

Lauren Redmond

Assistant Scientist

Optimisation of Misconnection Detection Resources

DURL Project Conference 28th May 2024

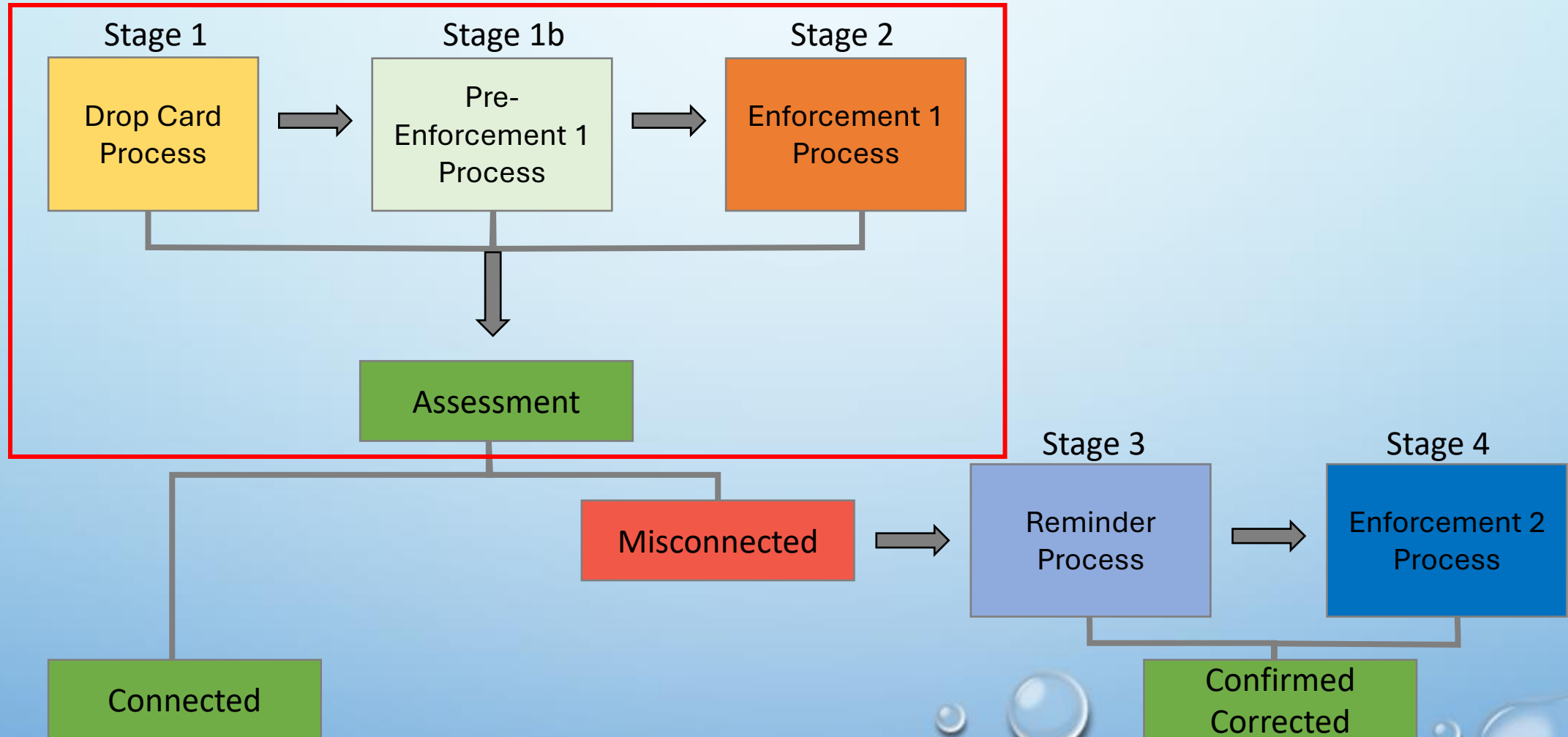


Content

- Misconnection Assessment Process
 - Stages and timelines
 - Contact methods
 - Effort and effectiveness
 - Outcomes
- Assessing new catchments
 - Choosing houses for assessment
 - Staffing and time resources

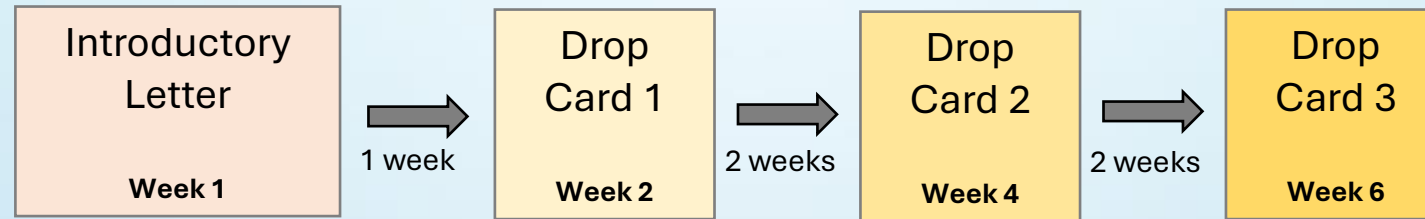
Misconnection Assessment Process

Overview



Misconnection Assessment Process

Stage 1: Drop Card Process



Dublin Urban Rivers LIFE (DURL) Project

Caring for Water in Your Local River

Ref: GHOLT2 Date: _____

Dear Homeowner/Occupier,

The Dublin Urban Rivers LIFE (DURL) Project is an EU funded project aimed at making significant environmental improvements in your local River Griffeen. My colleagues in the Project are checking for wastewater pipes at houses that may be incorrectly plumbed in the River Griffeen Catchment and therefore could be causing pollution of the local river. You can get more details about this important environmental project by visiting our website at www.dublinriverlife.ie or by scanning the QR Code below with a smartphone. The enclosed DURL Project leaflet also provides an overview of the project.

