

Whitehillocks WTW pH Failure 19th December 2025

Event No. 16615

Event Category: Significant

The standard for pH (pH 6.5-9.5) of water supplied from Whitehillocks WTW was breached for a total of 7.5 hours, reaching pH 10.17. Reactive samples taken in the network did not breach the standard, and disinfection was not affected.

Scottish Water's investigation into this incident found that the treated water pH monitor flatlined just below the setpoint. This monitor controls final pH dosing, and so the lime pumps increased dosing to try to reach the setpoint. This led to a gradual increase in pH until emergency action levels, and then PCV, were breached.

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.

