

Table 15 Summary of 2025 incidents.

Month	Event Number	Site Name	Area	Class	Population Affected	Hazard	Root Cause	Reason
January	15345	Loch Calder WTW	North	Significant	26,876	Microbiology	Ammonia Dosing Pump Fail	Issue causing significant consumer concern/media interest
February	15438	Amlaird Milngavie Gorbals Zone RSZ	West	Significant	9,986	Iron	Burst Main	Issue causing significant consumer concern/media interest
February	15450	Lomond Hills BH Mix RSZ	East	Significant	5,226	Discolouration	Pipe Deposits	Issue causing significant consumer concern/media interest
February	15464	Daer Camps B	South	Significant	23,230	Discolouration	Pipe Deposits	Issue causing significant consumer concern/media interest
April	15605	Sandy Loch WTW	East	Significant	14,308	Microbiology	Chemical Tank Low or Empty	Failure of disinfection process

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April	15654	Significant Outage of Telemetry	Scotland Wide	Significant	5,408,211	Security	N/A	Other
April	16189	Carron Valley	West	Serious	143,657	Taste and Odour	Out with Design Capacity	Serious /recurring quality issue
May	15698	Turriff RSZ	East	Significant	50	Microbiology	Unrepresentative Sample	Alternative supplies issued to more than one property
June	15798	Marchbank WTW	South	Significant	142,457	Microbiology	Disinfectant Dosing Pump Fail	Failure of disinfection process
June	15845	Muirdykes RSZ	West	Serious	75	Manganese	Turbidity	Failure of management process

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June	15863	Carron Valley B	West	Significant		Colour	Burst Main	Issue causing significant consumer concern/media
July	15892	Carron Valley A	West	Significant	18,275	Discolouration	Flow Disturbance - Scottish Water Intervention	Issue causing significant consumer concern/media
July	15937	Chalkieside DSR	South	Significant	23,270	Discolouration	Low Water Level	Issue causing significant consumer concern/media
July	15945	Mannofield WTW	East	Serious	330,782	Chlorate	Chemical Storage	Serious/ recurring quality issue
July	15950	Rosebery WTW	South	Significant	67,277	<i>Cryptosporidium</i>	Coagulant aid (Poly) Failure	Significant loss of the treatment
July	15960	Daer C	South	Significant	8,462	Iron	Burst Main	Serious/ recurring quality issue

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July	15968	Clarklyhill CWT	East	Significant	4,042	Microbiology	Asset Integrity	Serious/ recurring quality issue
July	15986	Sandy Loch WTW	East	Significant	14,308	Manganese	Out with Design Capacity	Serious/ recurring quality issue
July	15995	Dornoch WTW	North	Significant	916	Chlorate	Chemical Storage	Serious/ recurring quality issue
August	16036	Clatto WTW	East	Serious	188,041	Microbiology	Disinfectant Dosing Pump Fail	Failure of disinfection process
August	16120	Glenfarg WTW	East	Serious	178,011	Taste and Odour	Out with Design Capacity	Issue causing significant consumer concern/media interest

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August	16126	Glenfarg KWOODBH A	East	Significant	25,447	Discolouration	Flow Disturbance - Scottish Water Intervention	Issue causing significant consumer concern/media interest
August	16155	Amlaird Milngavie Gorbals Zone RSZ	West	Significant	6,620	Colour	Burst Main	Issue causing significant consumer concern/media interest
August	16168	Pateshill RSZ	South	Significant	47,711	Chlorate	Chemical Storage	Serious/ recurring quality issue
August	16174	Rawburn WTW	South	Major	17,957	Loss of Supply	N/A	Failure of Asset
August	16263	Balmore G	South	Serious	3	Organics	Age of Water/Turnover	Serious/ recurring quality issue

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September	16223	Lintrathen WTW	East	Significant	96,388	Manganese	Out with Design Capacity	Serious/ recurring quality
September	16313	Rawburn WTW	South	Significant	17,957	Manganese	Incorrect Dose Settings	Significant loss of the treatment process
November	16451	Clatto WTW	East	Serious	188,041	Microbiology	Disinfectant Dosing Failure - Carrier Water	Failure of disinfection process
November	16489	Tomnavoulin	East	Significant	159	Microbiology	Disinfectant Dosing Pump Fail	Failure of disinfection process
November	16492	Clatto WTW	East	Significant	188,041	Microbiology	Disinfectant Dosing Failure - Dosing Line	Failure of disinfection process

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November	16555	Pateshill	South	Significant	47,711	Microbiology	Disinfectant Dosing Pump Fail	Failure of disinfection process
December	16606	Marchbank WTW	South	Serious	142,457	<i>Cryptosporidium</i>	Coagulant aid (Poly) Failure	Significant loss of the treatment process
December	16614	Lintrathen WTW	East	Significant	96,388	Microbiology	Disinfectant Dosing Pump Fail	Significant loss of the treatment process
December	16615	Whitehillocks WTW	East	Significant	25,029	pH	Scada/PLC/ Instrumentation	Issue causing significant consumer concern/media interest
December	16616	Turret B	East	Significant	37,029	Manganese	Pipe Deposits	Issue causing significant consumer concern/media interest