

Ger Cowhig, Head of Asset Operations

Uisce Éireann Transformation Programme (UÉTP) update

As we begin to adapt to the changing of the seasons once again, work continues at pace across the Uisce Éireann Transformation Programme. However, before I call out some of our success across the UÉTP, I would like to pay tribute to our frontline teams and those still getting to grips and managing so effectively all of the areas affected with drought. I would like to extend my sincere thanks to all staff for their continued dedication and their work.

We had experienced drought across many counties over the last number of months, with the worst of the affected areas in West Cork, Donegal, Tipperary, Waterford, and Kilkenny. We're still asking everyone to continue efforts to conserve water through the Autumn as there are still supplies that will take time to recover, following lower than average rainfall levels across last winter and spring. Water Conservation Orders (WCO's) were extended in Meath, Westmeath and Donegal as a result. WCOs that were in place for Tipperary, Waterford, Wexford and



Cork County will not be extended and lapsed on 16th September. Your resilience, professionalism, and commitment to keeping our communities supplied with safe, clean water during this extended period of warm and dry weather has been outstanding, and very much appreciated.

We continue to make real and tangible progress in our Transformation Programme and one of the most significant milestones in recent months has been the full national implementation of our Asset Operations structure. This is now in place across the country, enabling more consistent and coordinated delivery of services nationwide. Alongside this, we are actively rolling out our new Ways of Working packages aimed at enhancing the efficiency and standardisation of water services in Ireland. We have started with those areas where the new structures are more firmly established. This phased approach is proving highly effective, and it's clear that teams are embracing the changes with a commendable level of adaptability and focus.

With less than 16 months remaining before the end of the transformation framework deadline, we are now entering a critical time in our Programme's cycle. It is important that our colleagues in the Local Authorities (LAs) make their decisions regarding transfer sooner rather than later to allow time for a smooth transition. We know that some colleagues are keen to remain with their Local Authority, and we fully respect that. However, to ensure continuity, safety, and stability for our customers, our teams, and the service, we are encouraging those who have yet to decide, to engage with the process as early as possible.

Transfer Briefing Clinics

To support staff in making an informed decision, our UÉTP teams have been busy meeting staff at our Transfer Briefing Clinics across the country. These sessions offer an opportunity to ask questions and speak directly with HR representatives about the transfer process. 610 Local Authority staff have already successfully transferred to Uisce Éireann, 272 through the framework on their current terms and conditions, 160 through the Senior Operator Competition, and 178 via our recruitment processes. Additionally, 445 letters of offer have been issued, with contracts being finalised for those who have confirmed their transfer date. We

would like as many of our LA colleagues to join Uisce Éireann, and this has been a consistent message from us.

We have also been engaging with our Team Leads with Briefings having taken place in the South-West, East and South-East Midlands with the North-West to follow on in the coming weeks. Meanwhile, our “Meet the People” video series continues to highlight the personal stories and experiences of those who have already made the move – reinforcing the growing sense of a unified national water services organisation. Thank you to those who have participated. The videos are quite powerful and are brought to life further on the giant screens at the Uisce Éireann Company Days, so check them out in Portlaoise and Sligo in October.

We are also making important strides in the rollout of our Property

Strategy. Construction is now underway at Two Crown Square in Galway, with the new office expected to open in December. Work has also begun on the Cookstown Operations Centre, a major development that will serve as both an Operations Hub and Central Distribution Store for the Greater Dublin Area.

In closing, I want to thank each and every one of you for your ongoing contribution to this national transformation. The progress we are making across all aspects of the programme is significant and encouraging. As we move well into the second half of the year, we can begin to see business-as-usual operations on the horizon, and that is a testament to the effort, collaboration, and dedication of all involved.

Let’s keep the momentum going.

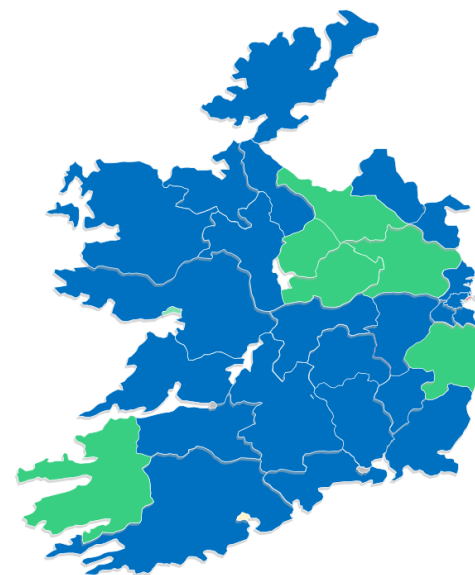


Image: Transfer Briefing Clinics completed/scheduled.
Blue = completed Green = scheduled
Status as at end-September 2025.



Transfer Clinic in Wexford



Transfer Clinic in Sligo

High Velocity Flushing trialled in our water networks

At one of our recent COO Knowledge Share sessions, we spoke with Water Network Operations Manager for Louth, James O'Hagan, along with Barry McKenna, Water Treatment Senior Operator (Louth County Council) and Andrew White, Frontline Technical Operations Lead (Louth County Council) about their experience using high velocity flushing (HVF) as an alternative to traditional unidirectional flushing. The session was very well attended, and many questions were asked about this alternative method of cleaning water networks and assessing water quality. We bring you some of the key findings from the session.

