

Lock Eck WTW Failure of Disinfection Process 17th November 2024

Event No. 15158

Event Category: Significant

On the 17 November 2024 approximately 991m³ of water passed forward to Rashfield Service Reservoir (SR) without being appropriately disinfected because of a leak on the final water disinfection pump. This went unnoticed until the following day. Final water chlorine breached the Emergency Action Level (0.6mg/l) for 3.5 hours with the lowest monitor reading recorded as 0.173mg/l.

Scottish Water did not receive any water quality contacts associated with this incident. Sampling was arranged for the 17 – 18 November 2024, covering the WTW, Rashfield SR and the water supply zone. Of the 10 samples taken, none failed regulatory requirements.

It is clear from Scottish Water's event outcome report that this incident was caused by a failure of hoses on a sodium hypochlorite dosing pump which was not noticed or acted upon promptly.

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