



**Drinking Water Quality  
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Our Ref: B1401970  
Your Ref:

Date: 5 July 2007

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**Information Letter 3/2007**

Dear George

**Review of action being taken by Scottish Water on water treatment works where telemetry is not installed or is not operating appropriately**

1. The purpose of this Information Letter is to request Scottish Water to review the manning levels at all water treatment works that do not have a telemetry system or where the telemetry system installed is not operational or fit for purpose. Once the review is completed, DWQR is to be provided with details of the review together with revised manning details such that sites where there is no telemetry or unreliable telemetry receive an appropriate number of visits during the 7-day operational cycle.

**Background**

2. A number of incidents on water treatment works where the quality of the final drinking water has been compromised either directly or indirectly by the lack of appropriate telemetry systems or non-operational telemetry systems has occurred in the last few months.

**Requirement**

3. Scottish Water is requested to undertake an urgent review of all water treatment works and to provide the DWQR with a list of all sites where (a) there is no telemetry system installed; or (b) where a telemetry system is installed but it is not fully operational or fit for purpose.
4. Once the review is completed Scottish Water will also provide the DWQR with details of the manning levels (number of visits by appropriate staff per week) that will operate on all sites identified under the criteria set out in paragraph 3 of this Information Letter such that an appropriate level of scrutiny is maintained at these works over the 7-day operational cycle and when these revised visits will commence at each site.

5. Scottish Water is requested to complete both the review (paragraph 3) and the revised operational scrutiny programme (paragraph 4) by **Friday 3 August 2007**.

**Further Information and Enquiries**

6. A copy of this letter is being sent to John Rae and Geoff Aitkenhead.

Enquiries about this letter should be addressed to Dr Donald Reid (Tel No: 0131 244 0278) or Email: [Donald.reid@scotland.gsi.gov.uk](mailto:Donald.reid@scotland.gsi.gov.uk). Please acknowledge receipt of this letter. Hard copies are not being sent.

Yours sincerely

**Donald Reid**

On behalf of the Drinking Water Quality Regulator for Scotland