



Drinking Water Quality Regulator
for Scotland

Incident Summary

North Hoy WTW
Microbiological failure
14 September 2016

DWQR Inspector:
Bill Byers

Event No. 7979

Event Category: Serious

A final water regulatory sample taken at North Hoy water treatment works (WTW) on 14th September 2016, failed microbiological standards for both total coliforms and *E.Coli*. The results showed total coliforms of 310cfu/100ml and 3cfu/100ml of *E.Coli*. This was followed by a microbiological failure of 5 total coliforms (cfu/100ml) in a sample taken from Graemsay service reservoir (SR) on the same date. With no apparent issues at the treatment works, and following consultation with the Health Board a boil notice was put in place on 16th September for the affected area, covering 45 properties. Investigations were unable to determine any obvious cause or treatment issue. With the exception of the initial failures, all event resamples and regulatory samples met the standards. Consequently, the boil notice was lifted on 19th September for Hoy and 21st September for Graemsay.

Subsequent investigation has identified these failures are attributable to non-representative samples through the localised falsification of records and/or non-conformance with sampling procedures.

DWQR is satisfied that the investigations carried out by Scottish Water have shown the cause of the failing samples to be unknown, there being no confirmation available as to where the samples were taken. They are accepted to be unrepresentative of the locations recorded.

The event has been categorised as Serious. Scottish Water has identified four actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made one additional recommendation.

