

Glendevon WTW Loss of Coagulation; 14th-15th February 2026

Event No. 16753

Event Category: Significant

Treatment at Glendevon WTW was significantly impacted from 14–16 February, with both filter and final water turbidity exceeding Emergency Action Levels (EALs), and the final water aluminium concentration remaining above EAL for more than 24 hours. Two final water samples and one distribution sample failed the aluminium standard. There were no microbiological failures or consumer complaints reported.

New poly lines installed during 2025 froze due to the trace heating not being connected. A blocked dosing line could not be switched over, resulting in a loss of poly dosing for over 14 hours. The situation was worsened by an excessive increase to the poly dose after the blockage had been removed and further compounded by the lack of operational staff available to attend site (for over six hours) to investigate and resolve the subsequent treatment problems.

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