



Incident Assessment

Assynt Water Supply Zone
Easter Ross
pH Failure
November 2011

DWQR Inspector:
Matt Bower

Details of Incident

This incident was declared following exceedences of the pH standard from samples collected from a property in Dingwall.

DWQR declared this to be an incident due to the length of time before water quality has been proven to have been restored.

DWQR Assessment of Cause of Incident

The elevated pH measurements are due to the properties being supplied by a long length of asbestos cement main with limited turnover of water.

DWQR Assessment of Actions Taken by Scottish Water

Scottish Water has investigated and provided the consumer with bottled water while the investigation was carried out. Following initial flushing efforts, pH remained in excess of the standard, although it had improved. Further regular flushing was scheduled, however evidence of a passing resample has not yet been provided to DWQR.

Recommendation Number	Recommendation
DWQR 1	Ensure a resample is obtained from the property, taking further action to restore quality if necessary.

