

Date 3rd February 2010

**The Chairman and Members of
North Central Area Committee.**

- **Report on Water Shortage---Lack of Information**

The drinking water problems being experienced in the Dublin Region are as a result of the severe weather conditions in early January and its subsequent impact on the water mains network throughout the city and the Dublin Region. Due to a combination of taps being left running and the water mains bursts as a result of the extreme cold weather, in particular on old cast iron mains, resulted in a reduction of the water pressure throughout the Region. Storage reservoirs were depleted to such an extent that pressure had to be proactively reduced further in order to conserve supplies. This was carried out as fairly as possible throughout the city but certain areas in the city particularly in the North Eastern portion of the city have been worst hit just because of their actual location and elevation within the water mains network. Leak detection and repairs have been and are being carried out throughout the Dublin Region and drinking water storage levels are recovering in all of the Region's Reservoir. This has allowed the pressures to be increased in some worst effected areas. It is hoped that in the coming weeks the water supply situation will continue to improve. This will allow pressures to be increased and as a result the level of disruption being experienced by customers will be further reduced.

Throughout the incident information regarding the areas experiencing difficulties, tanker locations etc. were placed on the City Council's website. In the earlier part of the incident these were updated up to three times a day, City Councillors had the information e-mailed to them directly and received text messages to let them know that the e-mails had been sent. There were numerous interviews on radio stations, both local and national, TV and written media and telephone lines were staffed during and outside normal office hours. The scale of this incident was beyond anything experienced in the City or in the Greater Dublin Region at any time in the past with large areas without supply for lengthy periods of time. In light of the experience gained the City Council will be reviewing it's communications practices and procedures in order to improve performance in this area.

DCC Water Services greatly appreciate all of our customers ongoing patience and support throughout this very difficult period.

Mary Mc Mahon,

Executive Engineer

**FINIAN McGRATH T.D
INDEPENDENT
DUBLIN NORTH CENTRAL**