Over time, water networks experience a build-up of unwanted particulates originating from three main sources: suspended solids, corrosion products and mineral crystallisation. These deposits negatively impact water quality and increase chlorine demand, posing challenges for maintaining safe and clear water.

The conventional method to address these issues would be unidirectional flushing, where hydrants are opened one after another along a set route in the network and water is flushed through until it runs clear and contains adequate free chlorine when tested. However, this process can be time-consuming, requiring flushing through the entire network, section by section. It is also important to note that this method can result in significant water wastage and can disrupt water pressure for customers. Despite these drawbacks, this method is tried, tested, and generally effective.

HVF was proposed as a method that can overcome some of the limitations of unidirectional flushing. Three trials on sites in Louth were selected for HVF, representing different network characteristics or challenges, such as historical water quality issues (related to iron and chlorine depletion), topography, location (rural/urban) and demand fluctuations.

The high velocity flushing system operated by selecting one upstream and one downstream hydrant around the section of the network to be flushed. A mobile rig was connected to these hydrants creating a loop. A pump forces water to circulate rapidly in this closed loop, passing through filters removing particulates from the pipe lining. Water samples are continuously taken throughout the process so the colour clarification can be monitored. It takes approximately 30 minutes to an hour per flushing session.



A pipe interior with build-up of suspended solids, corrosion products, and crystallised minerals

The process of High Velocity Flushing



Upstream Hydrant (MH8)



Flow and pressure gauge



Hose on route from MH8 to mobile unit



Mobile unit

Outlet host on route to second hydrant



Outlet host still on route to second hydrant



Outlet host still on route to second hydrant



Downstream Hydrant (MH10)



High velocity mobile rig shown inlet.



Sampling of circulating water post filter



Filter vessel with lid removed showing housing for the 4 fibre filters



Chlorine dosing unit



Examples of fibre filters



Material captured in the filter



Similarly to unidirectional flushing, HVF has both benefits and limitations.

On the benefit side, HVF minimises water wastage and reduces the impact on customer water pressure. Unlike unidirectional flushing, HVF can be deployed quickly and precisely across the network, without the need to flush entire sections in a linear sequence. This makes it particularly effective in complex network areas such as backyard services and dead ends.

However, there are some limitations. HVF operations is costly compared to that of unidirectional flushing. Additionally, HVF is not effective at removing soluble iron. The trial proved that it remained dissolved and passes through the system's filters. Also, the above ground by-pass section of the loop creates a potential trip hazard that would need to be carefully managed in areas with high foot fall or high cycle use.

High-velocity flushing shows promise as a valuable tool in water network maintenance, particularly for complex or problematic areas where traditional unidirectional flushing is slow or less effective. While more costly, its ability to adequately target specific sections, makes it a viable option to consider for managing water quality issues, reducing water waste, and improving customer service, in challenging parts of the network. Work is underway to develop a process that can be made widely available across Asset Operations to assist teams who might be considering HVF as a solution.



Water samples at various stages in the filter process

UÉ and LA colleagues celebrate biodiversity at Abbeyleix Road



Organised by the newly established Southeast Midlands Biodiversity Forum, colleagues from Asset Operations, IDD, Environmental Strategy, and Sustainability & Innovation recently took part in a guided Biodiversity Walk on Abbeyleix Bog with the Abbeyleix Bog Project to learn more about the importance of these unique habitats in reducing carbon emissions, increasing biodiversity and protecting and improving the water table locally and nationally. The initiative was designed to support numerous ambitions under UÉ's Sustainability Framework including those focused on employee and community engagement / education around the value of water, biodiversity enhancement, and implementation of nature-based solutions.

Keen to develop local collaboration within the community as part of the site visit, the UÉ frontline Operations staff attending on the day collaborated with Laois County Council Climate Action team and Abbeyleix Tidy Towns to assist in their work in Abbeyleix as part of the preparation for the Communities in Bloom Competition. UÉ volunteers, guided by Laois County Council biodiversity officer and horticulturalist, carried out enhancements to the outdoor classroom Biodiversity Area at Abbeyleix South National School. They also assisted with edible planting on Main Street Abbeyleix. After their volunteering the UÉ team were delighted to welcome Scoil Mhuire Abbeyleix to a sustainable, zero waste lunch in Abbeyleix Community Garden, hosted by Abbeyleix Tidy Towns. Scoil Mhuire Abbeyleix Green Schools committee have recently been awarded their Green Flag for Water, they won regional Water School of the Year and also won the show and tell award for their water conservation rap, which they performed for everyone on the day.

Participants all remarked on the practical knowledge they gained from the Bog Project briefing, and the value in seeing first-hand community led projects which support sustainability and water conservation principles.

Many thanks to:

Florence White (UÉ's LA Liaison) for pulling the whole event together.

Frontline Operations colleagues Gary Dollard, Pdraig Byrne, Benny Carroll and Robert Purcell for their great work on the outdoor classroom, and Martin Cross, Martin Quinn and James Joyce who helped coordinate AO input on the day.

Learn more about the Biodiversity Forum:

Interested in learning more about the work of the Biodiversity Forum in the Southeast Midlands?

Contact David Fallon (UÉ Ecologist) davallon@water.ie or Torry Schellhorn (Asset Ops Sustainability Technical Manager) tschellhorn@water.ie.