We are carrying out quality checks of a selection of rainwater drainage pipes in your estate including your property. The check will typically last 15 minutes and is conducted by one of our Stormwater Assessors around the outside of your house in a COVID-19 safe manner. They will be able to confirm for you if any action needs to be taken and will advise of next steps.

The check of your property is necessary, and we will be calling to your house to arrange an appointment date and time suitable to you.

Yours faithfully,

Lauren Redmond
Assistant Scientist – Dublin Urban River LIFE (DURL) Project
Email: lredmond@sdublincoco.ie Mobile: (086) 605 0177 Phone: 01 414 9000



Scan here with your smartphone to visit our website

Dublin Urban Rivers LIFE (DURL) Project

Caring for Water in Your Local River

Ref: GNCD1 Date: _____

Dear Homeowner/Occupier,

My colleagues called to your house earlier today and there was no reply.

We work for the Dublin Urban Rivers LIFE (DURL) Project which is an EU funded project aimed at making significant environmental improvements in your local River Griffeen, including the development of a wetland in Griffeen Valley Park. We are checking for wastewater pipes at houses that may be incorrectly plumbed and therefore could be causing pollution of the local stream.

We are carrying out quality checks of a selection of rainwater drainage pipes in your estate including yours and we will need access to your property to make such a check. The check will typically last 15 minutes and is conducted by our Stormwater Assessors around the outside of your house in a COVID-19 safe manner. They will be able to confirm for you if any action needs to be taken and will advise of next steps.

The check of your property is necessary, and we would appreciate if you could contact the Stormwater Assessor for your area to arrange an appointment date and time suitable to you. Our preference is you make contact by texting your name and address to the Stormwater Assessor listed below and he will call you back. Alternatively, you can email the DURL Project Office or phone the Stormwater Assessor.

Stormwater Assessor Contact Details		
Project Email	duff@sdublincoco.ie	
Text or Phone	Wesley Sinclair (Stormwater Assessor)	086 076 2683
Text or Phone	Fergal Nugent (Stormwater Assessor)	086 076 2686

You can get more details about this important environmental project at www.dublinriverlife.ie or by contacting the DURL Project Office in South Dublin County Council on 01 4149000.

Yours faithfully,

Lauren Redmond
Assistant Scientist – Dublin Urban River LIFE (DURL) Project
Email: lredmond@sdublincoco.ie Mobile: (086) 605 0177



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Dublin Urban Rivers LIFE (DURL) Project

Caring for Water in Your Local River

Ref: GNCD2 Date: _____

Dear Homeowner/Occupier,

My colleagues in the Dublin Urban Rivers LIFE Project called again to your house today (2nd visit) to arrange a time suitable to you to check the rainwater drains at your house.

The Dublin Urban Rivers LIFE Project (DURL) is an EU funded project aimed at making significant environmental improvements in your local River Griffeen, including the development of a wetland in Griffeen Valley Park. The project is checking for wastewater pipes at houses not plumbed correctly which could be causing pollution of the local stream.

We are carrying out quality checks of a selection of rainwater drainage pipes in your estate and need access to your property to make such a check. The check itself will typically last 15 minutes and is conducted around the outside of your house in a COVID-19 safe manner.

The check of your property is necessary to ensure the properties in your estate are in compliance with the Local Government (Water Pollution) Act 1977, as amended, and we would appreciate if you could contact a Stormwater Assessor for your area to arrange an appointment date and time suitable to you. Our preference is you make contact by texting your name and address to the Stormwater Assessor listed below and he will call you back. Alternatively, you can email the Project Office or phone the Stormwater Assessors.

Stormwater Assessor Contact Details		
Project Email	duff@sdublincoco.ie	
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Dublin Urban Rivers LIFE (DURL) Project

Caring for Water in Your Local River

Ref: GNCD3 Date: _____

Dear Homeowner/Occupier,

My colleagues in the Dublin Urban Rivers LIFE (DURL) Project called again to your house today to arrange a time suitable to you to check the rainwater drains at your house. **Our records show this is our third written attempt to contact you.**

The DURL Project is an EU funded project aimed at making significant environmental improvements in your local River Griffeen, including the development of a wetland in Griffeen Valley Park. The project is checking for wastewater pipes at houses not plumbed correctly which could be causing pollution of the local stream.

We are carrying out quality checks of a selection of rainwater drainage pipes in your estate and need access to your property to make such a check. The check itself will typically last 15 minutes and is conducted around the outside of your house in a COVID-19 safe manner.

The check of your property is necessary to ensure your property, and properties in your estate, are in compliance with the Local Government (Water Pollution) Act 1977, as amended, and we would appreciate if you could contact a Stormwater Assessor for your area to arrange an appointment date and time suitable to you. Our preference is you make contact by texting your name and address to the Stormwater Assessor listed below and he will call you back. Alternatively, you can email the DURL Project Office or phone the Stormwater Assessor.


Stormwater Assessor Contact Details		
Project Email	duff@sdublincoco.ie	
Text or Phone	Wesley Sinclair (Stormwater Assessor)	086 076 2683
Text or Phone	Fergal Nugent (Stormwater Assessor)	086 076 2686

You can get more details about this important environmental project at www.dublinriverlife.ie or by contacting the DURL Project Office in South Dublin County Council on 01 4149000.

Your engagement with the DURL team in advance of going to an enforcement stage is greatly appreciated and is contributing to the improvement of the water quality and aquatic biodiversity in the River Griffeen.

