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	Hullibel/ Houlil	25,955	20	0.0070	14
After 3 Days At	No abnormal	05.050			21/4
22°C	change	25,952	N/A	N/A	N/A
Cryptosporidium oocysts (per	N/A - no regulatory				
10L)	standard	5,899	8	0.14%	7
E. coli	0 number/100ml	25,933	0	0.00%	0
		,			
Nitrite	0.1mg NO ₂ /I	3,345	0	0.00%	0
Residual Disinfectant –	N/A - no regulatory				
Free	standard	25,966	N/A	N/A	N/A
Residual	N/A - no	·			
Disinfectant – Total	regulatory standard	25,964	N/A	N/A	N/A
Total	Juliana	20,004	14/71	1 11/71	14//
Turbidity	1NTU	7,141	3	0.04%	3

 Table 12 Summary of water quality at storage points.

	Prescribed Concentration	Total No. of	No. of	% of tests	No. of SRs with sample	No. of SR
Parameter	or Value (PCV)	tests	tests failing	failing	failures	failures
Coliform	0					
Bacteria	number/100ml	48,545	56	0.12%	53	1
Colony Counts						
After 3 Days At	No abnormal					
22°C	change	48,565	N/A	N/A	N/A	N/A
	0					
E. coli	number/100ml	48,545	2	0.00%	2	N/A
Residual	N/A - no					
Disinfectant -	regulatory					
Free	standard	48,530	N/A	N/A	N/A	N/A
Residual	N/A - no					
Disinfectant –	regulatory					
Total	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%				
E. coli	14,944	0	0	100.00%	99.97%				
Enterococci	4,842	0	0	100.00%	99.98%				
Clostridium perfringens	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%				
	0	ther Paramete	ers						
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 Cotogony	Number of Contacts					
Contact Category	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.

		Donulation			
Area	Class		Site Name	Hazard	Root Cause
		, mootou		T TOLE OF	Disinfection Dosing
North	Significant	27,250	WTW	Microbiology	Failure
			Tighnabruaich		Flow Disturbance
West	Significant	657		Turbidity	(Scottish Water)
Most	Cignificant	04 400	•	Discolarization	Flow Disturbance
West	Significant	21,190		Discolouration	(Scottish Water) pH Adjust Dosing
East	Significant	25.172		На	Fail - Pump
	- J.g			Į	
East	Significant	71,967	Turriff WTW	Microbiology	Asset Integrity
			Greenock		<u> </u>
West	Significant	95,839	WTW	pН	Instrument
	0: :5 (040.040	D I MITIM		Disinfection Dosing
West	Significant	218,213		Microbiology	Failure
South	Significant	1 544		Discolouration	Burst Main
Coun	Olgrinicant	1,044	<i>T</i> \	Discolodiation	Disinfection Dosing
East	Significant	0	Forehill WTW	Microbiology	Failure
South	Significant	3,304	Coulter RSZ	Discolouration	Burst Main
		0.4		NA: 1: 1	Back
South	Serious	81		Microbiology	Syphonage/Ingress Inadequate
West	Serious	144 353		Taste/Odour	Treatment
VVCSt	CONOGS	144,000	В	Tuste/Ododi	Membrane Integrity
North	Significant	184	Dervaig WTW	Microbiology	Lost
			Inverness		Coagulant Dosing
North	Serious	88,789	WTW	Colour	Failure
Courtle	Ciamificant	00.000		Discolormation	Process
South	Significant	82,800	RSZ	Discolouration	Optimisation Disinfection Dosing
North	Serious	55	Alligin WTW	Microbiology	Failure
1101111	0011043	00	7 ungili VV i VV	Microsiology	Secondary
					Chlorination Dose
South	Significant	35,660	Balmore G	Taste/Odour	Failure
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	0: :5	444.000	Blairlinnans		Chemical Tank
West	Significant	111,222		Microbiology	Low/Empty
West	Significant	110		Manganese	Burst Main
VVCSL	Olgrillicarit	119	VVIVV	Manganese	Disinfection Dosing
West	Significant	35,229	Afton WTW	Microbiology	Failure
	West West East West West West South East South West North North North North South North West West West	North Significant West Significant West Significant East Significant West Significant West Significant West Significant South Significant South Serious West Serious North Significant South Significant North Serious South Significant North Serious South Significant North Serious South Significant North Serious	North Significant 27,250 West Significant 657 West Significant 21,198 East Significant 25,172 East Significant 71,967 West Significant 95,839 West Significant 218,213 South Significant 0 South Significant 3,304 South Serious 81 West Serious 144,353 North Significant 184 North Serious 88,789 South Significant 82,800 North Serious 55 South Significant 35,660 West Significant 111,222 West Significant 119	AreaClassAffectedSite NameNorthSignificant27,250WTWWestSignificant657WTWWestSignificant21,198RSZWhitehillocksWTWEastSignificant25,172WhitehillocksWestSignificant71,967Turriff WTWWestSignificant95,839WTWWestSignificant218,213Bradan WTWSouthSignificant1,544AEastSignificant0Forehill WTWSouthSignificant3,304Coulter RSZSouthSerious81Marchbank AWestSerious144,353BNorthSignificant184Dervaig WTWNorthSerious88,789WTWMarchbank BRSZNorthSerious55Alligin WTWSouthSignificant35,660Balmore GBlairlinnansWestSignificant111,222WestSignificant111,222WTWWestSignificant119WTW	AreaClassAffectedSite NameHazardNorthSignificant27,250MicrobiologyWestSignificant657Tighnabruaich WTWTurbidityWestSignificant21,198RSZDiscolourationWestSignificant25,172WTWpHEastSignificant71,967Turriff WTW WrwMicrobiologyWestSignificant95,839WTWpHWestSignificant218,213Bradan WTW Daer Camps AMicrobiologySouthSignificant0Forehill WTWMicrobiologySouthSignificant0Forehill WTWMicrobiologySouthSerious81Marchbank A Carron Valley BMicrobiologyNorthSignificant184Dervaig WTW Inverness WTWMicrobiologyNorthSerious83,789WTWColourNorthSerious82,800RSZDiscolourationNorthSerious55Alligin WTWMicrobiologyNorthSerious55Alligin WTWMicrobiologySouthSignificant35,660Balmore GTaste/OdourWestSignificant111,222WTWMicrobiologyWestSignificant119WTWManganese

Oct	North	Significant	312	Tomich WTW	Microbiology	Instrument failure
Oct	West	Significant	37,614	Amlaird WTW	Microbiology	Water Not Adequately Prepared for Disinfection
001	West	Olgrilloant	07,014	7 tillalia VV I VV	Wildrobiology	Flow Disturbance
Oct	South	Major	53,215	Daer A RSZ	Manganese	(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	pН	Instrument failure
Dec	North	Significant	35,700	Assynt WTW	Aluminium	pH Dosing Line Blockage