

# Incident Summary

Glendevon/Glenfarg WSZ  
Discoloured water  
May 2020

DWQR Inspector:  
Bill Byers

Event No. 11014

## Event Category: Serious

Due to the very warm weather experienced towards the end of May, consumer demand had increased which in turn affected storage tank levels and water mains pressures within the various supply systems across Fife. Scottish Water implemented elements of their drought plan to augment supplies to the more severely affected areas which involved activating the transfer of water from Glenfarg into the Glendevon supply system on 27 May and also increasing flows from Lomondhills treatment works on 28 May. Following these measures being taken, an increasing number of consumer contacts for discoloured water were received by the contact centre which, together with still very high consumer demand, led to an internal incident team being established on 30 May. The team continued to manage the operational response required to maintain the supply in the network, monitor water quality, respond to consumer complaints and requests for bottled water, through to 3 June. Over the course of the incident, monitoring samples showed there to be 42 failures of the manganese standard, seven of the standard for aluminium and six iron failures. Over 1,200 contacts were received from consumers regarding discoloured water or requesting bottled water supplies.

The cause of the incident was the disturbance of sediment in the water mains caused by the activation of supply augmentation measures and increased flows within the various supply systems.

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