

## Amlaird Milngavie Gorbals Zone RSZ

### Discolouration

14<sup>th</sup> - 19<sup>th</sup> February 2025

Event No. 15438

### Event Category: Significant

A significant number of consumer contacts for discoloured and milky/cloudy water were received between the 14 and 19 February 2025. The impact was limited to three District Metered Areas (DMAs) and sampling undertaken by Scottish Water showed that nine samples failed the standard for Iron. All associated resamples passed.

The incident was caused by a disturbance of the network resulting from the volume of network activity associated with a burst main repair and the subsequent rezoning, tankering and recharge of the network. A fire hydrant used to carry out flushing then failed due to being in poor condition. A further isolation of the trunk main had to be carried out the following day to repair this hydrant. Overnight, additional flow had to be added to normal night flows due to the failed fire hydrant which is thought to have caused additional disturbance.

Once the issue was identified, Scottish Water's Field Response team acted quickly to isolate and repair the burst with adequate risk control measures in place to reduce the risk of network disturbance. The network was flushed at the appropriate locations prior to back feed and tanker discharge with pressures checked and matched. The main was recharged slowly in two separate 20l/s increments over a period of approximately half an hour. A satisfactory mains repair sample was taken. The repair to the fire hydrant was carried out in the early morning the following day.

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

