



Drinking Water Quality Regulator
for Scotland

Incident Assessment

Clarklyhill Service Reservoir Microbiological Failure 02 August 2011

DWQR Inspector:
William Byers

Summary of Incident

This incident was declared due to the failure of a microbiological sample from Clarklyhill service reservoir near Burghead in Moray, causing a boil notice to be issued to consumers. The scheduled sample taken from the service reservoir on 2 August 2011 failed the standards with 2 Coliforms and 2 *E.Coli* being recorded. Chlorine levels were slightly below normal and additional chlorine was added to the tank to ensure adequate disinfection was in place. Subsequent samples taken from the service reservoir and at consumers' taps in the supply area showed there to be no further failures. The boil notice was lifted on 4 August.

Clarklyhill service reservoir was removed from supply on 8 August to enable a structural inspection to be carried out. This identified areas of the roof membrane in poor condition and possible ingress routes from an access hatch where rainwater may achieve ingress. The service reservoir was cleaned and returned to supply.

DWQR Assessment of Cause of Incident

The cause of the microbiological failure is deemed to have been caused by ingress of rainwater into the service reservoir. A significant consideration in the decisions to issue a boil notice in this instance however was the absence of key information to enable an informed assessment by health officials of the developing situation and the associated public health risk to consumers.

DWQR Assessment of Actions Taken by Scottish Water

Scottish Water made the necessary response to the incident and undertook appropriate sampling of the distribution system to verify the extent of the problem.

Scottish Water identified two actions from this incident. DWQR accepts that these are appropriate and will be monitoring to ensure they are completed prior to signing off the incident. In addition, DWQR made one recommendations following the incident.