Yours faithfully,

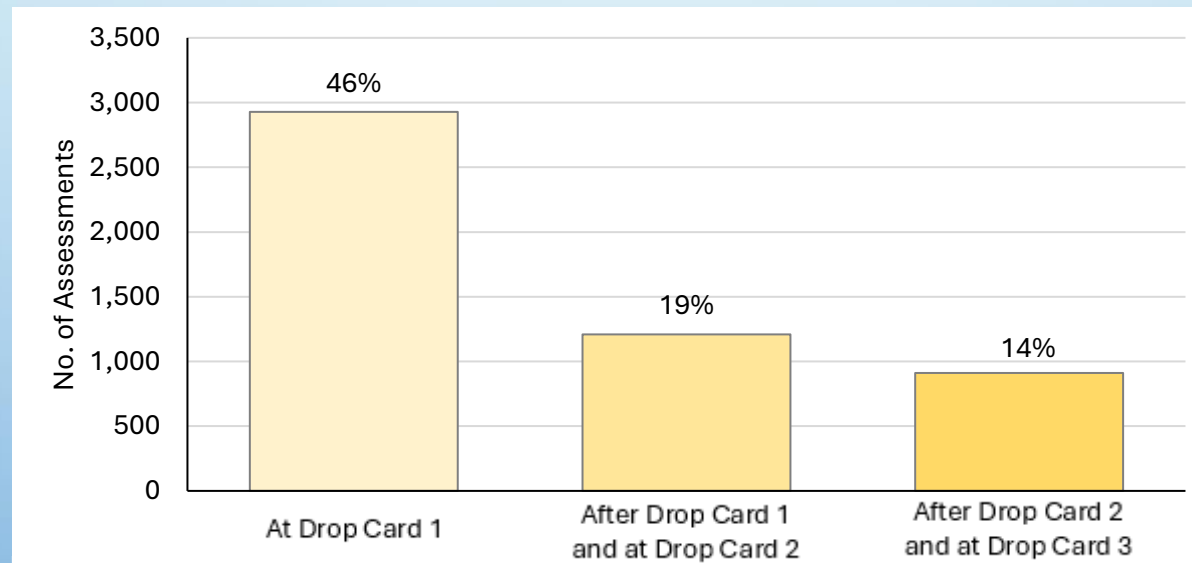
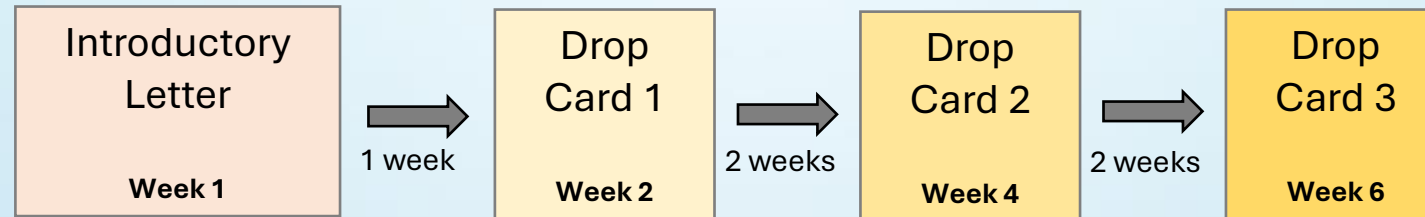
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Misconnection Assessment Process

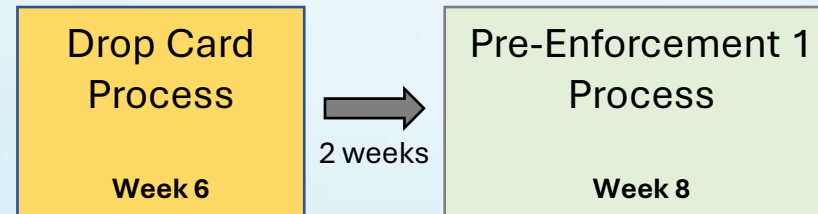
Stage 1: Drop Card Process



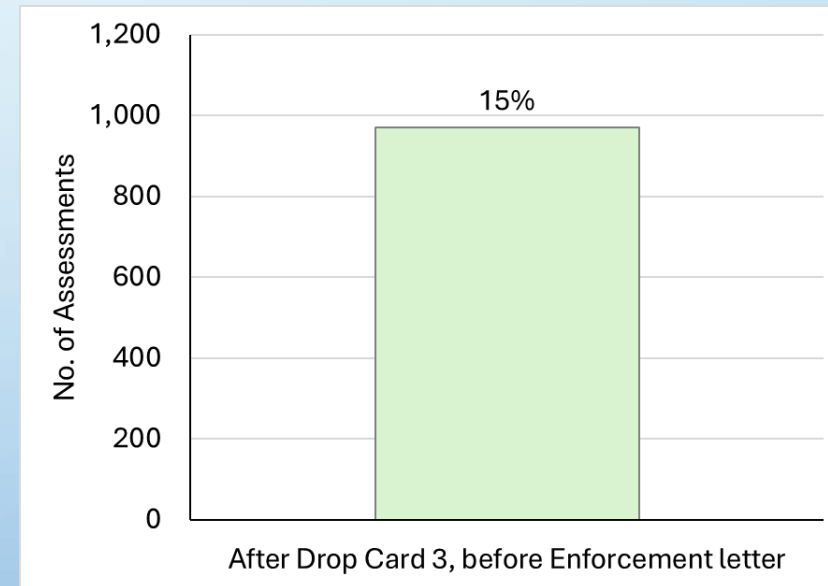
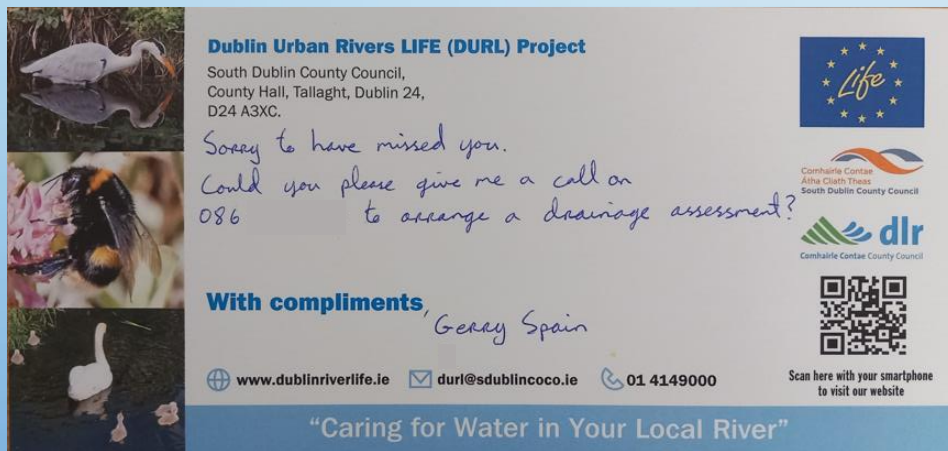
Percentage of houses assessed at each Drop Card stage.

