Drinking Water Quality Regulator for Scotland

Incident Summary

Bradan C zone
Impaired aesthetic quality
9 February 2017

DWQR Inspector:
Colette Robertson-Kellie

Event No. 8305

Event Category: Significant

A leakage repair was carried out on the 24" outlet main from Knockdon Service Reservoir on the 8th February 2017. This 24" main supplies Bellsbank Knockdon DMA and Bellsbank Service Reservoir. The repair was carried out under pressure to try to minimise the impact on consumers' supplies, but during the excavation, a plug from a previous repair was dislodged, and an uncontrollable escape of water meant Scottish Water had to shut down the main. Tankers were deployed, and rezoning and repairs were carried out. From previous local experience, there was an awareness of the risk of disturbance of sediment in the pipeline, so the recharge was gradual, and visual monitoring of the supply was carried out throughout the operation. The water was reported to be clear, so the inlet to Bellsbank Service Reservoir was opened and visual monitoring of the supply continued. Once the normal supply had been resumed, it was noted that there was a discrepancy in the flows in the system, suggesting that either the repair to the 24" main had failed or there was an issue elsewhere. The repair was checked and was sound, but a member of the public reported a burst on an 8" main within Bellsbank Knockdon DMA. This second burst, thought to be unrelated to the burst on the 24" main caused consumers to contact Scottish Water to report dirty water. Tankering was resumed, the system was flushed and the repair to the 8" main was made. It was noted by Scottish Water staff that the quality of water in the area was deteriorating from Bellsbank Service Reservoir, so the service reservoir was isolated and cleaned. Following sampling, it was returned to service.

While it is thought that the two bursts were unrelated, Scottish Water is carrying out investigative work to see if this can be confirmed, and further investigation into the condition of the network will be considered.

There were 34 customer contacts as a direct result of this incident. Sampling of the supply was undertaken in response to the incident, which showed failures of the turbidity, iron, manganese and aluminium standards.

The cause of the incident was discolouration caused by the burst on the 8" main, which resulted in increasing flows in the 24" main, introducing discoloured water into Bellsbank Service Reservoir.

The event has been categorised as Significant. Scottish Water has identified four actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made no additional recommendations.