

Glenfarg Kinnesswood BH A RSZ

Event No. 16126

Discolouration

18th August 2025

Event Category: Significant

160 consumer contacts for discolouration were received in the Glenrothes area from 18th – 26th August 2025. Reactive sampling from the network gave failures for aluminium, iron and manganese.

The discolouration was caused by the planned bypass of Caskieberren Service Reservoir (SR) for maintenance. The pre-planning failed to take account of the pressure of the main, and did not identify the need to condition the main for higher flows, which caused the scouring of the network when the bypass was installed. In addition, the increased pressure caused several downstream bursts, causing further scouring and consumer concern.

The event has been categorised as significant. Scottish Water has identified seven 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.