



Drinking Water Quality Regulator
for Scotland

Technical Audit Summary

Assynt WTW

Due to number of water quality events September 2025

Assynt WTW is a mid-sized works that serves Beauly, Dingwall and the Black Isle. A full technical audit of the works was carried out in response to a number of water quality events over the last couple of years. On the day of the audit, the works was running well, with all water quality parameters compliant.

The audit found that staff at the works are knowledgeable, well-trained, and generally maintain good standards of welfare, security, and housekeeping. A few housekeeping issues were noted.

Raw water quality from Loch Glass is typically stable, and the treatment process from coagulation through ultrafiltration and disinfection is well established. Equipment such as membrane stacks and dosing systems are functioning, though several monitors are ageing and may require replacement. Some infrastructure concerns were identified.

Operationally, plant restarts remain challenging due to the complex control system and automatic dosing changes. Although operators understand the process well, a formalised start-up procedure is still outstanding. An enhanced operating plan has also been written and is in place, however it was noted that this did not align with task scheduling.

The site's standby power arrangements are robust, with generators at both the works and the inlet pump house. Investigations are underway regarding refurbishment or replacement of the main generator.



At the service reservoirs, multiple coliform failures have occurred over recent years. Two reservoirs were scheduled for cleaning at the time of the audit. Grounds maintenance around the reservoirs was poor and requires attention. Further investigation is recommended using sample points at the works outlet and reservoir inlets/outlets.

DWQR identified eighteen findings. Proposed interventions to address DWQR's findings, along with completion dates and any interim mitigations that will be put in place have been agreed with Scottish Water.

DWQR will monitor completion of agreed interventions, and may request evidence of completion or re-visit the site.

