

Milngavie RSZ Flow Disturbance causing Significant Consumer Concern

DWQR Inspector:
Robert Brooks

Event No. 14227

19th February 2024

Event Category: Significant

On the 19 February 2024 Scottish Water received a significant influx of discoloured water complaints stemming from the sudden increase in flows from the Thornliebank treated water pumping station. A temporary back feed had been set up to supply M2 properties with water whilst a shutdown of the C1 main was carried out to allow for an inspection of the Finniestown tunnel.

In total, Scottish Water received 85 discoloured water contacts between the 19 and 20 February. One bottled water request was received. Most of these customer contacts were received on the 19 February (84). Sampling was arranged for the 19 and 20 February, covering the most impacted DMAs in the G41 and G43 areas. Of the 9 samples taken, 6 failed for iron, 4 failed for manganese, and 5 failed for turbidity. Resamples were taken on the 20 February, with all results meeting the required standards.

It is clear from Scottish Water's event outcome report that this incident was caused by a remobilisation of sediment and biofilm following a higher-than-normal flow rate within the rezoned area leading to a transient discolouration.



The event has been categorised as significant. Scottish Water has identified zero actions. DWQR made one recommendation.

