IVR Call Routing Guidelines - Operations

UISCE
EIREANN · IRISH
WATER

Operations Contact Number:
1800 278 278

You will be first presented with the following language options;

1

Press option 1 for service in the English language

9

Press option 9 for service in the Irish language

You will be transferred to an Irish speaking Agent

You will then be presented with the following five options for Operations services

1

Press option 1 to report a problem with your water supply or with waste water.

2

Press option 2 if you are calling in relation to a new connection application.

3

Press option 3 if your query is in relation to the first fix campaign, the leakage reduction program, or water conservation.

4

Press option 4 if you want to validate one of our contractors identification.

5

Press option 5 if your supply is affected as a result of an outage, and you would like some advice on what to do.