

## Tomnavoulin WTW Loss of disinfection 10<sup>th</sup> November 2025

Event No. 16489

### Event Category: Significant

Water produced by Tomnavoulin WTW was not dosed with sodium hypochlorite for disinfection for approximately 9hrs 45 minutes.

The loss of disinfection was not escalated by the ICC to the public health team, who were emailed by operations staff later that day. However they did not pick up on the failure, so no reactive sampling was carried out. Routine samples did not fail the standard for microbiological quality.

The incident was caused by a power cable to the hypochlorite dosing pump becoming dislodged whilst contractors were installing new cables. The WTW was not in production when contractors completed their work, and no checks were made, so the lack of dosing was not noticed for several hours. There is no autosutdown on low chlorine levels at Tomnavoulin WTW.

The event has been categorised as significant. Scottish Water has identified six actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made one additional recommendation.

