



Drinking Water Quality Regulator
for Scotland

Incident Summary

Greenock WTW Significant Loss of Control of Treatment Process 8th April 2024

Event No. 14398

Event Category: Significant

On the 08 April 2024 a fault occurred with the treated water pH probe at Greenock WTW. pH readings from the faulty instrument appeared normal but the final pH monitor reading was rising and breached the Prescribed Concentration Value (PCV) of 9.5 for a prolonged period of approximately 9 hours and 45 minutes

Scottish Water did not receive any water quality contacts associated with this incident between the 03 and 10 April 2024. Sampling was arranged for the 08 – 10 April 2024, covering the WTW, and from the water supply zone. Of the 14 samples taken, none failed, although one final water sample returned a pH of 9.5 (equal to the Prescribed Concentration Value (PCV)).

It is clear from Scottish Water's event outcome report that this incident was caused by a failure of the single treated water pH monitor, a key instrument required for pH control. This went unnoticed for a prolonged period because of inadequate checks of and communication relating to the maintenance of the treatment process

The event has been categorised as significant. Scottish Water has identified seven actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made two additional recommendations.



