

20 May 2021



**Scottish  
Water**

Trusted to serve Scotland

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Dear Sue

### **TURRIFF WTW – Final Water pH Correction**

We are determined to improve the final water pH and turbidity compliance at Turriff WTW and the water quality for our customers supplied in the Turriff regulatory supply zone. Therefore, Scottish Water provides commitment to deliver the following actions:

#### **1. By 30 June 2021**

Put in place interim measures to optimise control of lime batching to ensure consistency of strength of lime solution; modify the lime dosing control to improve response to sudden and large changes in final water flow; ensure there is effective monitoring of lime batching and dosing with appropriate action level alarm set points to maintain final pH within regulation parameters.

#### **2. By 30 June 2021**

Confirm to DWQR, any proposed changes to the scope of works on the lime plant included within the existing Enforcement Notice, taking account of the move from a lime to a caustic soda, final pH correction process.

#### **3. By 30 June 2023**

Provide replacement final pH correction plant, dosing, control, and monitoring apparatus to ensure full and effective control of final water pH and achievement of all regulatory quality standards as final water leaves the WTW site.

Until such a time as Step 3 is complete, we will provide DWQR with a progress report every six months, with the first report to be submitted by 30 June 2021.

Yours sincerely

**Simon Parsons**

Director of Strategic Customer Service Planning