

Table 13 Summary of 2023 incidents

| Month | Area | Class | Pop Affected | Site Name | Hazard | Root Cause |
|-------|-------|-------------|--------------|---|-----------------|--|
| Jan | East | Serious | 41,792 | Spynie WSZ | Taste/ Odour | Flow Disturbance (Scottish Water) |
| Jan | West | Serious | 554,081 | Balmore WTW | pH | Incorrect Dose Settings |
| Feb | East | Significant | 97,440 | Lintrathen WTW | Aluminium | Coagulant Aid Failure |
| Feb | East | Significant | 189,520 | Clatto WTW | Aluminium | Coagulation Process |
| Feb | East | Significant | 23,461 | Mannofield East RSZ | Discolouration | Burst Main |
| Feb | West | Serious | 217 | Strathyre WTW | Microbiology | Incorrect Dose Settings |
| Mar | West | Significant | 114,427 | Camphill (Gorbals Pumping Station) | pH | Control Failure |
| Apr | North | Significant | 600 | Tomich WTW | Taste/ Odour | Dosing Pump Failure |

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|------|-------|-------------|---------|--|---------------------|--|
| May | North | Significant | 35,700 | Assynt WTW | Aluminium | pH adjustment Batch Fail |
| Jun | North | Significant | 2,053 | Ullapool WTW | pH | Control Failure |
| Jun | North | Significant | 333 | Ballygrant WTW | Cryptosporidium | Membrane Integrity Lost |
| Jun | South | Significant | 5,412 | Winterhope WTW | Pesticides | Inadequate Treatment |
| Jul | East | Serious | 294,159 | Invercannie WTW | Taste/Odour | Inadequate Treatment |
| Jul | South | Significant | 7,949 | Glengap WTW | pH | pH Adjustment Batch Fail |
| Jul | East | Significant | 1,694 | Forehill RSZ | Discolouration | Burst Main |
| Aug | South | Significant | 7,949 | Glengap WTW | Aluminium | Dosing Line Blockage |
| Aug | West | Significant | 10,175 | Amlaird Milngavie Gorbals RSZ | Colour | Burst Main |
| Aug | East | Significant | 6,410 | Turriff RSZ | Discolouration | Burst Main |
| Sept | East | Significant | 97,440 | Lintrathen WTW | Turbidity | Coagulant Dosing Pump Failure |
| Sept | West | Serious | 38,125 | Muirdykes RSZ | Manganese & Iron | Flow Disturbance (Scottish Water) |

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|------|-------|-------------|---------|-------------------|--------------------------------|---|
| Sept | North | Major | 1,004 | Benbecula WTW | Hydrocarbons | Chemical Spill |
| Sept | West | Significant | 35,376 | Picketlaw WTW | Aluminium | Direct Air Filtration Saturator Failure |
| Oct | East | Serious | 97,440 | Lintrathen WTW | Turbidity | Coagulant Aid Failure |
| Oct | South | Significant | 18,246 | Rawburn WTW | Iron | Failure To Respond To Change In Water Quality |
| Dec | West | Significant | 35,376 | Picketlaw WTW | Aluminium | Coagulant Aid Failure |
| Dec | East | Significant | 148,170 | Glendevon WTW | Aluminium | Incorrect Dose Settings |
| Dec | South | Serious | 46,827 | Pateshill WTW | Taste/Odour & Manganese | Inadequate Treatment |
| Dec | West | Significant | 35,376 | Picketlaw WTW | Aluminium | Backwash Failure |
| Dec | South | Significant | 23,114 | Hopes WTW | Aluminium, Iron & Manganese | Burst Main |