Misconnection Assessment Process

Stage 1b: Pre-Enforcement 1 Process



- 1.8 additional contacts on average
- Over several weeks
- Saturday house call



Percentage of houses assessed after Drop Card 3 and before Enforcement letter 1 is sent.

Misconnection Assessment Process

Stage 2: Enforcement 1 Process



Dublin Urban Rivers LIFE (DURL)

Caring for Water in Your Local River

Address,
Address,
Address,
Eircode

Ref: E111T2 Date: 00/00/0000

PLEASE DO NOT IGNORE THIS NON-COMPLIANCE LETTER

Dear Homeowner/Occupier,

My colleagues in the Dublin Urban Rivers LIFE Project made three visits to your house to contact you in the last few months but you have not contacted us. At the time of these visits our team has dropped off three written letters informing you of our visit.

Our EU funded project is aimed at making significant environmental improvements in your local River Griffeen and details are available at www.dublinriverlife.ie

Many other property owners have facilitated access to the sides and rear of their houses to check drainage pipes to ensure that all are connected properly. When we do find a problem (about 1 in 12 properties), we ask the homeowner to make satisfactory repairs, and when this happens, we consider the matter closed. So, with a collaborative approach the matter is resolved.

We are concerned you are not making an attempt to contact us, and this will require us to serve a legal Enforcement Notice to you so we can access your property to check the outside drains. Serving an enforcement notice is the last thing we want to do but if you don't contact us to arrange an assessment time, we will serve a Notice.



The check of your property is necessary to improve water quality in your local river, so please contact one of the following Stormwater Assessors, preferably by text or email, to arrange an appointment at a date and time suitable to you.

Project Email	durl@dublincoco.ie	
Text or Phone	Wesley Sinclair (Stormwater Assessor)	086 076 2683
Text or Phone	Fergal Nugent (Stormwater Assessor)	086 076 2686

Yours faithfully,

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Dublin Urban Rivers LIFE (DURL)

Caring for Water in Your Local River

Mr. / Ms. FULL NAME,
Address,
Address,
Eircode

Ref: E112T2 Date: 00/00/0000

PLEASE DO NOT IGNORE THIS NON-COMPLIANCE LETTER

Dear Mr. / Ms. FULL NAME,

To date the Dublin Urban Rivers LIFE Project (www.dublinriverlife.ie) team has not received a response from you to arrange a suitable time to check the rainwater drains around the outside of your house. **This is the fifth written attempt to contact you.**

You will be aware from recent correspondence that our EU funded Dublin Urban Rivers LIFE Project is aimed at making significant environmental improvements in your local River Griffeen.

Many other property owners have facilitated access to the sides and rear of their houses to check drainage pipes to ensure all are connected properly in compliance with the Local Government (Water Pollution) Act 1977, as amended. When we do find a problem (about 1 in 12 properties), we ask the homeowner to make satisfactory repairs, and when this happens, we consider the matter closed. So, with a collaborative approach the matter is resolved.

We are concerned that you are not making any attempt to contact us, and soon this will require us to serve a legal Enforcement Notice to you so we can access your property to check the outside drains. Serving an enforcement notice is the last thing we want to do but if you don't contact us to arrange an assessment time, we will serve a Notice.


Access to your property is now required to ensure continued environmental improvements in the River Griffeen, and I would appreciate if you could please contact the following Stormwater Assessor immediately, preferably by text or email, to arrange an appointment date and time suitable to you.

Project Email	durl@dublincoco.ie	
Text or Phone	Wesley Sinclair (Stormwater Assessor)	086 076 2683
Text or Phone	Fergal Nugent (Stormwater Assessor)	086 076 2686

Yours sincerely,

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Dublin Urban Rivers LIFE (DURL)

Caring for Water in Your Local River

Mr. / Ms. FULL NAME,
Address,
Address,
Eircode

Ref: E113T2 Date: 00/00/0000

FINAL NON-COMPLIANCE LETTER (prior to serving Enforcement Notice)

Dear Mr. / Ms. FULL NAME,

Our records indicate that the Dublin Urban Rivers LIFE Project (www.dublinriverlife.ie) team has not received a response from you to arrange a suitable time to check the rainwater drains around the outside of your house. **This is the sixth written attempt to contact you.**

Again, I remind you many other property owners have facilitated access to the sides and rear of their houses to check outside drainage pipes to ensure all are connected properly in compliance with the Local Government (Water Pollution) Act 1977, as amended. When we do find a problem (about 1 in 12 properties), we ask the homeowner to make satisfactory repairs, and when this happens, we consider the matter closed. So, with a collaborative approach the matter is resolved.

