

## Coulter RSZ Microbiological Contamination 31<sup>st</sup> May 2024

Event No. 14530

### Event Category: Significant

A burst on the outlet trunk main from Coulter WTW was reported to Scottish Water's standby Networks Service Operator (NSO) at 00:30 on the 30th May 2024. The burst was located at 04:00, a repair squad was arranged, emergency traffic management organised, and tanker contractors were contacted. The burst was isolated and shut off at 05:45 and repairs commenced. Further operatives were called to assist, emergency tankers arrived at 10:00, and part of the network was direct fed from tankers. The excavation for the repair had to be extended into a farmer's field which caused delays, and repairs were completed at 16:00.

A plan for the recharge of the main was developed, and a slow and controlled recharge began at 16:25. Flow rates were monitored, and a fire hydrant on the bypass pipework of the service reservoir downstream from the burst, Throughburn DSR, which was on bypass at the time of the event, was used for flushing the main and for monitoring chlorine levels and the visual appearance of the supply. At 19:15 the onsite team was satisfied that the water from the hydrant was starting to run clear and so the water was sent onwards into supply.

At 08:02 on the following day, the 31st May, the first consumer contact for discoloured water was received by Scottish Water, and contacts continued throughout the day. Responsive flushing of the network was carried out based on the locations of contacts. Scottish Water's Public Health Team (PHT) was notified that there had been 21 contacts at 11:05 on the 31st May, and when there had been 48 contacts, reactive sampling was arranged, with the first sample taken at 18:00. All three samples failed regulatory standards for manganese, iron

and turbidity. Flushing and reactive sampling continued until the 4th June; there were no contacts received after 14:15 on the 3rd June.

There were 103 consumer contacts in relation to this incident, and a total of nine failing samples. From these samples, there were six exceedances of the manganese standard, nine of the iron standard and three of the turbidity standard.

The root cause of the deterioration of raw water quality was the disturbance of sediment in the main caused by a burst, and insufficient flushing of the trunk main

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

