Temporary Time-Limited Refund in respect of Standard Connection Charges for Residential Development Application Process

- Customer steps
- Uisce Éireann steps

1 Preparing Your Application

There is specific documentation that must be submitted alongside your Refund Application. You will need to obtain a Letter of Approval from your Local Authority Planning Department, confirming that your Refund Application complies with DHLGH's Temporary Time-Limited Refund Scheme. If all or part of your Housing Development is for social housing, you will also need to obtain Managers Orders confirming these units qualify for the scheme.

To avoid any unnecessary delays, it is important to ensure that the Refund Application and all supporting documentation is submitted in the same company name outlined on your Uisce Éireann Connection Agreement. Differing names is the most common cause of the delays in processing the refunds, so you can help avoid this, by ensuring the company name is correct and consistent.

2 Gathering Your Documentation

Please ensure the following documents are fully completed and submitted as part of your application to Uisce Éireann:

1. Connection Refund Application Form
2. Letter of Undertaking
3. Letter of Approval from Local Authority (and/or Managers Order if there are social housing units)
4. Commencement Notice
5. EFT mandate form (cheque payment may be requested for refunds for 10 or less units)
6. A letter from your bank confirming your bank account details (please note, we can only refund money into the account which made the original connection charges payment).

3 Submitting Application

You may submit items 1 to 4 by email and sent to:

connectionrefundscheme@water.ie.

Items 5 and 6 must be submitted in their original format and **must be posted** to:
Uisce Éireann,
PO Box 860,
South City Delivery Office,
Cork City.

*Average timeline for steps 4 to 7 is 10 weeks**

4 Validating your Refund Application

We will confirm receipt of your Refund Application via email and provide you with a unique reference number. All Refund Application documentation will need to be validated. This part of the process should take no longer than 1 week, however it will take longer, if the information you have submitted does not meet the specific requirements outlined in step 2 of this process.

If we require further information to complete the validation, we will contact you via email, to let you know what else we require. It is important that you submit the additional information as quickly as possible, so that we can get your refund approved and issued in a timely manner.

5 Banking Compliance Check

Please note, we must independently verify the bank details provided to ensure the refund is being issued to the correct entity. If we are unable to do this directly, we will need to contact your bank and ask them to verify the bank letter provided. This can take additional time to complete.

6 Completing a Final Review

When your Application has been verified and approved, our Commercial Team will undertake the final checks. If they require additional information from you, it is very important that you provide this as quickly as possible to avoid any delays.

7 Processing the Refund

Once our Commercial Team approves your Refund, we will then set up payment. The payments are facilitated in weekly batches, which means that the timelines for receiving your Refund may vary slightly. Payment will be made either via cheque (up to 10 units) or via EFT. Once your Refund is approved, you should receive the refund within two weeks.

** Please, note, the average time provided is an estimate and can vary depending on your Connection type (Single Domestic, Business, Temporary, Multi or Mixed Used or Housing Development), your selected Refund payment type, and whether your Refund Application and all the required attachments were submitted correctly.*