We are concerned that you are ignoring our attempts to contact you, and this leaves us with no alternative but to initiate the serving of a legal Enforcement Notice to you so we can access your property to check the outside drains. Serving this Enforcement Notice is the last thing we want to do but, we have no record of contact from you and if you don't contact us to arrange an assessment time, we will serve a Notice.

Access to your property is now required to ensure continued environmental improvements in the River Griffeen, and I would appreciate if you could please contact one of the following Stormwater Assessors immediately, before we serve Notice, preferably by text or email, to discuss and arrange an appointment date and time suitable to you in the next week.

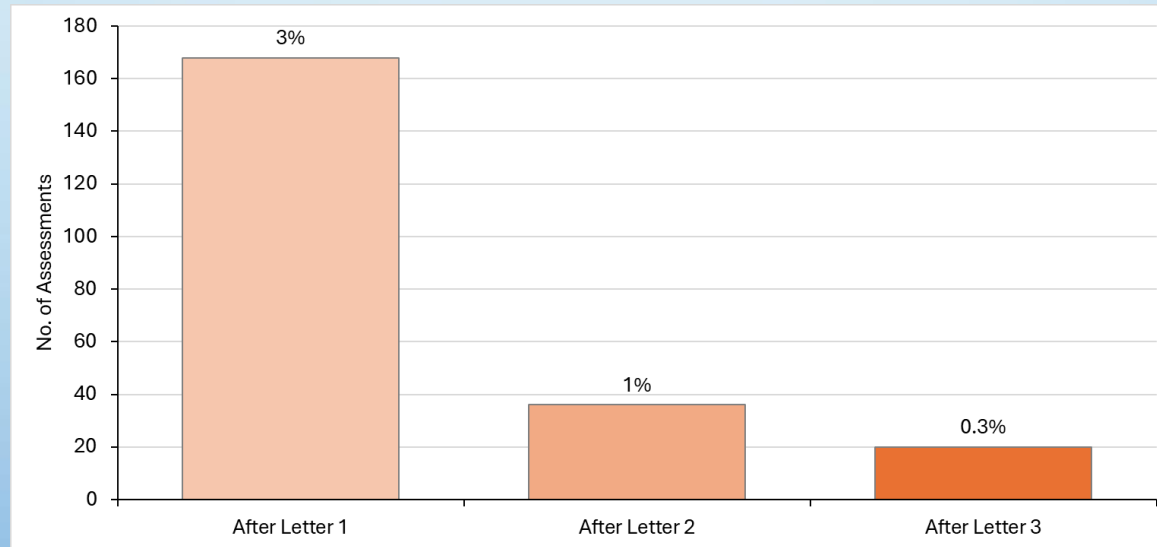
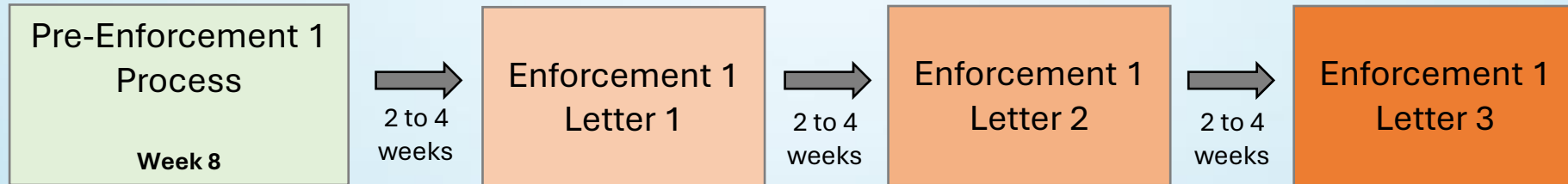
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Misconnection Assessment Process