Three new Regional Fora were established earlier this year, building on the excellent work in the Southwest region championed by AO Senior Managers, Anna Brosnan and Ian O'Mahony.



Community and sustainability front and centre in Asset Operations



Community engagement tracker

We know that individuals and teams across Asset Operations continue to support and engage with local communities across the country to educate people about the value of water. This includes facilitating site visits, making presentations to community groups or speaking at events and conferences. In the first half of the year, Ops logged close to 20 engagements, reaching around 750 people, which is a brilliant achievement. Don't forget to log any past or future engagements using our dedicated Asset Ops [MS Form](#), which is supporting UÉ's target to educate a million people about the value of water.

Re-use Register

Did you know that Asset Ops is piloting a Re-use Register, where you can register spare equipment available on your site, and search for spares in other regions/sites? The project is a collaboration with Ops, IDD, and Sustainability & Innovation, and supports UÉ's circular economy and resource efficiency objectives under the company's Sustainability Framework. You can find out more information in our [FAQ](#) document! Click [here](#) to add an item, or [here](#) to search the Register.



Sustainability training content

Following the internal launch of UÉ's [Sustainability Framework](#), there are a range of excellent short training modules aligned to the Framework's overarching themes including Circular Economy, Energy, Climate Resilience, amongst others. They are available in a dedicated sustainability learning community on MyWork, click [here](#) to access. If you have questions or ideas on how Asset Operations can continue to deliver in the sustainability area, please reach out to [Torry Schellhorn](#) in the Asset Ops Energy Management team.

Resources available on your UÉ device:

- [Community Engagement Tracker](#)
- [FAQ – RE-USE Register Form](#)
- [Re-use Register Form](#)
- [Re-use Register](#)
- [Uisce Éireann's Sustainability Framework](#)
- [Sustainability Learning Community on MyWork](#)

Drinking Water Incident Response Site Signage

The Environmental Protection Agency (EPA) has recommended that Uisce Éireann display site signage in all Water Treatment Plants (WTPs). This signage will improve the process for reporting a drinking water or environmental incident at a WTP and is mandatory at all sites. Content includes:

- Examples of drinking water / environmental incidents
- Drinking water incident communication response chart
- Incident response guidance
- Uisce Éireann contact details

In the case of an incident, you can contact the National Operations Management Centre (NOMC) on **01 882 1000**. This central number eliminates the need to make any physical changes to the posters if staff move/leave/retire.

The Performance Delivery Team have worked with the Uisce Éireann Transformation Programme, Process Ops, Technical Ops, Data Protection, OLA, and Environment Regulation on all Water Treatment Plants over the last number of months. The Performance Delivery team have completed the distribution of these localised signs to all Water Treatment Plants, which includes guidance on their placement. For further information please contact your Team Lead or Operations & Maintenance Manager. Many thanks to all the teams who supported this initiative.

Watch [this video](#), which can be found on your UÉ device, to find out how to complete the Drinking Water Incident Form.



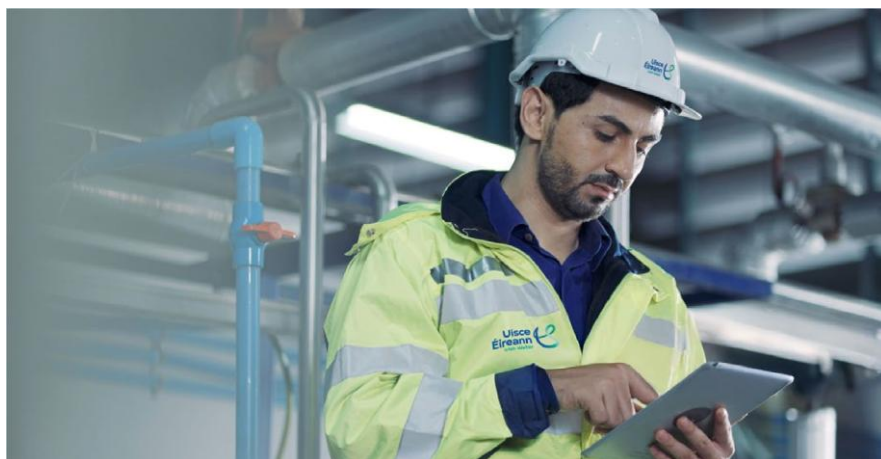
worksafe homesafe

ProWork (Uisce Éireann's traffic management solution)

The rollout of ProWork across the country continues with almost 400 staff trained in 19 Water Services Areas. Training will continue for key staff from network and leakage teams over the next few months. Feedback from the training has been very positive with an average attendance of over 80%. We will keep you updated on progress.

Uisce Éireann Safety Management System roll out continues

50% of Water Services Areas are now operating the UÉ Safety Management System (SMS) with further rollouts planned across the country. Congratulations to all on this significant achievement and thanks to everyone who attended and participated. The Safety Team is here to support you in using the system and will guide you through it. It's essential that you and your teams actively use the system when it is rolled out in your WSA (Water Service Area) to help keep everyone safe.



Lone Working

The rollout of Lone Working solutions across Water Services Areas (WSAs) continues with over 570 users across the country fully trained to date. The rollout will continue over the coming weeks across all WSAs and we will keep you informed of progress.



