

# Incident Summary

## Corsehouse zone Impaired aesthetic quality August 2017

DWQR Inspector:  
Colette Robertson-Kellie

Event No. 8716

### Event Category: Serious

A burst main in Stewarton was reported to Scottish Water on the 9th August 2017. The burst was repaired later that day, and while seven calls were made from consumers regarding the burst, there were no reports of discolouration. On the 12th August, several discoloured water contacts were received in the Stewarton area. The Network Service Operator (NSO) who attended the area to investigate and carry out localised flushing found that the water cleared after a few minutes, and could not find a reason for the discolouration. A Scottish Water customer reported that a drain cleaning vehicle had been using a fire hydrant in the area on the 11th August, but Scottish Water did not have enough information to track down the company to investigate this further. Further consumer contacts about discoloured water were received on the 12th and 13th August, and an NSO visited a property to investigate the complaint; it was found that the water was running clear and the consumer had contacted Scottish Water because of social media activity. On the 14th August the situation was escalated to the Water Operations Regional Manager, and extensive investigative work was carried out to determine the source of the problem. On the 17th August, the Public Health Team (PHT) was notified of the issue because of media and social media interest, and a sampling programme was instigated. On the 19th August, a second burst occurred on the same street in Stewarton. The main was repaired, and the customer contacts decreased.

Analytical results show that there were seven failures of the manganese standard on samples taken on the 17th and 18th August. On the 17th August, low concentrations of polyaromatic hydrocarbons (PAH) were detected, and on the 19th and 20th, the sample results were satisfactory. There were 73 water quality contacts from consumers.

The cause of the incident was a disturbance of manganese deposits in the network caused by an increase in flow. There were two bursts on the network, but Scottish Water has been unable to determine what caused them.

The event has been categorised as Serious. 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 one additional recommendation.

