

## Crianlarich CWT Distribution Audit January 2025

The purpose of the audit was to assess how Scottish Water and tankering contractors were managing the risks associated with tankering following a series of recent water quality events caused by tankering. The use of a tanker on this day was to fill Cell 2 following a tank clean and inspection. Tankers have been used to keep up with demand in live cell due to a burst between WTW and CWT since September 2024 (up to 4 per day).

At the time of the audit, a separate tank cleaning contractor was carrying out a tank clean on one half of the CWT and whilst this was not the main focus of the audit, some observations were noted due to the unusual nature of the tank clean. Overall, staff and contractors appeared to be knowledgeable and aware of the risks associated with their respective activities and took measures to ensure the risk of contamination was minimised. However, there were some elements that were not satisfactory.

DWQR identified nine findings. Proposed interventions to address DWQR's findings, along with completion dates and any interim mitigations that will be put in place have been agreed with Scottish Water.

DWQR will monitor completion of agreed interventions, and may request evidence of completion or re-visit the site.