



Drinking Water Quality Regulator
for Scotland

Incident Summary

Turret B RSZ
Discolouration
15th April 2022

DWQR Inspector:
Andrew Kennedy

Event No. 12524

Event Category: Significant

On the morning of Friday 15th April 2022 a burst on a 15” main in the Turret B Regulatory Supply Zone (RSZ), occurred, with flows increasing from 46 litres/sec to 207 litres/sec from Gorthy Distribution Service Reservoir (DSR). The burst was successfully isolated and repaired on the same day, however the isolation impacted the levels in three downstream reservoirs (Charlesfield DSR, Crossgates DSR and Dron DSR). Backfeeds were introduced and tankers were used to inject water into the network to maintain supplies.

A total of 10 discolouration complaints were received from the affected area between 15th and 17th April 2022. 18 reactive samples were taken downstream of each affected SR between. 3 samples breached Prescribed Concentration Value (PCV) for Iron and 6 samples breached PCV for Manganese.

Scottish Water’s investigation into the incident shows that the 15” burst main caused a significant increase in flow out of Gorthy DSR, resulting in biofilm build-up within the pipes being stripped and transient discolouration in the downstream network. Part of this however would be attributable to the recovery actions taken by Scottish Water to introduce back feeds from adjacent supply zones and from the direct injection of tanker loads of water into the distribution system, in an attempt to recover the DSR’s and maintain supplies.

The event has been categorised as significant. Scottish Water has identified two actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made no additional recommendations.



A16985561