



Drinking Water Quality Regulator  
for Scotland

# Incident Summary

Garbethill DSR  
Significant Consumer Concern  
28<sup>th</sup> June 2022

DWQR Inspector:  
Moira Malcolm

Event No. 12680

## Event Category: Significant

A burst main on the inlet to Garbethill DSR was discovered on 27th June 2022. Garbethill has inlets from both Balmore WTW and Carron Valley WTW. The Balmore inlet was affected and was isolated and repaired. To compensate for the loss from this inlet, the flow from the secondary Carron Valley main was increased on 28th June until the main could be repaired and flows from both inlets restored the following day. Between 28th June and 4th July Scottish Water received 113 consumer contacts from the Garbethill WSZ reporting discoloured water. A sampling response was put in place which yielded 13 failures for iron, 17 for manganese and one for turbidity.

Scottish Water's investigation concluded that the increase in flows through the secondary Carron Valley main supplying Garbethill caused disturbance in accumulated sediment which was carried through the SR and to consumers. I concur with this assessment but am disappointed that the main was not sufficiently conditioned prior to the event to prepare it for this. Garbethill is a significant asset, feeding almost 37,000 consumers, and it is important that consumers in the area are confident in the quality of their drinking water supply.

The event has been categorised as significant. Scottish Water has identified three actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made one additional recommendation.

