

## Daer Camps A RSZ Discolouration 23<sup>rd</sup> May 2024

Event No. 14492

### Event Category: Significant

A burst on a 12" cast iron main in Shotts was reported to Scottish Water Networks staff on the 8th May 2024. Between the 13th and 17th May, the repair was planned and approved using Scottish Water's Complex-Reactive Distribution, Operation and Maintenance (DOMS) Impact Assessment Form (IAF) procedures. Risks were assessed, control valves and hydrants for the isolation, drain down and flushing operations were identified, and a scour was identified to reduce pressure on the live system upstream of the planned repair.

The upstream scour was opened around 11:30 on the 23rd May to protect the main in advance of the repair, and then the valves on either side of the mains repair site were shut. The isolated main was repaired, recharged and flushed, before being returned to service at around 14:00. Consumer complaints for discolouration began to be received by Scottish Water at 15:24, with 35 contacts received by midnight. In response, at around 07:00 on the 24th May, Scottish Water began flushing the system. At 09:00, a post repair sample was taken and between 12:45 and 14:20 four samples were taken from consumers' properties in response to discolouration contacts. No samples failed regulatory standards.

A total of 71 consumer contacts were received by Scottish Water in relation to this incident between the 25th to the 27th May.

The cause of the incident was the disturbance of sediment in the main caused by a rapid increase in flow

The event has been categorised as significant. 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 two additional recommendations.