App + Fob

Uisce Éireann Lone Working Device

The latest on PPE enhancements

We caught up with Operational Contract Analyst Conan Finn to learn more about the recent enhancements to Uisce Éireann's Personal Protective Equipment (PPE) Framework in 2025. Conan shared valuable insights into the improvements and what they mean for teams on the ground. Here is what Conan had to say:



Conan Finn

Can you give us a brief overview of the new Personal Protective Equipment (PPE) Framework in Uisce Éireann (UÉ) and what prompted its development?

The new PPE Framework is a multi-supplier Framework designed to ensure consistent high-quality support across all areas including PPE provision, safety systems, incident management and building a stronger safety culture within UÉ.

The new Framework was developed in 2024 to support UÉ becoming a standalone utility, taking over full responsibility for Ireland's public water and wastewater services. This change highlighted the need for a standardised and proactive approach to health and safety, and to make sure everyone who works for UÉ has the right equipment, training, and support to stay safe while delivering essential water and wastewater services.

What were the main goals or improvements the team aimed to achieve with this new Framework?

One of the biggest aims was to standardise how PPE is managed nationwide. We wanted to ensure that all staff, regardless of role or location, have easy access to the same high-standard safety equipment. Another key goal was to strengthen our overall safety culture. It's not just about having the right gear, but also about promoting safer behaviours and smarter decision-making every day.

What were the main challenges faced during the implementation of the PPE Framework and how were these overcome?

One of the main challenges was balancing the need to launch the Framework while at the same time, having the right selection of items that meet safety standards, specifications, and quality. This required listening closely to end users, including frontline workers, field staff, operatives, and office staff. Users provided feedback on products, revealing that some items didn't meet expectations. We identified specific areas for improvement and updated the Framework accordingly. An example of this was the durability, comfort and performance of the boots, trousers and rain gear. These items in certain working conditions, like prolonged exposure to wet or muddy environments, were not performing as expected.

We brought that feedback back to the team and worked with Suppliers to trial alternative options. We ended up selecting more durable, weather resistant gear that better suited the day-to-day realities of the job. It was a great reminder that those using the PPE everyday are our best source of insight. Their feedback has directly influenced product selection and helped shape a more practical user-focused Framework.

What is new to the Framework in 2025 that say didn't exist when it was first launched in 2024?

Many new items have been added to our Framework in 2025 that were not there in 2024. Some examples of these include additional accessories, headwear, additional clothing and various safety boots. We have also included a catalogue solely dedicated to Spill Kits.

How will the success of the new PPE Framework be measured and maintained over time?

The success of the PPE Framework will be measured through ongoing compliance checks, feedback from Health and Safety audits, and most importantly, direct input from those using the PPE gear every day. If we see improved safety outcomes, fewer incidents, and consistent proper use of PPE across all teams, that's a strong indicator it's working.

The PPE Framework isn't just a once-off rollout. Maintaining it means keeping communication open. Employees are absolutely encouraged to give feedback, whether through toolbox talks, Safety Reps, or directly to the Health and Safety team. That ongoing loop helps us adapt, fix issues early, and ensure our PPE continues to meet the demands of the job.

Where do employees go to order their PPE and what type of PPE is available?

PPE can be ordered through Service Now and Oracle, depending on what you need to order.

Lot 1: Standard/General PPE is ordered through [Service Now](#)

Lot 2: Consumables are ordered through Oracle

Lot 3: Role Based Specialist Safety Equipment are ordered through Oracle

Lot 4: First Aid is order through Oracle

For a full listing of the PPE equipment that can be ordered, please visit [Personal Protective Equipment \(PPE\)](#) on the Safety Resource Hub. All training guides and catalogues can be found here to support you.

Scan the QR code for
information on PPE

**How can people get in touch for more information?**

For PPE Framework or item queries please contact: ppe@water.ie or ppeorders@water.ie

For Oracle queries please contact: procurement@water.ie

Personal Protective Equipment (PPE) Ordering Process

**Lot 1 PPE**

Preferred supplier for workwear PPE (LOT 1) which is ordered through Service Now.

Includes items such as, safety boots, safety trousers, hi-vis vests and jackets.

**Lot 2 PPE**

Preferred supplier for LOT 2 items, which are ordered through Oracle.

Includes items such as, spill kits, safety glasses, safety gloves, hand sanitiser, suncream, ear plugs, etc.

**Lot 3 PPE**

Multi-supplier for LOT 3 items, which are ordered through Oracle.

Includes items such as, chainsaw workwear, face masks, harnesses, arc workwear, visors, lifejackets, lifebuoys, etc.

**Lot 4 PPE**

Preferred supplier for LOT 4 items, which are ordered through Oracle.

Includes items such as, first aid kits, defibrillator, eye wash, etc.



