


Standard Connection Charges

Surety Refund Process

 - Customer steps

 - Uisce Éireann steps



1

Fulfilment of Customer requirements under the Connection Agreement (Self-Lay Surety Payment)

You are obliged to provide Uisce Éireann with a Self-Lay Surety Payment in addition to the Connection Charge.

A Self-Lay Surety can be covered by several options: a Letter of Credit, Charged Account, Cash Deposit, Qualifying guarantee or Performance Bond. Please, read more and select the best suited option for you in UÉ [Financial Security Policy](#).

When choosing a Cash bond option, the payment of the Self-Lay Surety can be made by: a. A separate Cheque, made payable to "Uisce Éireann" or b. Money Transfer by EFT to the bank account specified in your Connection Agreement. Please note that you must quote the Uisce Éireann CDS reference number in any communications and when making payment. The Self-Lay Surety will only be deemed paid when funds have cleared in Uisce Éireann's bank account



2

Preparing to Commence Works on Site

Once you have accepted the Connection Agreement, made all necessary payments and are ready to commence works onsite, you can email developerscheduling@water.ie to request a Pre-Commencement Site Meeting to discuss and agree the Test and Inspection Plan with a UE Field Engineer.



3

Construction Phase

You commence your onsite Construction Program. During the course of the Construction Phase, the Uisce Éireann Field Engineer will conduct periodic site inspections, in line with the Test and Inspection Plan you provided. You must provide the UE Field Engineer with all final documentation for review and approval.



4

Walk-Off Inspection Request

Following a satisfactory review of the Final Documents by the Uisce Éireann Field Engineer, your Construction Engineer shall contact Uisce Éireann's Developer Scheduling Team (developerscheduling@water.ie) and request a Walk-Off Inspection of the Works.



5

Walk Off Inspection, Issue of Conformance Certificate & Connection

Your Engineer shall give a minimum of 5 business days' notice in advance of this meeting. The UÉ Field Engineer will inspect the Works with your Construction Engineer in attendance. You will be made aware of the outcome of these inspections in writing and may be required to revise the Final Documents or undertake remedial work to address deficiencies found during the Walk-Off Inspection.

An additional inspection will be carried out if deemed necessary. If the Works and Final Documents are deemed acceptable, the UÉ Field Engineer will issue the Conformance Certificate and authorise the UÉ Contractor to commence the physical tie-in works.

If minor corrections are required to the Works (snags) a 'Defects Report' will be issued alongside the Conformance Certificate, outlining these minor defects. These minor corrections shall be addressed by You within a reasonable timeframe before the connection is completed.

If You do not attend to the listed remedial requirements outlined in the "Defects Reports", or if these remedial works are not carried out or undertaken in a reasonable timeframe, UÉ will have recourse to call upon the Self-Lay Surety of the Connection Agreement to either procure remedial works or stop connection of the Works into the UÉ Network(s).

UÉ reserves the position that Vesting of the Works in UÉ or provision of a connection for the Works to the Network(s) will not take place until all Final Documents relating to the Works have been provided to UÉ and are deemed acceptable.



6

Defects Liability Period

The Defects Liability period will commence on the date the Conformance Certificate is issued. In general, it's a 12-month period, however it may be further extended by another 12 months, if deemed required by the UÉ Field Engineer.






7

Final Walk-Off Request

At the end of the Defects Liability Period, You will need to submit the following to us: 1. Leak Detection Report, 2. CCTV of all foul lines (if deemed necessary by Field Engineer), 3. Registration of the Deed of Easement 4. Confirmation of the repair of any defects which arose during the 12-month period. When done, You may contact UÉ Developers Scheduling Team (developerscheduling@water.ie) to arrange the Final Walk-Off Inspection.


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 **8 Final Walk-Off Inspection**

During the Final Walk-Off Inspection, the UÉ Field Engineer will attend your site to witness the pressure and leakage testing and will complete a review of your final documentation. If everything is deemed Satisfactory, the UÉ Field Engineer will issue your Completion Certificate.


If minor corrections are required to the Works (snags) a new "Defects Report" will be issued outlining these minor defects. These minor corrections shall be addressed by You within a reasonable timeframe to allow the Completion Certificate to be issued. If You do not attend to the defects outlined in the "Defects Reports" or if these remedial works are not carried out or undertaken in a reasonable timeframe, UÉ will have recourse to call upon the Self-Lay Surety of the Connection Agreement to procure its own remedial works. UÉ reserves the position that Vesting of the Works in UÉ will not take place until all Final Documents relating to the Works have been provided to UÉ and are deemed acceptable.

 **9 Issue of the Completion Certificate**


A Completion Certificate is issued on foot of a request by You and is based on final inspections by Uisce Éireann of the installed Water and Wastewater Services Infrastructure and re-assessment of the Final Documentation which was submitted by You, prior to the Conformance Certificate being issued. This Completion Certificate serves as a notice of the end of the Defects Liability Period.

 **10 Submit your Surety Refund Request by post**


Upon receipt of your Completion Certificate, please submit the completed **Surety Refund Request – EFT Mandate Form** (appended to your Completion Certificate and available upon request via email at developerservices@water.ie), and **a letter from your bank confirming your bank account details, signed, dated and stamped**, to Uisce Éireann by post (**Uisce Éireann, PO Box 860, South City Delivery Office, Cork City**). To avoid any unnecessary delays, it is important to ensure that all the documentation is submitted in the same company name outlined in your Uisce Éireann Connection Agreement. Differing names is the most common cause of the delays in processing the refunds, so you can help avoid this, by ensuring the company name is correct and consistent

 **11 Refund Request Review**

All your submitted documentation will need to be validated. We will verify the surety details, including the initial payment and conditions associated with the refund. If we require further information to complete the validation, we will contact you via email, to let you know what else we require. It is important that you submit any additional information as quickly as possible, so that we can get your refund approved and issued in a timely manner.

 **12 Independent Banking Compliance Check**

Please note, we must independently verify the bank details provided, to ensure the refund is being issued to the correct entity. Whilst we will endeavour to complete this verification as quickly as possible, this part of the process can take time to complete

 **13 Final Check & Refund Approval**

When your Surety Refund Request has been verified and approved, our Commercial Team will undertake the final checks and initiate the refund.

