



Drinking Water Quality Regulator  
for Scotland

# Incident Summary

## Amlaird WTW Burst main and metals failures November 2019

DWQR Inspector:  
Colette Robertson-Kellie

Event No. 10702

### **Event Category: Significant**

On 10 November 2019 at 10:30, the standby Network Service Operator (NSO) was alerted to consumer contacts to the Customer Engagement Centre (CEC) from the Newmilns and Galston areas of the Amlaird supply zone in Ayrshire, reporting no water and reduced water pressure. The Intelligent Control Centre (ICC) advised the NSO that high flows from Amlaird WTW were being observed. While a burst on a 4" main was quickly found and repaired, the ICC reported that flows from the treatment works continued to be elevated, and the CEC advised that water was rising on the A719 road. A burst on a 10" ductile iron main near the A719 was reported to the Network Team Leader at 13:05; due to the location of the burst traffic management had to be arranged, and by 15:15 traffic management was in place and the repair squad and the standby Network Team Leader were on site. Since rezoning of the DMA would have been complex, it was decided to reduce the pressure on the burst main sufficiently to allow the repair to be carried out under pressure. However it soon became apparent that a larger pump was needed to pump away water escaping from the burst, so the Team Leader requested a larger pump from the contractors routinely used by Scottish Water for hiring equipment. Despite several calls to the contractor, the pump did not arrive on site, so a second squad retrieved a pump from a local depot, and by 22:25 the repair had been made and the main was recharged. The system was flushed and bottled water distributed to consumers on request.

Despite making attempts, Scottish Water staff were unable to gain access to consumers' properties due to the late time of the repair, so sampling was carried out the following day. There were 88 consumer contacts for water quality, and one sample failed regulatory standards for manganese and iron. Since this incident there have been further, less significant bursts on the main which have not impacted on consumers.

The cause of the incident was the poor structural condition of the main and deposits within the main.

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.

