

8.1 Water Performance Tables

Table 9 Summary of Scottish Water assets.

Asset Type	Count
Water Abstraction Point	281
Length of Water Mains (km)	49001.6
Reservoirs	943

Table 10 Summary of water quality at WTW.

Parameter	Prescribed Concentration or Value (PCV)	No. of tests	No. of tests failing	% of tests failing	No. of works failing
Coliform Bacteria	0 number/100ml	25,585	20	0.08%	18
Colony Counts After 3 Days At 22°C	No abnormal change	25,588	N/A	N/A	N/A
<i>Cryptosporidium</i> oocysts (per 10L)	N/A - no regulatory standard	5,783	9	0.16%	9
<i>E. coli</i>	0 number/100 ml	25,585	0	0.00%	0
Nitrite	0.1mg NO ₂ /l	3,369	1	0.03%	1
Residual Disinfectant - Free	N/A - no regulatory standard	25,633	N/A	N/A	N/A
Residual Disinfectant - Total	N/A - no regulatory standard	25,633	N/A	N/A	N/A
Turbidity	1 NTU	7,595	1	0.01%	1

Table 11 Summary of water quality at storage points.

Parameter	Prescribed Concentration or Value (PCV)	No. of tests	No. of tests failing	% of tests failing	N of SRs with sample failures
Coliform Bacteria	0 number/100ml	48,427	62	0.13%	55
Colony Counts After 3 Days At 22°C	No abnormal change	48,415	N/A	N/A	N/A
<i>E. coli</i>	0 number/100ml	48,427	3	0.01%	3
Residual Disinfectant - Free	N/A - no regulatory standard	48,508	N/A	N/A	N/A
Residual Disinfectant - Total	N/A - no regulatory standard	48,505	N/A	N/A	N/A

Table 12 Water quality at consumers' taps.

Parameter	Pre scribed Concentration or Value (PCV)	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2025	% Compliance in 2024
Key Parameters						
Bacteria						
Coliform Bacteria	0 number/100ml	14,961	39	34	99.74%	99.75%
<i>E. coli</i>	0 number/100ml	14,961	1	1	99.99%	100.00%

Parameter	Prescribed Concentration or Value (PCV)	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2025	% Compliance in 2024
<i>Enterococci</i>	0 number/100ml	4,818	1	1	99.98%	100.00%
<i>Clostridium perfringens</i>	0 number/100ml	4,819	1	1	99.98%	100.00%
Total bacteria		39,559	42	37	99.89%	99.90%
Metals						
Aluminium	200µg Al/l	4,702	2	2	99.96%	99.96%
Copper	2mg Cu/l	597	0	0	100.00%	100.00%
Iron	200µg Fe/l	4,703	24	18	99.49%	99.48%
Lead	10µg Pb/l	4,148	16	15	99.61%	99.52%
Manganese	50µg Mn/l	4,702	11	9	99.77%	99.81%

Parameter	Prescribed Concentration or Value (PCV)	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2025	% Compliance in 2024
Nickel	20µg Ni/l	597	1	1	99.83%	99.87%
Total metals		19,449	54	45	99.72%	99.75%
Other parameters						
Colour	20mg/l Pt/Co	4,816	1	1	99.98%	100.00%
Hydrogen ion (pH)	6.5-9.5 pH	4,816	2	2	99.96%	99.96%
Nitrite	0.5mg NO ₂ /l	1,944	5	4	99.74%	99.85%
Odour	Acceptable / No abnormal change	4,816	8	7	99.83%	99.69%
Radon	100Bq/l	88	0	0	100.00%	100.00%

Parameter	Prescribed Concentration or Value (PCV)	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2025	% Compliance in 2024
Taste	Acceptable / No abnormal change	4,815	4	4	99.92%	99.98%
Total trihalomethanes	100µg/l	2,736	2	1	99.93%	100.00%
Turbidity	4NTU	4,816	1	1	99.98%	100.00%
Total other key parameters		28,847	23	20	99.92%	99.93%
Other key parameters						
1,2 Dichloroethane	3µg/l	2,738	0	0	100.00%	100.00%
All Other Individual Pesticides	0.1µg/l	525	1	1	99.81%	100.00%
Ammonium	0.5mg NH ₄ /l	1,944	0	0	100.00%	100.00%
Antimony	10µg Sb/l	597	0	0	100.00%	100.00%

Parameter	Prescribed Concentration or Value (PCV)	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2025	% Compliance in 2024
Arsenic	10µg As/l	597	0	0	100.00%	100.00%
Benzene	1µg/l	2,735	0	0	100.00%	100.00%
Benzo 3,4 Pyrene	0.01µg/l	614	0	0	100.00%	100.00%
Bisphenol A	2.5µg/l	624	0	0	100.00%	100.00%
Boron	1.5mg B/l	598	0	0	100.00%	100.00%
Bromate	10µg BrO ₃ /l	2,048	0	0	100.00%	100.00%
Cadmium	5µg Cd/l	597	0	0	100.00%	100.00%
Chlorate	0.25mg/l	3,542	45	18	98.73%	99.62%

