



Drinking Water Quality Regulator
for Scotland

Incident Assessment

Glendye RSZ
Iron Failure
16 May 2011

DWQR Inspector:
William Byers

Summary of Incident

This incident was declared following exceedences of the iron standard in samples collected from properties at Blairs near Aberdeen. The samples were taken in response to a consumer complaint of dirty water. Due to the configuration of valves and the absence of suitable flushing points on the local water mains, it was not possible to implement flushing and a works order was raised to install fire hydrants for this purpose. The works were not completed until December and a regular flushing programme was not established until February 2012.

DWQR declared this to be an incident due to the failure to restore water quality within two months.

DWQR Assessment of Cause of Incident

The cause of the dirty water was due to a re-zoning of the local mains, which placed the affected properties onto a section of mains with low flows. The absence of suitable flushing facilities meant it was not possible to cleanse the system adequately.

DWQR Assessment of Actions Taken by Scottish Water

Scottish Water carried out the required investigation of the problem but failed to ensure identified works were carried out within a reasonable timescale. DWQR considers it unacceptable that Scottish Water lost sight of the consumer issue at the heart of this incident and that it took some 6 months to fulfil a raised work order to provide the means of flushing the water mains.

DWQR made one recommendation following this incident.