UÉ Value: We keep each other safe

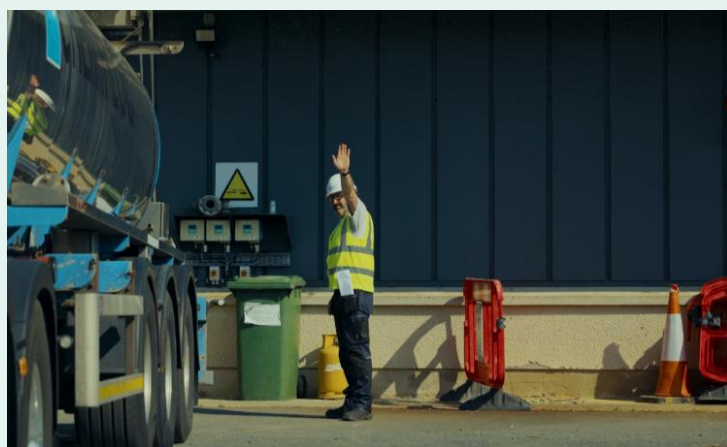
Chemical Handling Training

Bulk Chemical Delivery training is now available on MyWork for Team Leads, Senior Operators and Plant Operators for both Water and Wastewater staff and invitations to attend this online training course, if applicable for you, have issued to your mailbox.

This course provides support to personnel involved in the receipt and handling of bulk chemical deliveries. It covers key safety protocols, site induction requirements and delivery coordination. It will assist learners in how to manage deliveries in compliance with health and safety site standards and environmental regulations, ensuring safe and efficient operations.

For any queries on this training, please contact the Learning team through [ServiceNow](#).

Why not watch this [short chemical delivery video](#) which shows the safe delivery of chemicals to a plant as a good example of best practice (click on link above to view the video or find it on your UÉ device)?

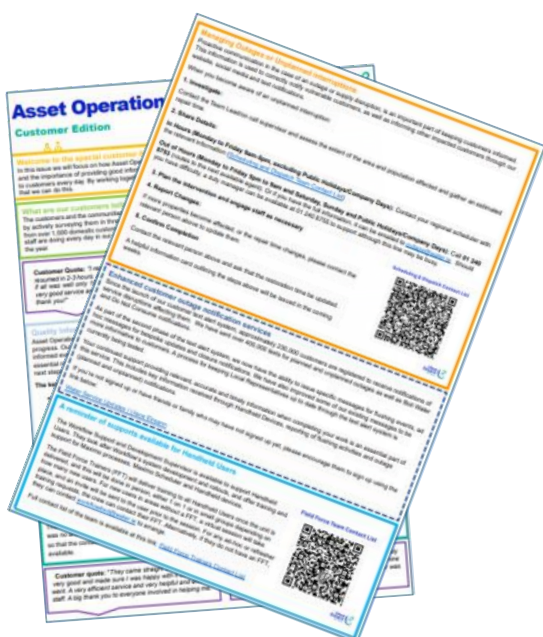


Customer Call Cards and Outage Info Packs



Outage information card

An A5 laminated information card which provides important steps for reporting outages both in hours and out of hours to ensure that customers are kept informed of outages in a timely manner.

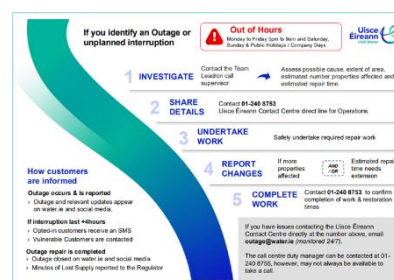


Customer Packs Issuing to Frontline Staff

Over the last few months customer packs have started issuing to all frontline operational staff and will continue to be issued throughout the year. These packs will help to improve our service to customers and communities. These packs include:

Customer out cards & information sheet

These printed cards can be used to let customers know that you called when they were not home and provides them with further information. This card should be completed once Crewworks has been updated so that the contact centre has timely information when the customer calls back.



Asset Operations Newsletter – Customer Edition

This [newsletter](#) provides **clear guidance** on a number of areas relating to customer impacting processes and key contact information, including:

- Customer Survey
- HHU Quality Information
- New Customer Cards
- Managing Outages Steps
- Text Alert System
- Supports for Handheld Users

We would encourage these to be put onto notice boards so the information can be easily available.

If you have not received a pack and would like one, please contact: Aoibhin Kiernan (akiernan@water.ie).

Become a Mo Chara Rep in Asset Operations!



We're looking for friendly volunteers to support new team members in Asset Operations. The Mo Chara Programme is a 'buddy programme' which forms an integral part of the onboarding experience for new employees and Local Authority transfers joining the organisation. New Joiners will be paired with an experienced colleague (Mo Chara Rep) who will provide practical support, guidance and assistance during their first three months within the organisation.

After a successful pilot in Asset Operations in early 2025, the Mo Chara Programme has now officially launched within Asset Operations before a full companywide roll-out later in 2025, and we need as many of you as possible to get involved.

By becoming a Mo Chara Rep, you will:

- contribute to the success and integration of new employees, ensuring they are settling in well to the organisation
- develop your mentoring and coaching skills
- build your network, supporting your career development
- foster a supportive environment and a positive and inclusive company culture

To volunteer to become a Mo Chara Rep, you must be employed by Uisce Éireann for a minimum of six months and be committed to supporting the new employee throughout their first 3 months. You should understand company processes and have good communication skills or a desire to improve these skills.

To sign up, [complete the form here](#), or scan the QR code and we will be in touch with more detail.

**Please note the QR code will only work on an Uisce Éireann device.*

Watch [this video](#), which is available on Zone, to hear from some of our colleagues who participated in the Mo Chara pilot programme.

Do you want to master the art of influencing and persuasion?

If so, we're here to help!

