

1 Our Charter

1.1 This Charter of Service applies to the provision of water services to non domestic customers by Monaghan County Council and its agents

1.2 Monaghan County Council may change these terms for technical or operational reasons. Any material changes shall be notified to the customer in advance as far as is practicable.

1.3 Monaghan County Council does not profit from the provision of water services, but is required to recover all costs associated with the provision of water supplied to the customer's premises and the costs associated with the collection and treatment of waste water from the customer's premises.

1.4 This charter shall not affect the statutory rights of any person.

2 Meters

2.1 The amount of water supplied to a customer shall be ascertained by means of a meter water meters and/ or other apparatus supplied and installed by Monaghan County Council or its agents and such meters shall remain the property of Monaghan County Council.

2.2 Monaghan County Council or its agents will read the meters. Only persons authorised by Monaghan County Council may fix, connect, remove or work upon any equipment associated with the water supply and belonging to Monaghan County Council.

2.3 Where a meter is not in place at present and pending installation in accordance with 2.1 Monaghan County Council may levy a flat charge in respect of the service provided.

2.4 When for any reason a meter has failed to record correctly the water used, Monaghan County Council has the right to adjust the customers account to reflect reasonable usage on the basis of historical or comparative data.

2.5 In the event of unauthorised interference, whether by the customer or otherwise, whereby water could have been consumed without being properly metered, Monaghan County Council reserves the right to estimate the unrecorded consumption and include charges for same in the customers account

3 Water Supply

3.1 Monaghan County Council will exercise reasonable skill and care in provision of the service.

3.2 The delivery of water is subject to certain variations that may affect the quality, taste, color, hardness, clarity, pressure, availability, or any other aspect of water supply. Monaghan County Council will make all reasonable efforts to minimise variations but there may be occasions when this will not be possible. Customers are supplied with water on the basis that variations may occur.

3.3 Monaghan County Council reserves the right, with out prejudice to any other provisions of this charter to issue reasonable instructions concerning the use of the service as may be necessary in the

interests of safety, quality of service or other valid reasons.

3.5 We will make every effort to restore supply to you within 24 hours of loss of service due to a minor burst and within 48 hours in event of a major burst.

3.6 Monaghan County Council may also interrupt the service wholly or partially if Monaghan County Council deems such action necessary or if Monaghan County Council is requested to do so by the health authorities.

3.7 The customer shall ensure that the water distribution system of their premises is maintained so as to protect human health and prevent leakage.

3.8 If in the opinion of Monaghan County Council the nature of the consumers demand is such that it is likely to produce what Monaghan County Council determines to be a significant impact upon the water treatment works, then Monaghan County Council may require the customer to enter into an agreement to have capacity assigned at the said works for the purpose of treating water on behalf of the customer.

4 Waste Water Discharge

4.1 Without prejudice to any licensing obligations which may exist or be imposed the customer shall at no time permit to be discharged to the drainage system:

a) Any liquid matter or thing which is or may be liable to set or congeal at average sewer temperatures (between 4 and 25 degrees Celsius) or by which the free flow of sewage or storm water may otherwise be interfered, with or is capable of giving off any flammable or explosive gas or any noxious odour in sufficient concentration to cause a nuisance;

b) Waste water which by nature of volume or composition is likely to adversely effect the performance of a waste water treatment plant of Monaghan County Council

c) Any acid, alkali or other substance in sufficient concentration to cause corrosion to sewer network components.

d) Any matter that causes or is likely to cause a risk to human health or safety or the environment. The consumer shall comply with any reasonable direction issued by Monaghan County Council to ensure compliance with this clause.

4.2 The customer shall not allow the discharge into the public sewer of rain water run off from roofs, paved areas or other surfaces, except as may be agreed with Monaghan County Council in writing.

4.3 Monaghan County Council shall be entitled to take spot samples of waste water discharged by the customer for the purpose of testing compliance with this charter of service.

4.4 If in the opinion of Monaghan County Council the characteristics of the consumers effluent are likely to produce what Monaghan County Council considers to be a significant impact upon the waste water treatment works, then Monaghan County Council may require the consumer to enter into an agreement to reserve capacity at the said works for the purpose of treating the waste water for the customer.