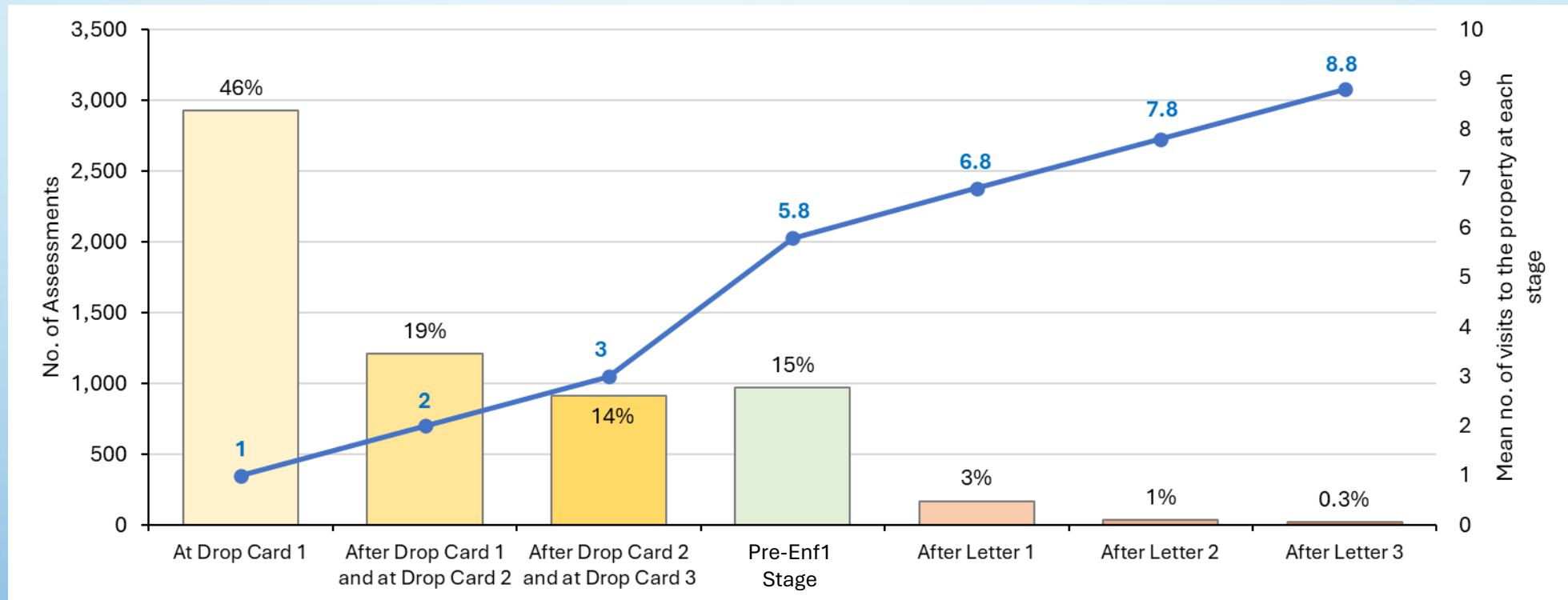
Stage 2: Enforcement 1 Process



Percentage of houses assessed at each Enforcement 1 stage.

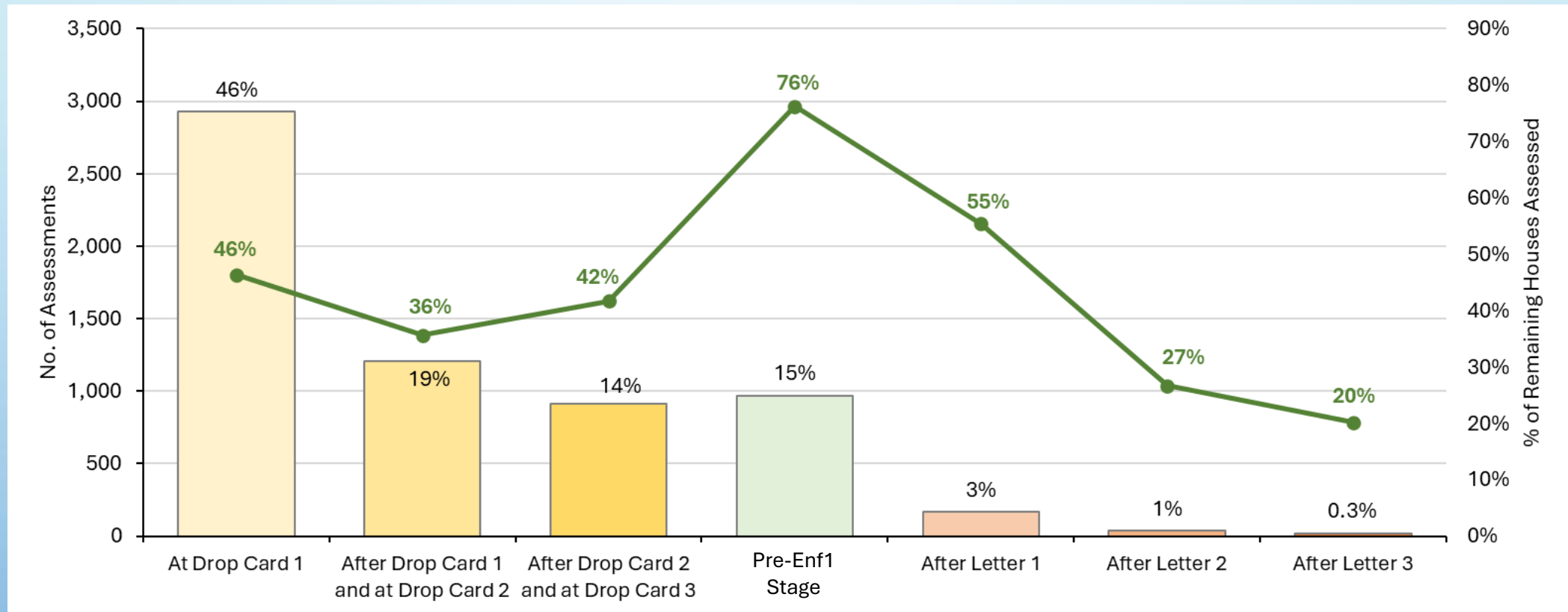
Misconnection Assessment Process

Number of contacts with the property and percentage of houses assessed at each Stage



Misconnection Assessment Process

Access rate of the houses remaining at each stage and percentage of houses assessed at each Stage



Misconnection Assessment Process

Outcomes

- Assessment Rate = **99.5%**
- Median visits = **2**
- Weighted average of no. of visits = **2.45**
- >8,650 assessments = **21,200 contacts**

