

Assynt WTW

9 November 2010

DWQR Staff Present

John Littlejohn, Bill Byers, Matt Bower

Scottish Water Staff Present (& Titles)

Simon Harrison, Diane Burgess, Gordon MacDonald, Jim Briggs, Neil Campbell, Gavin Brown, Iain Ogilvie

Summary of Inspection

Overall Summary

Assynt WTW is a newly upgraded treatment works supplying much of the Black Isle and Easter Ross. The performance of this basically robust and well-designed plant has been reduced since commissioning due to a number of issues. Operational staff have worked hard to overcome these, and once they have been fully resolved this will be a first class treatment works.

DWQR identified 11 findings during the inspection. Corrective actions to address these have been completed by Scottish Water.

Number of Findings: 11

Score (out of 6)

Quality of Water Produced

5 Very good

Water quality from this newly upgraded plant is very good, although previous issues with plant have resulted in incidents

Robustness of Treatment Asset

4 Good

New asset is of high quality and appropriate to situation and raw water quality. Elements of the plant, such as chemical handling are of especially good design. A number of significant issues with the lime dosing and membrane remain to be resolved before this plant can truly reach its full potential.

Operational Practices

5 Very good

Operational staff have worked hard to understand their plant and overcome issues. The numerous previous problems mean that they have an in-depth knowledge of the process - this must be communicated to all who need to operate the plant. Operators show pride in their plant and, with a few exceptions, are performing all tasks diligently.

Maintenance of Asset

4 Good

The plant is new, so any maintenance issues have yet to emerge fully. Suitable processes for membrane maintenance appear to be in place. Attention to instrument calibrations is required.

Safeguards and Procedures

5 Very good

The design of this plant, with good provision for monitoring and shut-downs should quality problems occur, means that it is highly resilient. Operational procedures and manuals are present.

Water Safety Plan Development and Implementation

n/a n/a

A water safety plan is in the process of being developed - it is recommended that recent issues highlighted by the incident are incorporated.