The iBelong Women's Network in collaboration with AmCham are running another Networking and Career development event in the Midlands Park Hotel, Portlaoise on the 8th October (10.30am – 2.30pm). The focus will be on 'Influencing & Persuasion'. All genders are welcome, and we would love to see more Asset Operations colleagues join in! Feedback from those who have attended the first networking event in March was very positive, with participants calling out the supportive atmosphere and valuable connections made on the day itself.

Build valuable relationships to expand your professional network.

Attending this session will help you learn how to build valuable relationships to expand your professional network, enhance your influencing and persuasion skills, and maximise your impact in the workplace, all great skills to develop whether you have just joined the company, or have been with UÉ since the start. There are no prerequisites, just bring an appetite to learn and connect with colleagues from different parts of Operations and the wider UÉ business. The event will be facilitated by Miriam O'Keefe, Director of Member Engagement with AmCham (American Chamber of Commerce), and is the second workshop she has facilitated for the iBelong Women's Network.

Places are still available (open to both UÉ & LA staff), and the remaining slots will be allocated on a 1st come basis. The numbers are limited to 50 people, so we'll have a waiting list for over-subscriptions. Our own Asset Operations

colleague Aphra Leavy, Technical Services Senior Manager, is organising this.

Interested?

Have a chat with your line manager to ensure your team has suitable coverage on the day, and reach out to Aphra if you'd like to sign up - she's happy to answer any queries you might have on the event: aleavy@water.ie



Catherine Sheridan & Anna Coffey

Find out more about Uisce Éireann's iBelong Networks

Did you know UÉ has a well-established employee-led Diversity & Inclusion programme called iBelong? This network of employee resource groups serves as a platform for employees to advocate for change, promote Diversity, Equity & Inclusion, and connection with employees who have shared backgrounds and experiences. Asset Ops are represented on all these groups and both existing and new colleagues are very welcome to join. Interested in learning more on what iBelong is all about? Visit the iBelong [home page](#) on Zone!

National Purchase Request Form Launches in Asset Ops

The Insights & Support team, in the Operations Support function in Asset Operations, launched a new process to improve and simplify how goods and services are ordered in Asset Operations. To find out more about the launch of the new Purchase Requisition/Request Form, we caught up with Ciaran O'Ruanaidh, Insights & Support Senior Manager, Michael Mussi, Insights & Performance Technical Lead and Clare Kennedy, Operations Administrator on the importance of implementing this change and some of the key challenges they faced.

Ciaran O'Ruanaidh

Insights & Support Senior Manager



Ciaran, why was there a need for a change to how goods and services are ordered in Asset Operations? Can you tell us about some of the challenges?

"The new Purchase Requisition (PR) form aligns with the broader strategic ambitions for Asset Operations. As we progress as a Single Public Utility, we need effective single ways of working and standardised practices and procedures.

Previously, the Local Authority (LA) support models had many ways of working, which worked well individually but were inconsistent. We needed a single, unified process to streamline operations and create a national approach. This then improves performance management, resource management and support for those areas which may not be as well resourced."

Michael, what were the main goals behind creating the new Purchase Requisition/Request (PR) form?

"A key goal of ours was to create a single process that improves efficiency. We wanted to combine the best features from all the existing methods of ordering goods and services into one streamlined process. Our Support Team worked with employees at every level from both the LA and Uisce Éireann (UÉ) to build this new process. The form was designed to be user friendly and can be used on both desktop and mobile devices.

The previous ordering processes across the regions were varied (31 different models) making it difficult to manage and ensure the best support was being provided across all regions to both frontline staff and stakeholders. In more remote locations, relationships with local staff were crucial for ordering, however, this led to over-reliance on individual members of staff and led to problems if they moved from their role. Having a single form that is accessible to everyone on a national level, helps bridge these gaps."

Michael Mussi

Insights & Performance
Technical Lead



Clare Kennedy**Operations Administrator**

Clare, how does the new process benefit Uisce Éireann and where can more information be found about the process?

"The [Purchase Request Form](#) sits on SharePoint so it is very accessible to everyone. It acts as a tracker, is user-friendly, allowing users to search by supplier, requester, and location. It will help to reduce invoicing times and in turn, this will mean we can pay our suppliers more promptly and improve customer service. The 'Duplicate PR' functionality will mean faster processing for recurring PRs. The Support Team is providing training sessions to help people familiarise themselves with the new process, while a [Quick Reference Guide](#) and Guidance Videos; [New Purchase Request Form Guidance Video](#) and [Duplicating an existing PR Guidance Video](#) are available. A Support Team contact list has been distributed to offices & depots, and is available here [AOIS Frontline Support Contact List \(National\)](#). The contact list can be used to contact the Support Team for assistance."

Finally, Ciaran, lots of teams worked on this challenging and complex project, together making this a success. Can you tell us more?

"The new PR system demonstrates that together, through great collaboration across teams, we can take a challenging and complex situation of 31 different ways of doing something and transform it into a single, unified approach. I would like to thank everyone who has been involved, across all the different teams, from the Local Authorities and in Uisce Éireann who have made this such a success. A special word of thanks to Mark Pyne, Continuous Improvement Manager, who facilitated this project from the beginning."

Purchase Request Form Useful Resources (which can be found on Zone)

- [Purchase Request Form Link](#)
- [Quick Reference Guide](#)
- [New Purchase Request Form Guidance Video](#)
- [Duplicating an existing PR Guidance Video](#)
- [AOIS Frontline Support Contact List \(National\)](#) The contact list can be used to contact the Support Team for assistance. This list has been distributed to offices and depots.