Parameter	Prescribed Concentration or Value (PCV)	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2025	% Compliance in 2024
Chlorite	0.25mg/l	2,048	0	0	100.00%	100.00%
Chromium	50µg Cr/l	597	0	0	100.00%	100.00%
Conductivity	2500µS/cm at 20°C	4,816	0	0	100.00%	100.00%
Cyanide	50µg CN/l	2,729	0	0	100.00%	100.00%
Fluoride	1.5mg F/l	596	0	0	100.00%	100.00%
Haloacetic Acids 5 (HAA5)	60µg/l	2,722	3	3	99.89%	99.74%
Mercury	1µg Hg/l	597	0	0	100.00%	100.00%
Microcystin -LR	0.1µg/l	2,566	0	0	100.00%	100.00%

Parameter	Prescribed Concentration or Value (PCV)	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2025	% Compliance in 2024
Nitrate	50mg NO3/l	576	0	0	100.00%	100.00%
Nitrite/Nitrate formula	<1mg/l	576	0	0	100.00%	100.00%
PAH - Sum of 4 Substances	0.1µg/l	614	0	0	100.00%	100.00%
Pesticides - Total Substances	0.5µg/l	188	0	0	100.00%	100.00%
Selenium	20µg Se/l	597	0	0	100.00%	100.00%
Sodium	200mg Na/l	574	0	0	100.00%	100.00%
Sulphate	250mg SO4/l	623	0	0	100.00%	100.00%
Sum of PFAS	0.1µg/l	1,648	0	0	100.00%	100.00%

Parameter	Prescribed Concentration or Value (PCV)	Total No. of Tests	No. Failed Tests	No. Zones with Failures	% Compliance in 2025	% Compliance in 2024
Tetrachloroethene/ Trichloroethene	10µg/l	2,738	0	0	100.00%	100.00%
Tetrachloromethane	3µg/l	2,738	0	0	100.00%	100.00%
Uranium	30µg/l	573	0	0	100.00%	100.00%
Sum Total of all other parameters		50,092	49	22	99.90%	99.97%
Scotland total		137,947	168	124	99.88%	99.92%

Table 13 Water quality consumer contacts received by Scottish Water.

Contact Category	Number of Contacts				
	2025	2024	2023	2022	2021
Appearance					
Discoloured Water	12,170	11,461	11,437	12,251	17,887
Aerated (Milky) Water	1,656	1,524	1,532	1,563	1,662
Particles in Water	520	535	487	469	543
Organisms in Water	32	48	39	32	30
Taste and Odour					
Chlorine	737	722	693	522	731
Metallic	477	419	426	347	602
Solvent/Fuel Taste/Smell	47	60	32	13	14
Musty/Earthy	1,029	1,132	946	725	1,058
TCP/Chemical Taste/Smell	473	413	608	381	505
Other contact about Water Quality					
Illness due to Water	414	464	352	315	733
Other Contact	3	1	0	0	5
Total Contacts about Water Quality	17,558	16,779	16,552	16,618	23,770

8.2 Summary of events and incidents 2025

Table 14 Classification of incidents.

Area	Significant	Serious	Major	Total Number of Incidents
EAST	12	4	0	16
NORTH	2	0	0	2
SOUTH	9	1	1	11
WEST	4	2	0	6
SCOTLAND WIDE	1	0	0	1
TOTAL SCOTLAND	28	7	1	36

Table 15 Summary of 2025 incidents.

Month	Event Number	Site Name	Area	Class	Population Affected	Hazard	Root Cause	Reason
January	15345	Loch Calder WTW	North	Significant	26,876	Microbiology	Ammonia Dosing Pump Fail	Issue causing significant consumer concern/media interest
February	15438	Amlaird Milngavie Gorbals Zone RSZ	West	Significant	9,986	Iron	Burst Main	Issue causing significant consumer concern/media interest
February	15450	Lomond Hills BH Mix RSZ	East	Significant	5,226	Discolouration	Pipe Deposits	Issue causing significant consumer concern/media interest
February	15464	Daer Camps B	South	Significant	23,230	Discolouration	Pipe Deposits	Issue causing significant consumer concern/media interest
April	15605	Sandy Loch WTW	East	Significant	14,308	Microbiology	Chemical Tank Low or Empty	Failure of disinfection process

