

Glendevon A RSZ Network Discolouration 6th-9th October 2024

Event No. 15014

Event Category: Serious

A 'water rising' report was received by Scottish Water's Customer Engagement Centre (CEC) from the Powmill area in the Glendevon RSZ on 6th October 2024. The burst was confirmed by the standby Network Service Operator (NSO) and work was undertaken to isolate the trunk main to repair the burst. The isolation was initially unsuccessful, and with consumer contacts being received for 'no water' and 'intermittent pressure', the valves were reopened to allow the network to recover. The repair was completed the following night and the network recharged in the early hours of 8th October.

However from 7th October, CEC received a large volume of complaints, with these continuing until the 15th October. A total of 518 contacts were received; 238 of these for discoloured water. Reactive sampling in the affected zone gave ten failures for manganese.

The incident was caused by the scouring of Saline Golf Course DSR and downstream network. While the supply was isolated during the burst repair, the parallel 18" main should have delivered supply to the downstream network, however it was isolated – despite being not marked as such on GIS. As a result, supply to Saline Golf Course and Townhill DSRs ceased during the operation. In response to the low tank level, the controlling inlet valve of Saline GC DSR fully opened and remained in this position during the recharge until flows were restored. The flow rates were in excess of the usual range (up to 100l/s faster), and this added velocity had the effect of scouring the main, leading to the widespread discolouration and manganese failures from dislodged deposits in the pipework.



The event has been categorised as serious. Scottish Water has identified five 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.

