



Drinking Water Quality Regulator
for Scotland

Incident Summary

Mannofield East
Burst Main
24th February 2023

DWQR Inspector:
Andrew Kennedy

Event No. 13250

Event Category: Significant

On the afternoon of 24 February 2023 Scottish Water were alerted to high flows leaving Slopefield Service Reservoir (SR) supplying six downstream district metered areas (DMAs) consisting of an approximate population of 23,461. It was believed that the burst was on the trunk main supplying the downstream area, however it took until the morning of 27 February 2023 to locate the burst due to it being non-visible and flowing into a nearby culvert.

Scottish water received 771 customer contacts for 'no water' or pressure issues, 505 requests for bottled water and a total of 97 water quality complaints from the affected areas (although 14 of these appear to be duplicate records) between 23 February 2023 and 28 February 2023, with 76 discoloured water contacts being received from Beechgrove DMA. 17 reactive samples were taken across the six impacted DMAs between 25 February 2023 and 27 February 2023, with 6 samples failing for iron (maximum recorded value 941µgFe/l). 7 resamples were taken, with all results being within PCV.

It is clear from the Scottish Water's event report and timings of customer contacts to report discoloured water, that this incident was caused by a significant increase in flows through the trunk main, which likely disturbed and remobilised deposits of iron with the network.

The event has been categorised as significant. Scottish Water has identified zero actions. DWQR made one additional recommendation.

