

## Sandy Loch WTW Loss of Disinfection 8<sup>th</sup> April 2025

Event No. 15605

### Event Category: Significant

Disinfection at Sandy Loch WTW was lost on the 8th April 2025 due to a lack of sodium hypochlorite dosing. When alerted, the standby operator attended site, set the plant to run to waste and resolved the dosing issue. The plant was then returned to service. Over this period, disinfection was compromised for several hours. Sufficient sampling was done to assess the extent of the incident. No failures were noted in the network.

The incident was caused by ineffective controls at Sandy Loch WTW. Following routine maintenance of the OSEC brine pump on the 7th April, the pump was left in 'stop' mode by the contractor. Site operators did not check this, and the maintenance procedure had not been scrutinised and authorised by Treatment Control. In addition, the alarm setting on the OSEC unit was set too high to be an effective control.

The event has been categorised as significant. 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.