



## Technical Inspection of Scottish Water Distribution System

### Forehill Regulation Zone, East Region

22 and 30 March 2010

DWQR Staff Present

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Scottish Water Staff Present (& Titles)

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#### Summary of Inspection

##### Overall Summary

Water Quality in the Zone is good, with few failures of the standards. The condition of assets in the distribution system is mainly good, although control and monitoring of some elements is quite basic. Staff operate the system effectively, although improved monitoring of trends and use and recording of information would be beneficial.

Number of Findings:

0

Score (out of 6)

##### Quality of Water

4

Good

Water Quality in the Zone is good, with few failures of the standards. Despite an issue in the Summer of 2009 with discoloured supplies, the number of consumer complaints is not significantly above those encountered elsewhere

##### Asset Robustness

3

Adequate

The zone contains 22% cast iron mains, but these don't seem to be causing a large number of issues except in a few hotspots (notably Peterhead and Cruden Bay). Telemetry provision at storage points appears to be weak, and the methods used to boost chlorine residuals at storage points are basic due to a lack of robust residual controlled equipment

##### Operational Practices

4

Good

Staff have a good understanding of the network and how it is run, and the system appears to be being well managed. Some aspects, such as the control of standpipes and boundary valve tagging are very well run. There would be a benefit in closer scrutiny of water quality trends, especially colony counts and consumer contacts about water quality. Some procedures and practices, such as secondary chlorination, would benefit from improved control and documentation.

##### Management of Risk

3

Adequate

Staff are highly competent and have a good understanding of the network. Generic, company-wide procedures exist to deal with emergencies, these need to be supplemented by local documents and systems. Areas in need of improvement include the capability for emergency chlorination of the distribution system and the identification of properties affected by mains repair work.

##### Recording Information

3

Adequate

Records of pipework at storage points appeared accurate, however there were issues around the recording of supply zone boundaries

##### Water Safety Plan Development

2

Weak

##### Water Safety Plan Implementation

3

Adequate

In common with many Scottish Water Safety Plans, network issues and especially consumer issues are dealt with on a very generic basis. A number of specific risks were noted during the audit that had not been recorded in the safety plan. Where risks were recorded, there had generally been progress made to address them.