

Incident Summary

Carron Valley A Zone
Impaired Water Quality
31 May 2018

DWQR Inspector:
Colette Robertson-Kellie

Event No. 9349

Event Category: Significant

At 07:43 on the 31st May, a consumer in Hillhead Drive in Falkirk reported to Scottish Water that they had no water, and at 07:46, the standby Network Service Operator (NSO) was sent to investigate. The NSO liaised with the Intelligent Control Centre while en route, and it was determined that there were high flows from Hillhead Treated Water Storage (TWS). The burst was located on a 9" asbestos cement trunk main, which supplies 2118 properties in two District Meter Areas (DMAs). There were high numbers of consumer contacts reporting no water and Scottish Water had concerns for the risk to continuity of supply, so an incident team was formed and additional NSO support was made available.

Access to the burst was awkward and it was found that the main had a significant longitudinal burst, necessitating the replacement of five metres of pipe. A temporary backfeed was put in place to restore supplies for 973 of the affected properties by 10:45. While significant efforts were made to supply the remaining properties with a backfeed, strategic valves could not be operated as they had been covered during road tarring, and there were issues with a seized geared valve. Tankers had already been ordered, and started discharging into the network at 13:22, and by 14:45, fire hydrants had been utilised to provide an overland supply. This was initially used to flush the system to improve water quality, and was then introduced into supply, along with further tankered water. By 17:00 the main was repaired and procedures were followed to slowly refill the system, and by 18:01 the entire supply was operating normally.

There were 675 consumer contacts during the incident, mainly reporting no water. Of six samples taken on the 31st May, three samples failed regulatory parameters; there was one failure of the aluminium standard, three of the iron standard, one of the manganese standard and two of the turbidity standard.

The cause of the incident was disturbance of deposits in the main, which were caused by a burst of a 9" main. The cause of the burst was likely due to ground movement following variations in ground temperature.

The event has been categorised as Significant. Scottish Water has identified six actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made no additional recommendations.

