

08 November 2021



**Scottish
Water**

Trusted to serve Scotland

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Dear Sue

Scottish Water Manganese Strategy – Letter of Commitment

Thank you for your letter of 14th September regarding your concern about the longer-term impacts that changing weather patterns may have on drinking water quality and the associated risks to our asset base and their performance. This is of course a matter which we take very seriously and are considering the implications of climate change across many parts of Scottish Water's operations and activities.

On the risks from manganese and manganese discolouration for customers across Scotland please be assured that we plan to develop an overall strategic approach to assessing the risk from manganese in the raw water we abstract and managing manganese in water supplies.

We are determined to continue to improve water quality for our customers and Scottish Water provides commitment to deliver the following actions:

- 1. Develop and put in place dynamic manganese risk assessments, taking account of key causal factors**
 - a. Develop a dynamic manganese risk assessment based on all available information and carry out a strategic review of manganese risks in catchments across Scotland; 30th April 2022.
 - b. For systems with identified risk we will:
 - Enhance our laboratory and operational monitoring throughout the systems to inform operational actions and long-term investment needs by 30th June 2022.
 - Develop operational actions plans to manage manganese and including monitoring requirements and triggers for action, and include these within our water operational system plans (WOSP) by 30th June 2022.
 - Install manganese monitors, or the facility to quickly deploy mobile monitors to support the operational action plans, timescale to be confirmed once sites requiring this have been confirmed.

2. Develop a manganese management strategy

- a. We will identify research needs by 31st December 2021, and working with academia and the wider water industry, progress research that better informs our understanding of the long-term risk to drinking water from manganese in a changing climate.
- b. We will incorporate the dynamic risk assessments in our developing water supply risk management system and establish processes to incorporate future research and learning by 30th September 2022.
- c. We will develop an overall manganese management strategy and the potential investment demand associated with this by 31st December 2022.

We will provide updates on progress with these actions on a six-monthly basis.

Yours sincerely

A handwritten signature in dark ink, appearing to be 'S. Parsons', written in a cursive style.

Simon Parsons

Director of Strategic Customer Service Planning