

Forehill WTW Loss of coagulation 19-21st February 2026

Event No. 16780

Event Category: Significant

On three occasions from 19-21 February at Forehill WTW there was increased turbidity at the clarified water and primary filtration stages, along with elevated iron concentrations. There were no failures recorded in the final water quality or within the distribution system. The impact on disinfection performance is likely to be limited, but cannot be verified due to the lack of adequate turbidity monitoring data prior to the chlorine contact tank.

Front-end lime dosing was lost on three separate occasions during this period. In each case, the incident was linked to a lack of resilience within the lime dosing system. The duty and standby pumps had differing capacities, with one pump undersized and unable to deliver the volume of lime required to adequately treat the incoming raw water. As a result, the larger pump was operated in manual mode, preventing automatic changeover in the event of a pump failure. The first incident was further compounded by an operator flushing the dosing line while it remained in service; and the second by both lines chocking.

The event has been categorised as significant. Scottish Water has identified six 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.