We continue to listen and respond to your questions to support you with your decision about transferring to Uisce Éireann.

It was great to meet our Local Authority Water Services colleagues during the Transfer Briefing Clinics held across the country over the summer months and listen to your feedback. To help support you in making an informed decision about transferring to Uisce Éireann, we have put together answers to those most frequently asked questions during our in-person meetings.

With all the change around implementing the new target operating model in Asset Operations, if I decide to transfer to Uisce Éireann from my Local Authority, is my job safe?

Yes, your job is completely safe if you decide to transfer to Uisce Éireann under the Framework from your Local Authority. Hundreds of Local Authority staff have already transferred to Uisce Éireann, and our numbers continue to grow. It is fair to say there is a lot of change in how we carry out our work with the recent roll out of our national Asset Operations structure. However, the work we do each day to deliver water services to our communities is very important, meaning there is a role for everyone who transfers to Uisce Éireann from their Local Authority.

What is the process if I decide to transfer?

To start the process, you can request a meeting with the Uisce Éireann HR Team and/or express your interest. If you start the transfer process, you are giving your permission to allow the Uisce Éireann HR team contact your Local Authority HR Department for additional information around your existing terms and conditions to support the transfer process.

This information helps make sure your current job terms and conditions will be included in your new Uisce Éireann contract.

You can find out more about how Uisce Éireann processes your personal data at www.water.ie/about/framework/local-authority-data-protection.

If you have any questions, please contact us. We are happy to help and can set up a one-to-one meeting to talk about pay model options, terms and conditions or any other HR questions that you may have.

The transfer process usually takes to 12 weeks, but it can take longer in some cases. To get started, we encourage you to contact us through one of the following options:

Email LAStaffQueries@water.ie

Fill out a 'Register for HR 1-2-1' form online www.water.ie/framework

Call **01 237 2966**

If I decide to transfer, do I keep my terms and conditions? Are they protected on transfer?

Yes, your existing terms and conditions are protected on transfer to Uisce Éireann and remain unchanged as guaranteed under the Framework. If you choose to join Uisce Éireann's pay model, you will transfer on your current salary and you will benefit from the annual Pay Related Performance Award and annual pay progression. You may also choose to join Uisce Éireann on a 'mirrored' Local Authority pay model. This will follow the Local Authority structures e.g. the increment model, and any future agreements, unless you choose to move onto the Uisce Éireann pay model at a later date. Regardless of the pay model you chose, you will retain your existing terms and conditions.

If you are successful in a promotional opportunity, and transfer across at a higher grade, you will move to the Uisce Éireann pay model and relevant terms and conditions for that role. Additional Superannuation Contribution (ASC) (known as the pension levy) is not payable in Uisce Éireann. Therefore if you transfer to Uisce Éireann, regardless of the pay model you choose, you will stop paying the pension levy.

What happens to my pension if I decide to join Uisce Éireann?

Your existing pension benefits are preserved, and you will join the Uisce Éireann Defined Benefit Scheme from an existing Local Authority Defined Benefit Scheme. This means that your existing pension, based on service to date in the Local Authority, will remain an obligation of your Local Authority. Identical pension benefits based on future service with Uisce Éireann will be provided by Uisce Éireann. At retirement you will receive two pension benefits, one from the Local Authority in respect of your service with the Local Authority, and one from Uisce Éireann in respect of your service with Uisce Éireann.

If you wish to talk to a member of the team about your Pension, please contact pensions@water.ie with your query and we would be happy to help you. Uisce Éireann from time to time organise pension clinics to answer questions on pensions to staff. We will make you aware when the next clinic is available for you to attend.

What are the terms and conditions in relation to the €3,000 incentive payment? Could this be 'claw-backed' at any stage?

The €3,000 incentive payment will be paid in your first pay cycle after joining. This once-off incentive payment is in recognition of the goodwill of Local Authority water services staff in moving to become Uisce Éireann employees.

It will be taxed like normal pay and is available to anyone who joins before the end of 2026. There are **no extra conditions** attached to this payment. Neither Uisce Éireann nor the Local Authority can ask for it back — even if you retire or leave Uisce Éireann after receiving it.

Will there be cross (county) border working and how does Uisce Éireann propose to deal with Out of Hours work and is there a national on call system?

Uisce Éireann is committed to local delivery of services. For operational, practical and efficiency reasons, staff will continue to deliver services locally. However, Local Authority administrative boundaries do not necessarily align to water services areas (WSAs) and where it makes operational or emergency sense to do so, work may entail cross boundary working. Practical examples of this are where a town or water area sits in two or more

Local Authority administrative areas. Therefore, where it makes sense operationally, staff may be expected to work outside their current Local Authority boundaries.

Uisce Éireann is implementing our On Call Policy and On-Call Roster arrangements across the country. Staff transferring will have differing On-Call arrangements and allowances, so we will maintain On Call arrangements as would have operated in Local Authority and over time, move to Uisce Éireann standardised arrangements.

Who is eligible for the Performance Related Award (PRA) and how does it work?

If you choose the Uisce Éireann pay model, you will get a yearly **Performance Related Award (PRA)** and you won't have to pay the **pensions levy** that Local Authority staff currently pay.