5 Water Services Charges

5.1 There will be a single consolidated charge for water services, comprising charges for water supply and waste water treatment.

5.2 The charge will consist of a unit charge related to volume (m3 or gal) of water used discharged. Unless otherwise agreed, or where the customer has an independent water supply, the volume of waste water treated will be deemed to be equal to the volume of water supplied based on water meter readings.

5.3 The consolidated unit charge will include (inter alia) contributions to cover:

- The marginal capital cost of the water / waste water treatment works and delivery drainage systems.
- The average operational costs of the water / waste water treatment works and conveyance / drainage systems.
- The average general administration, metering, monitoring, debt recovery and billing costs.

5.4 The cost of production and distribution of one unit of treated water, and the cost of collection and treatment of one unit of waste water shall be determined annually by Monaghan County Council. Monaghan County Council shall make the method of computation of the charge available generally for inspection.

5.5 Monaghan County Council may as a condition of service, require the metering of the water supply, or waste water discharge as appropriate, where the customer has a private water supply, solely for the purpose of the determination of the volume of waste water according to the principles described above and to monitor usage in the interests of water conservation.

6 Payment of Accounts

6.1 The customer is liable to pay all charges referred to in this charter of service for all water consumed or estimated to have been consumed and all waste water discharged or estimated to have been discharged.

6.2 All invoices shall be sent to the billing address shown on the application form (or any other address notified to Monaghan County Council.)

6.3 All charges must be paid in full by due date specified. Monaghan County Council may charge interest on unpaid amounts.

6.4 The customer must notify Monaghan County Council in writing if he/she changes address or vacates the premises. All outstanding charges must be paid prior to transfer of ownership. Failure to notify Monaghan County Council may result in the customer retaining liability for all future bills even though they are no longer the occupier.

7 Water Conservation

7.1 Drinking water is a valuable and scarce resource and we encourage customers to use water efficiently.

7.2 Leaks are a serious cause of water wastage and can cost you money. Monaghan County Council have invested in modern leakage management technology and in house leakage control systems. You are strongly urged to monitor your water consumption so that leaks if they occur can be speedily identified and repaired. Monaghan County Council retains the right to disconnect customers who are

encountering continuing leakage problems causing water wastage.

8 Exclusion of Liability

8.1 Monaghan County Council shall not be liable for any injury, loss or damage, whether or not foreseeable, directly or indirectly resulting from:

- Any failure, interruption, delay, suspension or restriction in providing water services arising for any reason;
- Or any variations in water quality, taste, hardness, colour, pres sure or any other quality parameter;
- Or any unlawful or unauthorised use of the service by the customer.

8.2 Monaghan County Council recommends that if you are particularly dependent on a continuous supply of water for your business that you make your own assessment of level of on site storage you may require. We recommend a minimum storage level to cover 24 hours in the event of loss of supply. Call Water Services on 047 30504 if you need advice.

9 Right of Access to Premises

9.1 Employees or agents of Monaghan County Council may have to access your premises on occasions in connection with the water supply service. In such circumstances all our employees or agents will carry official identification and we would ask for your full co-operation and understanding in these circumstances

10 Suspension / Termination

10.1 Monaghan County Council may disconnect the water supply of the customer for any valid reason, including:

- The customer fails to pay Monaghan County Council the water service charges due (subject to the statutory rights of the customer)
- Or breach of any condition of this charter of service;
- Or in any other lawful circumstances.
- Excessive Wastage / Consumption.

11 Termination by the Customer

11.1 The customer may apply for termination of the water supply and / or waste water treatment by giving 7 days notice to Monaghan County Council. The customer is liable for the costs incurred for his or her consumption of water up to the date of disconnection.

11.2 The customer may arrange for termination of payments to be effected without disconnection, if satisfactory arrangements for the transfer of liability to a person acceptable to Monaghan County Council are in place.

12 Exceptional Circumstances

Monaghan County Council will take all reasonable steps to deliver the highest standards of service and fulfill the commitments in this charter. There will be occasions, however, that despite our best efforts difficulties will arise and it will not be possible to meet all our commitments. In these circumstances we will make every effort to minimise disruption or inconvenience to customers.