



## Technical Inspection of Scottish Water Distribution System

### Fort William Regulation Zone, North Region

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DWQR Staff Present

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#### Summary of Inspection

##### Overall Summary

Fort William supply zone supplies the area around Fort William as far as Glencoe and the area around Loch Eil. The zone was recently expanded to take in the outlying areas, maining out treatment works at Onich, Ballachulish, Glenachulish and Glencoe. Water is chloraminated and comes from the boreholes at Camisky. Generally the zone is trouble-free and quality is excellent. The distribution system was well managed with only minor deficiencies identified, with the exception of issues surrounding the structural integrity of Cowhill Service Reservoir which should be resolved without delay. Risk is being well managed in the zone, with many examples of good practice. The water safety plan is fundamentally robust, but needs to be updated to reflect the new extent of the supply zone and to establish a clear link between identified risks and the investment process

During the inspection, DWQR identified 8 findings. Scottish Water has implemented corrective actions to address all but one of these. The last, concerning air valve maintenance, is being addressed as a Scotland-wide issue and will take longer. DWQR is content with the proposed approach.

**Number of Findings:**

**8**

**Score (out of 6)**

##### Quality of Water

**5**

**Very good**

No issues from source or from WTW. No issues with chlorine residual, THMs or nitrite. No areas microbiology issues since smaller WTWs were mained-out. Discolouration complaints have improved a lot, but still a few from Onich WSZ. Very few Chlorine taste complaints, especially since small works mained-out

##### Asset Robustness

**4**

**Good**

No significant issues in the distribution network or with Operations activity. Chlorines are holding up in system but have increased over past 2 years and there is perhaps scope for a review and reduction. Condition of Cowhill SR floor is of concern as is the growth of saplings/trees on the surrounding embankment.

##### Operational Practices

**4**

**Good**

Microbiological indicators and trends are reviewed by PHT. NSOs demonstrated use of chlorine test kits. Condition of test kit and proper use of reagent cells was discussed. Generally good standard of housekeeping in stores & depot. SRs cleaning programme being followed. Evidence of missing information through the chain tracking mains repair samples from site to LIMS/data warehouse.

##### Management of Risk

**5**

**Very good**

Evidence demonstrated of DOMS audits being carried out with no outstanding Corrective Actions. Good practice demonstrated in relation to mains repair sampling. Boundary Valve Management in place with BV status correctly reflected in GIS although concern that valve ID tags and foaming of chambers were not in place on site. Byelaws inspections being undertaken on Non Domestic premises and contraventions being followed up. Nothing of concern in telemetry alarms.

##### Recording Information

**4**

**Good**

Uncertainty around existence of procedures for operating emergency chlorination units (although recognised new units still to be delivered). No lag issues with updating of GIS with new developments and valve status. NSOs demonstrated good understanding of information systems and asset operation.

##### Water Safety Plan Development

**3**

**Adequate**

##### Water Safety Plan Implementation

**2**

**Weak**

The DWSP has been developed to a high standard for Fort William but requires updating to reflect the now full extent of the supply area. A number of communities in the area have been mained-out from Fort William for a significant period and the opportunity should be taken to consolidate plans and update issues and risks. Concerns that investment is identified as operational instead of CAPEX and that they have not shown as being entered onto SWISS. Asset Planner access to the plan to amend or input interventions is also of concern. The risks associated with ingress through air valves does not appear to be being addressed.