2) Act 2013 to give the Commission for the Regulation of Utilities (CRU) the legislative remit to develop a code of practice for water service outages and to amend the Water Services Act 2014 to establish a dispute resolution mechanism for customer complaints regarding service interruptions and outages.

Introduced by Deputies Darren O'Rourke, Eoin Ó
Broin, Johnny Guirke and Thomas Gould,
14th May, 2025

BAILE ÁTHA CLIATH
ARNA FHOILSIÚ AG OIFIG AN tSOLÁTHAIR
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