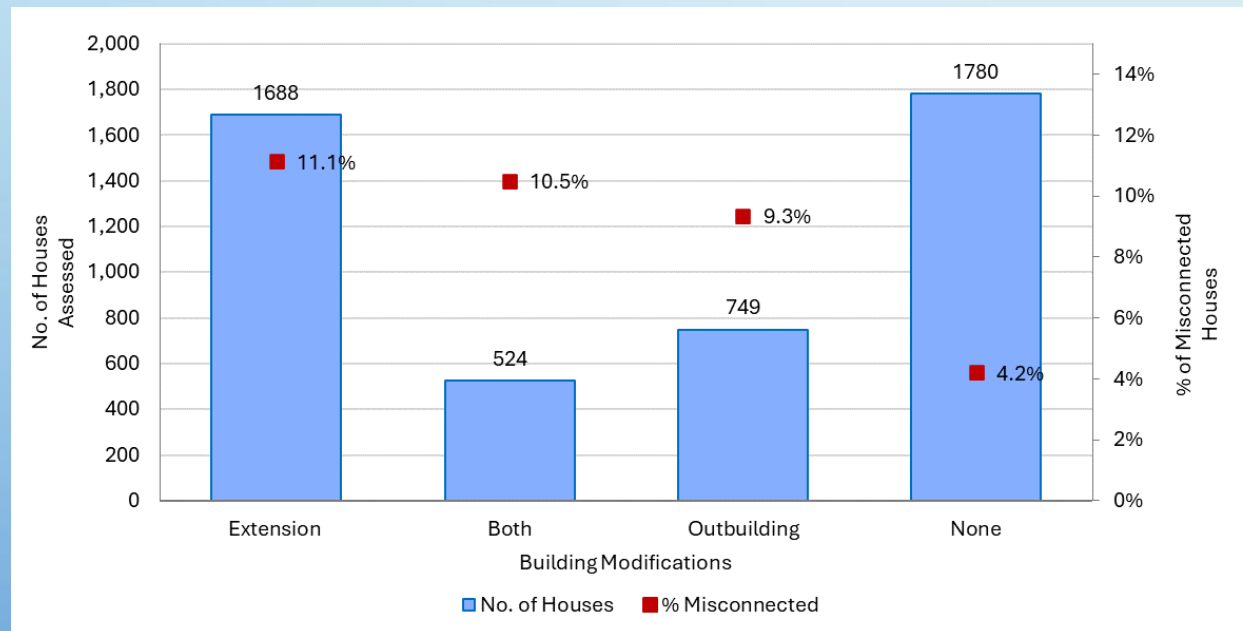


Assessing New Catchments

Apply this knowledge to calculate how long it would take to assess catchments of various sizes

1. Choosing houses for assessment

- Number of houses in catchment
- High-risk approach
 - 41% of houses on average
 - Larger, older, detached or semi-detached

