



Technical Inspection of Distribution System Operations

Tankering

Location: **Finmont (Fill) , Crail (Discharge)**

Background to operation

Failure of Fife transfer pumps and increased demand due to hot weather putting pressure on supplies in the East Neuk. Tankering primarily run by Wm Mackies, with tanker support from Enviro Clean. Tankering from Finmont near Glenrothes into Crail tank.

Fill point - Asset

Dedicated tanker fill point at Finmont - 6 hydrants in large purpose built layby. Transfer to tanker is via 3" standpipe and flexible (WRAS approved) hose. Finmont is a large SR and filling through to have minimal impact - two tankers were present when visited.

Fill point - Activity

Tanker drivers were unsupervised and did not have any DOMS authorisation. They appeared competent, and aware of requirements, however one flexible hose had been left uncoupled and unprotected lying on the verge. The other one was draped off the ground , over the standpipe and the end was sealed with a plastic bag and rubber band. When pointed out, the other one received similar treatment. SW Emergency Planner arrived on site while DWQR was present. On both tankers, paperwork recorded initial run's donor/ receiving chlorine residuals, but not subsequent runs. Cl Spray bottles were present - labelled as 10,000mg/l. Liquid did smell chlorinous. Spray was used by driver when he covered unprotected hose. NAN (15992) had been raised for job.

Discharge Point - Asset

Discharge was directly into open hatch of Crail SR via flexible WRAS approved hose hooked hatch with two 3" standpipes.

Discharge Point - Activity

IAF (7694637) raised for valve ops to isolate inlet to tank, but this doesn't cover risks from tankering operation itself. Both tankers discharging at once. SW NSO was present whole time. Connection of one hose to the standpipe was leaking significantly, spraying into the inner well of the hatch with eth water scouring the well and then entering SR. Stopped job and requested that they remedied this, which they did by lowering standpipe further into tank so that leak was below hatch level. Witnessed chlorine residual being measured by Enviro Clean TSV operator (Michael Owen) - he was competent, fully covered by DOMS and had a satisfactory Hach Cl kit, although no calibration sticker was assured it was done. Had taken earlier bacto sample (now dropped off - 214213). Chlorine residuals were representative of those at fill point. NSO Hach kit inspected - only had one glass vial (other recently broken) but assured this was being addressed. Advised of importance of marking up as Free and total. Single portable pump

General Comments

This operation was an emergency one to augment supplies in East Fife following high demand and the failure of pumps. Although the operation appeared mainly controlled, it is clear that key elements of the DWQR information letter on tankering and Scottish Water's own procedures were not being followed. Of particular concern was the apparent extent to which tanker drivers were left unsupervised for key parts of the operation (filling), despite having no DOMS training or authorisation. Whilst they appeared diligent, a lack of awareness of basic water hygiene in such a sensitive operation could have serious implications for public health.