

CRIME PREVENTION INFORMATION FOR THE PUBLIC IRISH WATER METERING PROGRAMME AND YOUR PERSONAL SAFETY

Issued by Irish Water to An Garda Síochána
December 2013

Introduction

Irish Water has commenced its **Meter Installation Programme** in certain parts of Ireland and will be expanding into new areas over the coming weeks and months.

There will be a number of Irish Water staff and contractors on streets throughout Ireland, and we are aware that some criminals may take this opportunity to gain access to houses claiming to be acting under the programme.

To ensure your personal safety, Irish Water has put in place a number of safety measures. These are detailed in this information sheet for your protection.

Your Safety is Irish Water's Priority

Irish Water takes the safety of the general public very seriously. For this reason, there are a number of safety measures which they have put in place with their staff and contractors:

- Water meter installers will wear Irish Water branded clothing and will always carry ID.
- Irish Water staff and installers are trained to always identify who they are and who they are representing.
- **They will always present their identity card, and meter installers will NEVER ask to enter your home. They will also never request money from you.**
- Householders do not need to be at home while the meter box or water meter is being installed. If you are at home, the installers working on behalf of Irish Water will knock on

the door to let you know that they will be working outside - but again, there is no reason for the installers to cross the threshold of your home.

- Customer communication packs are being delivered into the homes of all houses due to receive a meter box and/or water meter. These communications include a Safety Guide. If you have not received this direct communication, there is no reason for any person claiming to be from the Irish Water Metering Programme to call to your home.

Refusal Will Not Offend

We would always advise you to be cautious. If you are wary or suspicious of any person claiming to be from Irish Water or one of their contractors, we would encourage you to refuse to answer the door. Irish Water can carry out the installation without the need to interact with the householder, if you are nervous.

Alternatively, all Irish Water staff and contractor ID cards have the telephone number of the Irish Water contact centre on the back (1890 278 278). The call centre will be able to verify the location of the various Irish Water metering crews and the relevant IDs for the metering installers at those locations.

Contact details for Irish Water are:

T: 1890 278 278

E: info@water.ie

W: www.water.ie