In the year you transfer, your PRA will be **calculated based on how long you've worked** with Uisce Éireann that year.

PRAs are **non-pensionable lump sum payments paid** annually to eligible staff who meet certain performance goals. Everyone on the Uisce Éireann pay model will meet with their manager at the start of the year to agree on goals. These goals will be reviewed together halfway through the year and again at the end. You will get a performance rating based on how well you met your goals.

There are two types of performance targets:

- **Individual goals** for engineering, technical, and management staff.
- **Collective goals** (like health and safety, reducing leaks, using technology) for outdoor staff such as general operatives, craft workers, and water/wastewater treatment operatives.

What other benefits can I expect if I decide to transfer over?

Core Benefits:

- Pension Scheme – Pension is protected
- Additional Superannuation Contribution (ASC) is not payable in Uisce Éireann
- Sick Leave Arrangements – 6 months full pay, plus a further 6 months half pay
- Income Protection Scheme
- Death in Service benefits
- Educational Assistance
- Learning & Development Courses
- Retain current annual leave plus standard Uisce Éireann 2.5 company days
- Paid Marriage / Civil Partnership Leave
- Enhanced Maternity Pay
- Paid Paternity Leave
- Compassionate Leave
- Other Statutory Leave



Financial Wellbeing:

- €3,000 on transfer for transferring from your Local Authority (once-off)
- Overtime for applicable grades
- Employees Credit Union
- Tax Saver Ticket
- Home Computer Purchase Discount
- Microsoft Home Programme Purchase Scheme
- AXA Insurance Group Scheme
- Christmas Saving Facility
- Onsite Banking: Bank of Ireland
- Professional subscriptions



Physical and Emotional Wellbeing:

- Hybrid Working (indoor workers – 3 days per week from home)
- Cycle to Work Scheme
- Flu Vaccinations
- Group Health Scheme (VHI, Irish Life, LAYA)
- Eye Care Provision
- Digital Doctor
- Health Screening
- Employee Assistance Programme
- Mental Health First Aiders
- Time To Talk Programme
- Wellbeing Initiatives



Hear from those who have transferred to Uisce Éireann

Meet the People: The Faces Behind Ireland's Water Service

The UÉTP Comms Team have compiled a fantastic selection of written profiles and videos on the [UÉT Hub](#) on Zone called *Meet the People*, featuring people working at the heart of water services across a range of different roles all around the country.

Change is never just about systems, it's about people.

We put a call out asking people to share their stories and experiences of transferring from a Local Authority to Uisce Éireann, the challenges they faced and the opportunities they've discovered since joining a national team. We spoke to individuals working on the front line with invaluable experience, skills and critical local knowledge who are delivering clean drinking water and providing critical wastewater services to customers and communities.

All our [Meet the People](#) stories are available [here on the UÉT Hub](#) from your UÉ device.

As the Uisce Éireann workforce continues to grow and training and new Ways of Working are rolled out, these testimonials give us an insight not only about the experience of transferring, but also the drive and passion they bring to their jobs every day.



Andy Sherlock, Meet the people video

Upcoming Events

Following a successful start in Cork and Dublin, the **Uisce Éireann Company Days 2025** will continue in October. These events are a fantastic way to help us connect and share learnings. All UÉ employees and colleagues from Local Authority Water Services are encouraged to attend if you have not attended one already. Registration requests for your region have already been sent out via email. If you did not receive a registration email, please contact: wellbeing@water.ie.

October Company Days 2025

South East Midlands Region

- Portlaoise - Midlands Park Hotel, Wednesday 1st October, 10am – 3:30pm
- Portlaoise - Midlands Park Hotel, Thursday 2nd October, 10am – 3:30pm

North West Region

- Sligo - Radisson Blu Hotel, Tuesday 14th October, 10am – 3:30pm
- Sligo - Radisson Blu Hotel, Wednesday 15th October, 10am – 3:30pm
- Sligo - Radisson Blu Hotel, Thursday 16th October, 10am – 3:30pm

To stay informed on all upcoming events across the company, make sure to check out the [Events Page](#) on the Zone.



Castlebar Sports & Social Club

The Castlebar Sports and Social Committee have had a busy 2025 so far. We held a 4-week fitness challenge through February and March, Food and Fun in May and had our Summer BBQ on the 10th of July. We also got a bookcase installed in our canteen to encourage people to swap books. Our Food and Fun event in May was a huge success. We had pizzas delivered to the office and had a speed quiz which went down a treat. We used this event as a fundraiser and will be donating over 300 euro to Mayo/Roscommon Hospice. The support we get from the office is excellent and we wouldn't be able to run these events if people didn't support them so thank you to all in the Castlebar Office and I am sure we will have plenty more events going forward.



Contact us

Please note that we are always available to chat to you and answer any question you may have in relation to any of the information above.

Feel free to check our dedicated website at www.water.ie/JoinUs where you can find more information on the Uisce Éireann Transformation Programme.

You can call us on (01) 237 2966. Alternatively, you can email your query to AssetOpsUpdate@water.ie or LAstaffqueries@water.ie.

Connect with us

You can also keep up to date with Uisce Éireann on social media.

We're present on Facebook, Instagram, LinkedIn, X and YouTube.

Simply search for Uisce Éireann and start following!

