



Drinking Water Quality Regulator
for Scotland

Incident Summary

Glenfarg KWOODBH A RSZ

Failure of Asset

8th May 2022

DWQR Inspector:
Andrew Kennedy

Event No. 12555

Event Category: Significant

On the evening of 8th May 2022 a burst on a 250mm main in Glenfarg RSZ occurred, leading to low levels in Navitie Distribution Service Reservoir (DSR) and the flow control valve on the inlet to the reservoir increasing flows from approximately 45 litres/sec to 70 litres/sec. The burst was successfully isolated and repaired on 9th May 2022. A total of 53 discolouration complaints were received from the affected area between 8th and 13th May 2022. 16 reactive samples were taken across the affected area. 2 samples breached Prescribed Concentration or Value (PCV) for Aluminium ($1121\mu\text{gAl/l}$), 3 samples breached PCVs for Iron ($2169\mu\text{gFe/l}$) and Manganese ($595.8\mu\text{gMn/l}$) and 1 sample breached PCV for Turbidity (9.7NTU).

It is clear that this incident was caused by a significant increase in flow through the network on both the inlet and outlet of Navitie DSR following a burst main, with customer contacts reporting discoloured water being received within hours following the burst main. Scottish Waters investigation showed that the burst main was losing approximately 50litres/sec which led to the reservoir levels at Navitie DSR dropping low, resulting in the flow control valve on the inlet to the reservoir opening more than normal, increasing the inlet flow from approximately 45litres/sec to 70litres/sec. It is likely that a combination of high network flows and low reservoir levels at Navitie DSR resulted in the stripping of sediment and biofilm build-up within the tank and water mains leading to transient discolouration in the downstream network.

The event has been categorised as significant. Scottish Water has identified zero actions. DWQR made one additional recommendation and will monitor to ensure it is completed prior to signing off the incident



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