

Turret B RSZ Discolouration 17th December 2025

Event No. 16616

Event Category: Significant

115 complaints for discoloured water were received from the Turret B zone between the 17th and 20th December. Reactive sampling found three samples that failed the manganese standard (of 50µg/l), ranging from 121.5 to 282.8µg/l.

The discolouration was caused by deposits being scoured from a trunk main during its recharge following a burst upstream. The work undertaken to repair the burst was done with full network control risk assessment, but a valve that was fully opened to assist with flushing increased the flow almost 150% higher than usual. In addition, the valve controlling the inlet to the downstream service reservoir was stuck open, which contributed to the higher flows and subsequent scouring.

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.