

Incident Assessment

Picketlaw RSZ
Manganese Failure
13th October 2014

DWQR Inspector:
Moira Malcolm

Event No. 6441

Event Category: Significant

Summary of Incident

A burst 9" water main on Flenders Road, Clarkston was discovered at 10:24 on 13th October 2014. To facilitate the repair and minimise disruption to consumers, backfeeds from neighbouring Hazeldene and Greenbank water supply zones (WSZs) were put in place. The main was repaired and flushing carried out at a number of locations to remove discoloured water from the supply.

Samples were taken from consumers taps in the affected areas on the 13th October which revealed 6 manganese failures but no microbiological failures. A total of 32 customer complaints were received for discoloured water: 29 on the 13th; 1 on the 14th; and a further 2 on the 17th October. In addition, 14 properties were without water for a period of 7hrs 10mins whilst the burst was repaired.

DWQR Assessment of Cause of Incident

The incident was caused by the burst on the 6" main. Scottish Water investigated the root cause for the burst but found no definitive root cause. The subsequent backfeeding operations to maintain supply are likely to have contributed to the disturbance of deposits in the mains which caused the manganese failures at consumer's taps.

DWQR Assessment of Actions Taken by Scottish Water

DWQR is satisfied that Scottish Water responded appropriately to the event and took the necessary steps to contain and resolve the situation. Several issues were noted:

1. Action taken to repair the burst was prompt and well organised;
2. The Distribution Operation Maintenance Strategy (DOMS) impact assessment report produced for the burst repair was completed to a reasonable standard; and
3. Suitable and sufficient sampling was undertaken throughout the incident.

The event has been categorised as Significant.