

7 SUPPORTING INFORMATION

7.1 Water Performance Tables

Table 10 Summary of Scottish Water assets.

Asset Type	Count
Water Abstraction Point	666
Length of Water Mains (km)	49,223
Reservoirs	950
Water Supply Zones	277
Water Treatment Works	225

Table 11 Summary of water quality at WTW.

Parameter	Prescribed Concentration or Value (PCV)	Total No. of tests	No. of tests failing	% of tests failing	No. of works failing
Coliform Bacteria	0 number/100ml	25,933	20	0.08%	14
Colony Counts After 3 Days At 22°C	No abnormal change	25,952	N/A	N/A	N/A
<i>Cryptosporidium</i> oocysts (per 10L)	N/A - no regulatory standard	5,899	8	0.14%	7
<i>E. coli</i>	0 number/100ml	25,933	0	0.00%	0
Nitrite	0.1mg NO ₂ /l	3,345	0	0.00%	0
Residual Disinfectant – Free	N/A - no regulatory standard	25,966	N/A	N/A	N/A
Residual Disinfectant – Total	N/A - no regulatory standard	25,964	N/A	N/A	N/A
Turbidity	1NTU	7,141	3	0.04%	3

Table 12 Summary of water quality at storage points.

Parameter	Prescribed Concentration or Value (PCV)	Total No. of tests	No. of tests failing	% of tests failing	No. of SRs with sample failures	No. of SR failures
Coliform Bacteria	0 number/100ml	48,545	56	0.12%	53	1
Colony Counts After 3 Days At 22°C	No abnormal change	48,565	N/A	N/A	N/A	N/A
<i>E. coli</i>	0 number/100ml	48,545	2	0.00%	2	N/A
Residual Disinfectant – Free	N/A - no regulatory standard	48,530	N/A	N/A	N/A	N/A
Residual Disinfectant – Total	N/A - no regulatory standard	48,525	N/A	N/A	N/A	N/A

Table 13 Water quality at consumers' taps.

Parameter	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2024	% Compliance in 2023
Key Parameters					
Bacteria					
Coliform Bacteria	14,945	38	29	99.75%	99.75%
<i>E. coli</i>	14,944	0	0	100.00%	99.97%
<i>Enterococci</i>	4,842	0	0	100.00%	99.98%
<i>Clostridium perfringens</i>	4,842	0	0	100.00%	99.98%
Total bacteria	39,573	38	29	99.90%	99.89%
Metals					
Aluminium	4,772	2	2	99.96%	99.94%
Copper	747	0	0	100.00%	100.00%
Iron	4,836	25	17	99.48%	99.54%
Lead	1,046	5	4	99.52%	99.66%

Manganese	4,839	9	9	99.81%	99.79%
Nickel	747	1	1	99.87%	100.00%
Total metals	16,987	42	29	99.75%	99.77%
Other key parameters					
Colour	4,840	0	0	100.00%	100.00%
Hydrogen ion (pH)	4,840	2	2	99.96%	99.98%
Nitrite	1,984	3	2	99.85%	99.80%
Odour	4,842	15	11	99.69%	99.82%
Radon ²	62	0	0	100.00%	100.00%
Taste	4,840	1	1	99.98%	99.94%
Total Trihalomethanes	4,567	0	0	100.00%	100.00%
Turbidity	4,840	0	0	100.00%	99.94%
Total Other key parameters	30,815	21	15	99.93%	99.59%
Other Parameters					
1,2 Dichloroethane	4,567	0	0	100.00%	100.00%
All Other Individual Pesticides	1,561	0	0	100.00%	100.00%
Ammonium	1,984	0	0	100.00%	100.00%
Antimony	747	0	0	100.00%	100.00%
Arsenic	747	0	0	100.00%	100.00%
Benzene	4,567	0	0	100.00%	100.00%
Benzo 3,4 Pyrene	754	0	0	100.00%	100.00%
Bisphenol A ²	752	0	0	100.00%	100.00%
Boron	747	0	0	100.00%	100.00%
Bromate	2,899	0	0	100.00%	100.00%

Cadmium	747	0	0	100.00%	100.00%
Chlorate ²	2,899	11	6	99.62%	99.53%
Chloride	4,842	0	0	100.00%	100.00%
Chlorite ²	2,899	0	0	100.00%	100.00%
Chromium	747	0	0	100.00%	100.00%
Conductivity	4,840	0	0	100.00%	100.00%
Cyanide	4,566	0	0	100.00%	100.00%
Fluoride	745	0	0	100.00%	100.00%
Haloacetic Acids 5 (HAA5) ²	4,548	12	7	99.74%	98.26%
Mercury	746	0	0	100.00%	100.00%
Microcystin -LR ²	2,861	0	0	100.00%	100.00%
Nitrate	578	0	0	100.00%	100.00%
Nitrite/Nitrate formula	574	0	0	100.00%	100.00%
PAH - Sum of 4 Substances	754	0	0	100.00%	100.00%
Pesticides - Total Substances	357	0	0	100.00%	100.00%
Selenium	747	0	0	100.00%	100.00%
Sodium	580	0	0	100.00%	100.00%
Sulphate	755	0	0	100.00%	100.00%
Sum of PFAS ²	5,615	0	0	100.00%	100.00%
Tetrachloroethene/ Trichloroethene	4,567	0	0	100.00%	100.00%
Tetrachloromethane	4,567	0	0	100.00%	100.00%
Uranium	580	0	0	100.00%	100.00%

Sum Total other parameters	69,439	23	12	99.97%	99.89%
Scotland total	156,814	124	71	99.92%	99.88%

² in the table are parameters added in the regulations in 2022 and implemented in 2023 following the amendment of The Public Water Supplies (Scotland) Regulations 2014.

