



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

Meabhrán Miniúcháin
Explanatory Memorandum



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

EXPLANATORY MEMORANDUM

Introduction

The Water Services Amendment Bill 2025 seeks to make amendments to 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 interruptions and to establish a dispute resolution mechanism for customer complaints concerning service interruptions and outages.

PART 1

PRELIMINARY AND GENERAL

Definitions

This section sets out that the Water Services (No.2) Act 2013 and the Water Services Act 2014 are the acts that are amended by the Bill, that the Minister means the Minister for the Environment, Climate and Communications and that the Commission means the Commission for the Regulation of Utilities.

Short title and commencement

This section notes the short title of the Bill. It provides that it shall come into operation on such day or days as the Minister may by order; and such day or days shall not be later than 3 months from the date on which the Act is signed into law.

PART 2

The **Amendment to Section 32(2)(a) of the Act of 2013** requires Uisce Éireann to develop a code of practice which shall make provision for standards in relation to the performance by Uisce Éireann including water service outages and interruptions.

The **Amendment to Section 32 of the Act of 2013** requires the Commission for the Regulation of Utilities to develop a code of practice for water services outages within 6 months of the passing of this act, including provisions such as, but not limited to; a dedicated response for vulnerable customers, domestic customers and business customers; a dedicated communications plan; emergency replacement water plans; quarterly outage thresholds for water charges rebates or other compensation for planned and unplanned water service outages and interruptions.

PART 3

The **Amendment to Section 13(2) of the Act of 2014** requires the Commission for the Regulation of Utilities to establish a dispute resolution mechanism for customer complaints concerning service interruptions and outages.

*Darren O'Rourke TD, Eoin Ó Broin TD, Johnny Guirke TD, and
Thomas Gould TD,
Bealtaine, 2025.*