Month	Event Number	Site Name	Area	Class	Population Affected	Hazard	Root Cause	Reason
April	15654	Significant Outage of Telemetry	Scotland Wide	Significant	5,408,211	Security	N/A	Other
April	16189	Carron Valley	West	Serious	143,657	Taste and Odour	Out with Design Capacity	Serious /recurring quality issue
May	15698	Turriff RSZ	East	Significant	50	Microbiology	Unrepresentative Sample	Alternative supplies issued to more than one property
June	15798	Marchbank WTW	South	Significant	142,457	Microbiology	Disinfectant Dosing Pump Fail	Failure of disinfection process
June	15845	Muirdykes RSZ	West	Serious	75	Manganese	Turbidity	Failure of management process
Month	Event Number	Site Name	Area	Class	Population Affected	Hazard	Root Cause	Reason

June	15863	Carron Valley B	West	Significant		Colour	Burst Main	Issue causing significant consumer concern/media
July	15892	Carron Valley A	West	Significant	18,275	Discolouration	Flow Disturbance - Scottish Water Intervention	Issue causing significant consumer concern/media
July	15937	Chalkieside DSR	South	Significant	23,270	Discolouration	Low Water Level	Issue causing significant consumer concern/media
July	15945	Mannofield WTW	East	Serious	330,782	Chlorate	Chemical Storage	Serious/ recurring quality issue
July	15950	Rosebery WTW	South	Significant	67,277	<i>Cryptosporidium</i>	Coagulant aid (Poly) Failure	Significant loss of the treatment
July	15960	Daer C	South	Significant	8,462	Iron	Burst Main	Serious/ recurring quality issue
Month	Event Number	Site Name	Area	Class	Population Affected	Hazard	Root Cause	Reason

July	15968	Clarklyhill CWT	East	Significant	4,042	Microbiology	Asset Integrity	Serious/ recurring quality issue
July	15986	Sandy Loch WTW	East	Significant	14,308	Manganese	Out with Design Capacity	Serious/ recurring quality issue
July	15995	Dornoch WTW	North	Significant	916	Chlorate	Chemical Storage	Serious/ recurring quality issue
August	16036	Clatto WTW	East	Serious	188,041	Microbiology	Disinfectant Dosing Pump Fail	Failure of disinfection process
August	16120	Glenfarg WTW	East	Serious	178,011	Taste and Odour	Out with Design Capacity	Issue causing significant consumer concern/media interest
Month	Event Number	Site Name	Area	Class	Population Affected	Hazard	Root Cause	Reason

August	16126	Glenfarg KWOODBH A	East	Significant	25,447	Discolouration	Flow Disturbance - Scottish Water Intervention	Issue causing significant consumer concern/media interest
August	16155	Amlaird Milngavie Gorbals Zone RSZ	West	Significant	6,620	Colour	Burst Main	Issue causing significant consumer concern/media interest
August	16168	Pateshill RSZ	South	Significant	47,711	Chlorate	Chemical Storage	Serious/ recurring quality issue
August	16174	Rawburn WTW	South	Major	17,957	Loss of Supply	N/A	Failure of Asset
August	16263	Balmore G	South	Serious	3	Organics	Age of Water/Turnover	Serious/ recurring quality issue

Month	Event Number	Site Name	Area	Class	Population Affected	Hazard	Root Cause	Reason
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September	16223	Lintrathen WTW	East	Significant	96,388	Manganese	Out with Design Capacity	Serious/ recurring quality
September	16313	Rawburn WTW	South	Significant	17,957	Manganese	Incorrect Dose Settings	Significant loss of the treatment process
November	16451	Clatto WTW	East	Serious	188,041	Microbiology	Disinfectant Dosing Failure - Carrier Water	Failure of disinfection process
November	16489	Tomnavoulin	East	Significant	159	Microbiology	Disinfectant Dosing Pump Fail	Failure of disinfection process
November	16492	Clatto WTW	East	Significant	188,041	Microbiology	Disinfectant Dosing Failure - Dosing Line	Failure of disinfection process
Month	Event Number	Site Name	Area	Class	Population Affected	Hazard	Root Cause	Reason

November	16555	Pateshill	South	Significant	47,711	Microbiology	Disinfectant Dosing Pump Fail	Failure of disinfection process
December	16606	Marchbank WTW	South	Serious	142,457	<i>Cryptosporidium</i>	Coagulant aid (Poly) Failure	Significant loss of the treatment process
December	16614	Lintrathen WTW	East	Significant	96,388	Microbiology	Disinfectant Dosing Pump Fail	Significant loss of the treatment process
December	16615	Whitehillocks WTW	East	Significant	25,029	pH	Scada/PLC/ Instrumentation	Issue causing significant consumer concern/media interest
December	16616	Turret B	East	Significant	37,029	Manganese	Pipe Deposits	Issue causing significant consumer concern/media interest