

Civic Offices, Limerick Road
Nenagh, Co. Tipperary

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Mr Jerry Grant,
Chairperson
Uisce Éireann,
Colville House,
Dublin 1

3rd June 2026

Dear Mr Grant,

On behalf of An Fóram Uisce (The Water Forum), I am pleased to submit the Forum's Position on the Interests of Public Consumers related to Customer Service, Communications and Public Trust.

Established under Part 5 of the Water Services Act 2017, the Water Forum is the national statutory body representing stakeholders with interests relating to water quality and public water consumers. The Forum has a statutory role to advise the Minister for Housing, Local Government and Heritage in relation to the interests of customers of Uisce Éireann, and to make recommendations to Uisce Éireann in relation to policy documents and the performance of its functions. It is in this context that I am writing to you.

The Forum recognises the critical role Uisce Éireann plays in delivering safe and reliable public water services. This position paper acknowledges that compliance with drinking water quality standards remains high nationally and that overall satisfaction with drinking water quality has improved. The Forum does however believe there are important opportunities to further strengthen public trust and customer confidence through enhanced communications, education and community engagement.

The Forum considers the development of a comprehensive Communications Strategy to be the most important action arising from this position. The paper recommends that such a strategy provide a clear roadmap for how Uisce Éireann can further strengthen public trust in both the utility and the public water supply through improved communications, education and community engagement.

The position paper also identifies other priority areas for action, including:

- improving proactive and timely communication, particularly during supply disruptions;
- increasing public awareness through education campaigns and clearer, more accessible information on water quality, sources, treatment and supply; and
- strengthening community engagement, greater visibility of staff and targeted initiatives to promote water conservation, drought awareness, and understanding of water supply systems

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The Forum would welcome the opportunity to meet with you and the Chief Executive of Uisce Éireann to discuss in greater detail the interests of customers of Uisce Éireann and the Forum's recommendations in this regard.

Yours sincerely,

Dr Matt Crowe,
Chairperson

Cc: Mr Niall Gleeson, Chief Executive, Uisce Eireann
Ms Sinead Egan, Senior Manager Stakeholder and Public Affairs

