



Drinking Water Quality Regulator
for Scotland

Incident Assessment

Glenlatterach RSZ
Lead Failure
17 September 2012

DWQR Inspector:
William Byers

Summary of Incident

A sample was taken from a property in Forres in response to a complaint from a consumer of particles in their water. The sample failed against a number of parameters – Aluminium (554µg/l), Manganese (81.4µg/l), Iron (2437µg/l), Copper (4711µg/l) and Lead (1710µg/l). The property obtained its supply via a shared connection and communication pipe with other properties and it was considered that the old lead pipe was the likely source of the problem. Following discussions with the Consultant in Public Health medicine (CPHM), it was decided that the five households affected should be provided with bottled water until the lead pipe could be replaced. Further investigations indicated that the range of failures were likely to have been caused through the disturbance and transport of deposits in the water mains, communications pipe, and supply pipes following a burst main in the area.

Scottish Water replaced their communication pipe on 30 September and subsequent sampling verified there were no failures against the water quality standards. The Lead value was recorded at 4.6µg/l.

DWQR Assessment of Cause of Incident

This incident was declared by DWQR due to the necessity to provide bottled water to a number of properties in response to water quality failures. DWQR considers it likely that the water quality issue was caused by a burst main in the area and the poor condition of the lead communication pipe.

DWQR Assessment of Actions Taken by Scottish Water

DWQR is satisfied that Scottish Water took appropriate action in response to the Consumer complaint and the failing sample.

