

## Glencorse C Supply Zone Iron and Manganese Failures 8<sup>th</sup> January 2014

DWQR Inspector:  
Colette Robertson-Kellie

Event No. 5791

### Event Category: Significant

#### Summary of Incident

On the 8<sup>th</sup> January 2014, a power failure at a pressure reducing valve (PRV) in the distribution system caused the PRV to shut down. This resulted in low flow into Glencorse C zone and customer contacts for supply interruptions and low pressure. Power was restored to the PRV and the network was manually recharged, but this caused a disturbance of sediment in the network and led to 24 customer contacts for discoloured water and taste and odour. Flushing of the system was carried out in response to these complaints. Analysis of samples showed that three out of the six samples taken failed regulatory standards for iron and manganese.

To reduce the risk of future water quality issues in the area, the distribution network was reconfigured, a new flushing point was installed, planned flushing was carried out, and the area is now supplied from a different distribution service reservoir.

#### DWQR Assessment of Cause of Incident

The cause of the incident was the recharging of the mains following a power failure at the PRV which disturbed sediment in the network.

#### DWQR Assessment of Actions Taken by Scottish Water

DWQR considers that Scottish Water should have anticipated that there would be disturbance of deposits in the network following recharge of the network, particularly since there was an incident in the same zone in July 2013 which caused similar issues when the network was disturbed and led to exceedences of the iron and manganese standards. Proactive flushing of the system, as the mains were recharged, could have prevented some of the consumer concerns experienced. There is already an action on Scottish Water from the incident in July 2013 to review policy in this area; this is due to be completed by the end of March 2014 and will be monitored by DWQR.

The event has been categorised as significant. There are no new recommendations.