



Drinking Water Quality Regulator  
for Scotland

# Incident Assessment

Whitehillocks WTW  
Coagulation Failure  
20 July 2010

DWQR Inspector:  
John Littlejohn

## Summary of Incident

The operative for Whitehillocks WTW was called out for a low-low alarm from the coagulation pH monitor/controller and a failed signal from the raw water pH meter. The result was that the coagulation pH drifted from its optimum value to the detriment of the treatment process.

## DWQR Assessment of Cause of Incident

When the operative arrived on site he found that the electrical breaker for both pH meters had tripped. The operative reset the breaker and began the process of recovering the plant, however for a period of approximately three hours poorly treated water passed through the works giving rise to an exceedance of the regulatory standard of 200ug/l aluminium in the final water leaving the works.

## DWQR Assessment of Actions Taken by Scottish Water

During the recovery period the operative took the correct actions including manually increasing chlorine levels to maintain adequate disinfection of the water passing to supply. A cryptosporidium sample was also taken