

# Leakage Reduction Programme - Backyard Service replacement project

November 2022

Irish Water, in partnership with Waterford City and County Council, is replacing ageing problematic water mains in Portlaw, Co. Waterford to provide a more reliable water supply, improve water quality and reduce high levels of leakage.

Since 2018, Irish Water has invested over €500 million to upgrade the underground water network across the country through the delivery of the Leakage Reduction Programme. We are investing a further €250 million every year up to the end of 2030 - fixing leaks and replacing pipes to provide a more reliable water supply.



Replacing old pipes to reduce drinking water lost by leakage



Reducing disruption from bursts and outages in the network



Improving water quality



Delivering operational efficiencies on the network

## 1. Details of the project

In some older estates water connections, typically made of iron or lead, were installed to the rear of the property and are often referred to as backyard service connections. The pipework due to age and deteriorating condition are a significant source of leakage and reduced levels of service. Backyard services are usually shared, running through a number of neighbouring properties making it difficult to detect and repair leaks. Since all properties share a connection, leaks and bursts affect all properties usually resulting in low pressure.



The works will take place along William Street and George Street and involve the decommissioning of ageing back yard water mains and the delivery of 525 meters of new water mains constructed along the public road.

These works will be carried out by Shareridge Utilities Ltd in partnership with Waterford City and County Council on behalf of Irish Water and are due to be completed by end of December 2022.

**Fixing Leaks for a better water supply.**  
For more information on the Leakage Reduction Programme please visit [www.water.ie/reducingleaks](http://www.water.ie/reducingleaks)



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## 1. What are the benefits of the works?

The benefits of the leakage reduction works include:

- **A Reliable Water Supply** – Replacement of water mains and service connections will reduce the instances of bursts and water outages and will ensure a reliable supply of water to customers and local businesses in the area.
- **Reduced Leaks** – Replacement of water mains and service connections will eliminate existing leaks and reduce the amount of clean drinking water lost into the ground.
- **Improved Operation and Maintenance** – These works will deliver cost savings by providing improved water network operation that will require less maintenance in the future.
- **Improved water quality** – Replacing existing old cast iron and lead from the public water network with new modern pipes will reduce the risk of contamination

## 3. Will customers be affected by the works?

A survey is required at each property within this community. The individual survey is undertaken to assess the current water connection arrangement for that property and discuss the best way to connect the new service to the customers home.

Customers to benefit from these improvement works will be contacted directly by Shareridge Utilities to provide information about the required works and to discuss a suitable time to carry out an individual survey.

The works, when they commence, may involve some short-term water outages and the project team will ensure that customers are given a minimum of 48-hours notice prior to any planned water outages. Where water mains are being constructed traffic management will be in place during this time. Local and emergency traffic will be maintained at all times.

We understand that this type of work can be inconvenient and works crews will make every effort to minimise any disruption these necessary works cause.



Residents and businesses in the areas to benefit from the planned improvements will be notified directly.

Details of any supply interruptions associated to this project will be updated regularly on the Water Supply Updates section of the Irish Water website.

Customers can phone Irish Water on **1800 278 278** if they have any questions about the project.

**This project is one example of how Irish Water is working in partnership with Local Authorities to reduce leakage and provide a more reliable water supply. Fixing leaks can be complicated but we are making progress. In 2018 the rate of leakage nationally was 46%, by the end of 2021 it was 38%. We are on track to achieve a national leakage rate of 25% by the end of 2030.**

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