

Telemetry Outage April 2025

Event No. 15654

Event Category: Significant

Telemetry communications from 2,048 water and wastewater assets sites using O2 Global System for Mobile Communications (GSM) Subscriber Identity/Identification Modules (SIM) cards were unable to authenticate and establish a data session. This resulted in a failure to transmit data to the top end and a loss of real time monitoring of operational sites. 942 water asset sites are currently on O2 (66% of water assets). Of these, 167 are water treatment works (70% of the total number of WTWs). There was no reported impact on water quality or public health because of this outage.

The incident was caused by a failure of communications services hosted by Telefónica in Spain following a power outage. The power outage impacted on the ability of devices using Telefónica Global Machine to Machine (M2M) SIMs and Access Point Name (APN) solutions to transfer Internet Protocol (IP) data.

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