

# Incident Summary

Stenhousemuir South DMA, Carron Valley  
WSZ  
Consumer contacts and metals failures  
August 2019

DWQR Inspector:  
Colette Robertson-Kellie

Event No. 10384

## Event Category: Significant

Scottish Water's Customer Engagement Centre (CEC) began receiving calls from the Stenhousemuir South DMA in relation to discoloured water on 3 August at 09:19. At 13:10, when 19 contacts had been received, this was escalated to the standby Networks Team Leader and to the Public Health Team. A Network Service Operator (NSO) was sent to investigate. The NSO flushed fire hydrants in the area, observed the discoloured supply and reported back to the Team Leader, who further escalated the situation. Examination of flow monitoring systems showed a rise in flow to the area at around 09:00 that morning, but despite checks for bursts and hydrant usage, no obvious signs of excess water usage could be found. The CEC advised consumers to run their taps to flush the system, and further flushing of the area from fire hydrants was carried out by the NSO. At 16:00 the fire service was contacted to determine whether they had been operating hydrants in the area, but they responded that they had not and provided a report on their whereabouts to demonstrate this. An incident team was set up by Scottish Water at 16:00 and a sampling plan was devised and rolled out. Through the monitoring of consumer contacts, the incident team concluded that the increase in flow through the network from customer tap flushing as well as hydrant flushing could well be exacerbating the discolouration, and so the advice to consumers to flush was reversed and flushing through hydrants was cut back; low velocity flushing was carried out overnight which appeared to reduce discolouration. The pressure reducing valve into the DMA was inspected at 19:20 on 3 August and was found to be fully operational. On 4 August, bottled water was delivered, customer contacts were monitored and water quality was restored. There were 46 consumer contacts during this incident. There were five failures of the iron standard, seven failures of the manganese standard and one failure of the aluminium standard. Two samples exceeded the turbidity standard.

The cause of the incident was the disturbance of sediment in the main caused by an unexplained increase in flow through the system.

The event has been categorised as Significant. Scottish Water has identified four actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made no additional recommendations.