

Incident Assessment

Newmore B Supply Zone – Easter Ross Iron Exceedences Sept 2011

DWQR Inspector:
Matthew Bower

Details of Incident

This incident was declared following exceedences of the iron standard from samples collected from a new development of houses in Alness in response to complaints of discoloured water.

DWQR declared this to be an incident due to the length of time before water quality was proven to have been restored.

DWQR Assessment of Cause of Incident

It is suggested by Scottish Water that the properties are connected to a little-used length of cast iron main that leads to a closed valve, causing a build up of iron sediment.

DWQR Assessment of Actions Taken by Scottish Water

Scottish Water have put the main on a fortnightly flushing programme until work to transfer the properties onto a better used section of main. This appears to have had only a limited effect on quality, and the last sample taken in March 2012 was still non-compliant for iron. It is DWQR's opinion that the process of transferring the properties onto the main the other side of the closed valve has taken far too long and should be carried out without delay. In order to ensure this moves forward, DWQR has included this as a recommendation.

Recommendation Number	Recommendation
DWQR 1	Scottish Water should undertake the transfer of the properties in Salvessen Court onto a better-used section of main without further delay.