Table 14 Water quality consumer contacts received by Scottish Water.

Contact Category	Number of Contacts				
	2024	2023	2022	2021	2020
Appearance					
Discoloured Water	11,461	11,437	12,251	17,887	12,989
Aerated (Milky) Water	1,524	1,532	1,563	1,662	1,660
Particles in Water	535	487	469	543	553
Organisms in Water	48	39	32	30	40
Taste and Odour					
Chlorine	722	693	522	731	985
Metallic	419	426	347	602	356
Solvent/Fuel Taste/Smell	60	32	13	14	31
Musty/Earthy	1,132	946	725	1,058	621
TCP/Chemical Taste/Smell	413	608	381	505	525
Other contact about Water Quality					
Illness due to Water	464	352	315	733	286
Other Contact	1	0	0	5	96
Total Contacts about Water Quality	16,779	16,552	16,618	23,770	18,142

7.2 Summary of events and incidents 2024

Table 15 Classification of incidents.

	Significant	Serious	Major	Total Number of Incidents
EAST	7	1	0	8
NORTH	6	2	0	8
SOUTH	6	1	1	8
WEST	9	1	0	10
SCOTLAND	28	5	1	34

Table 16 Summary of 2024 incidents.

Month	Area	Class	Population Affected	Site Name	Hazard	Root Cause
Jan	North	Significant	27,250	Loch Calder WTW	Microbiology	Disinfection Dosing Failure
Feb	West	Significant	657	Tighnabruaich WTW	Turbidity	Flow Disturbance (Scottish Water)
Feb	West	Significant	21,198	Milngavie RSZ	Discolouration	Flow Disturbance (Scottish Water)
Mar	East	Significant	25,172	Whitehillocks WTW	pH	pH Adjust Dosing Fail - Pump
Apr	East	Significant	71,967	Turriff WTW	Microbiology	Asset Integrity
Apr	West	Significant	95,839	Greenock WTW	pH	Instrument
Apr	West	Significant	218,213	Bradán WTW	Microbiology	Disinfection Dosing Failure
May	South	Significant	1,544	Daer Camps A	Discolouration	Burst Main
May	East	Significant	0	Forehill WTW	Microbiology	Disinfection Dosing Failure
May	South	Significant	3,304	Coulter RSZ	Discolouration	Burst Main
May	South	Serious	81	Marchbank A	Microbiology	Back Syphonage/Ingress
Jul	West	Serious	144,353	Carron Valley B	Taste/Odour	Inadequate Treatment
Jul	North	Significant	184	Dervaig WTW	Microbiology	Membrane Integrity Lost
Aug	North	Serious	88,789	Inverness WTW	Colour	Coagulant Dosing Failure
Aug	South	Significant	82,800	Marchbank B RSZ	Discolouration	Process Optimisation
Aug	North	Serious	55	Alligin WTW	Microbiology	Disinfection Dosing Failure
Aug	South	Significant	35,660	Balmore G	Taste/Odour	Secondary Chlorination Dose Failure
Sept	West	Significant	111,222	Blairlinnans WTW	Microbiology	Chemical Tank Low/Empty
Sept	West	Significant	119	Crianlarich WTW	Manganese	Burst Main
Oct	West	Significant	35,229	Afton WTW	Microbiology	Disinfection Dosing Failure

Oct	North	Significant	312	Tomich WTW	Microbiology	Instrument failure
Oct	West	Significant	37,614	Amlaird WTW	Microbiology	Water Not Adequately Prepared for Disinfection
Oct	South	Major	53,215	Daer A RSZ	Manganese	Flow Disturbance (Scottish Water)
Oct	East	Serious	148,170	Glendevon A	Manganese	Pipeline Deposits
Oct	East	Significant	152	Tomnavoulin WTW	Microbiology	Disinfection Dosing Failure
Oct	East	Significant	268,428	Glendevon WTW	Microbiology	pH Adjustment Batch Fail
Oct	East	Significant	268,428	Glendevon WTW	Turbidity	Failure to Respond to Change in Water Quality
Nov	East	Significant	268,428	Glendevon WTW	Aluminium	Coagulant Batch Fail
Nov	North	Significant	226	Ardfern WTW	Microbiology	Disinfection Dosing Failure
Nov	West	Significant	12,805	Loch Eck WTW	Microbiology	Disinfection Dosing Failure
Dec	South	Significant	167,256	Marchbank WTW	Microbiology	Coagulant (Poly) Dosing Failure
Dec	South	Significant	69,250	Castle Moffat	Aluminium	Instrument failure
Dec	North	Significant	27,201	Loch Calder WTW	pH	Instrument failure
Dec	North	Significant	35,700	Assynt WTW	Aluminium	pH Dosing Line Blockage