

Lintrathen WTW Loss of coagulation 24th May 2026

Event No. 17036

Event Category: Significant

Poorly coagulated water passed through Lintrathen WTW from 20:00 on 24 May 2026. Filter turbidity and aluminium concentrations exceeded their respective Emergency Action Levels, with the majority of individual filters recording turbidity levels greater than 1 NTU for short periods.

The loss of effective coagulation and the resulting increase in filtered water turbidity reduced the effectiveness of disinfection and increased the risk of Cryptosporidium breakthrough. A reactive final water sample taken at Lintrathen WTW in response to the incident subsequently failed for Clostridium perfringens.

A loss of polyelectrolyte dosing occurred due to the failure of the poly mixer gearbox. The issue was not identified by the operator or escalated appropriately by Intelligent Control Centre (ICC), resulting in an extended period before the event was resolved.

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 zero additional recommendations.