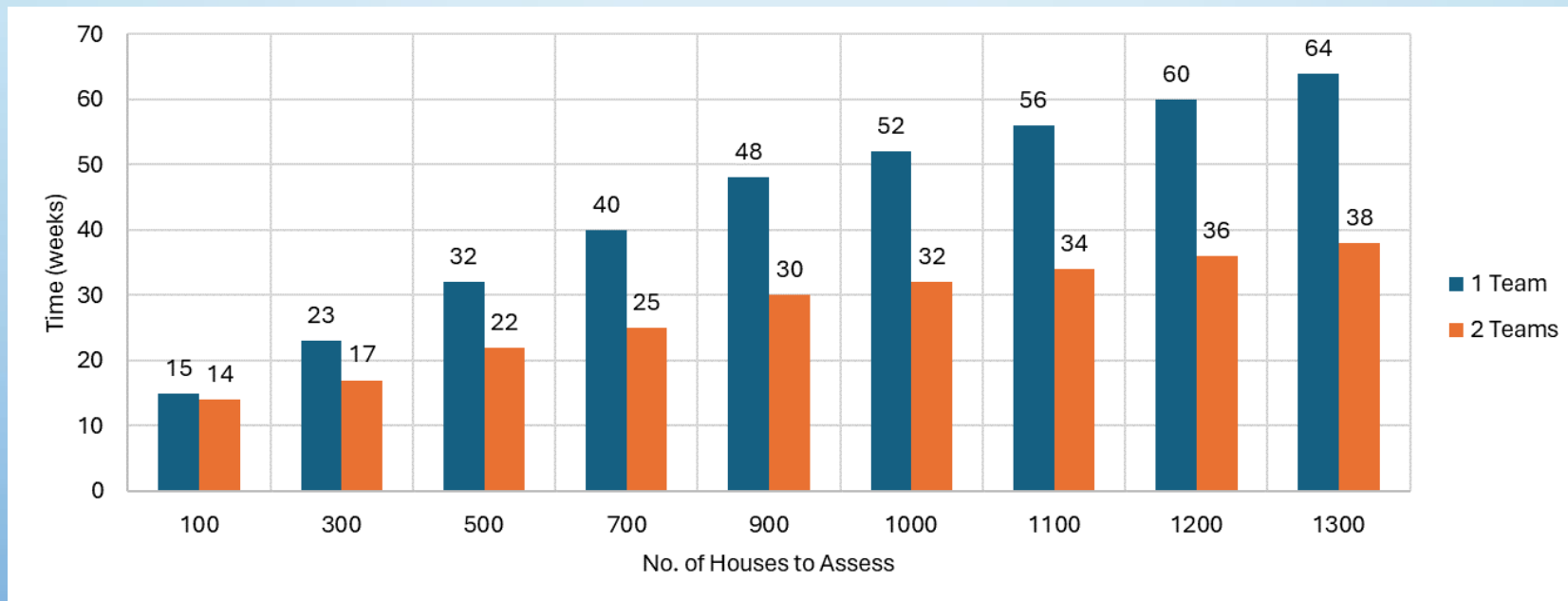


Assessing New Catchments

2. Decide on number of Stormwater Assessor Teams

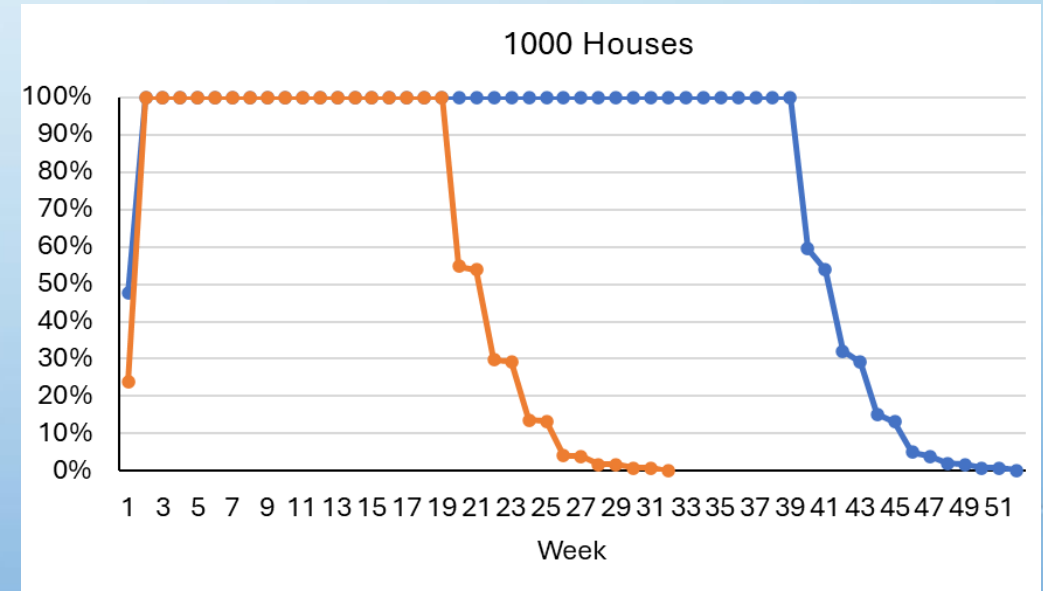
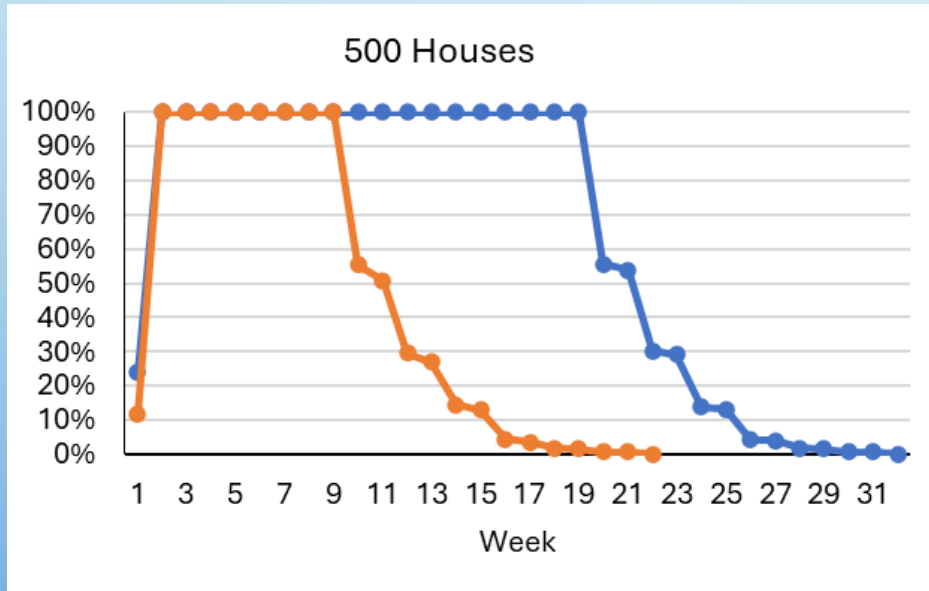
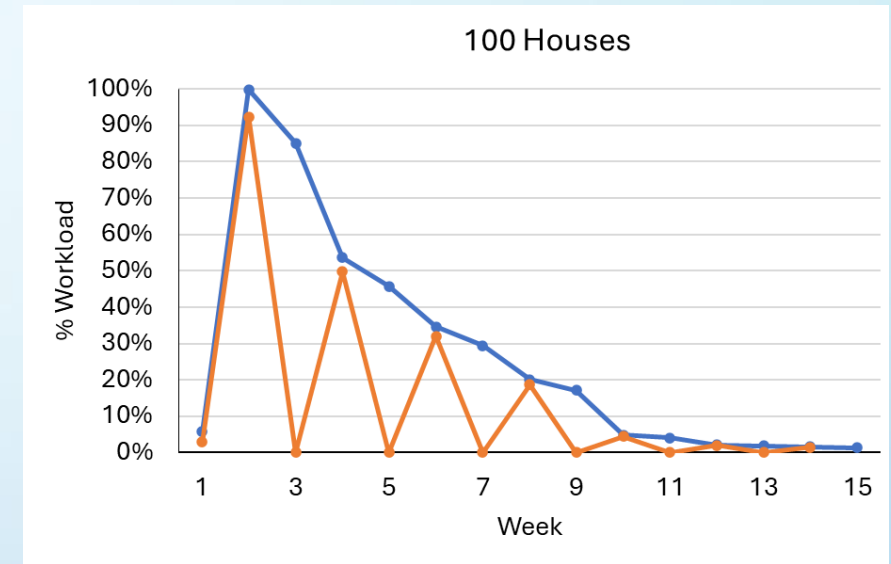
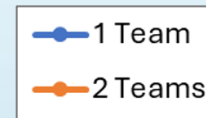
- 1 Team assesses an average of 25 houses/week
- Staffing resources needed depends on:
 - Number of houses
 - Timeline to complete work

Weeks to assess various catchments sizes for 1 vs 2 Teams



Assessing New Catchments

- Capacity:
 - While there are Drop Card 1s to do, Teams are at 100% capacity
 - Then workload reduces
- Follow up of misconnections is necessary



Thank you

