

## Daer RSZ Manganese failures and consumers contacts 23<sup>rd</sup> -28<sup>th</sup> October 2024

Event No. 15079

### Event Category: Major

There were 870 consumer contacts for discoloured water and 46 failures of the manganese standard.

A burst 22" main in the Daer network was shut down for repair in October 2024, and Network Service Operators (NSOs) followed plans to utilise a cross connection to a parallel 33" main to ensure continuity of supply. However, within less than an hour an alarm for low flow downstream was triggered. A valve on the parallel 33" main was found to be partially closed, seized and inoperable. Repairs were made, and the system was flushed for several days. The day after the repair, NSOs began opening the throttled valve; it was given a total of 44 turns over six days, and since the valve was moving freely and there was no sounding from the valve, it was opened fully, a further 190 turns at this stage. No risk assessment had been carried out for this valve operation and no authorisation had been given for the work to go ahead. Six hours after the valve was fully opened, the first of 870 consumer contacts for discoloured water was received by Scottish Water. A strategic flushing programme was undertaken, and samples were taken which showed extensive failures of the manganese standard. Scottish Water notified the DWQR, the Health Board, the Scottish Government and key customers including a prison and three hospitals. Five days after the first consumer contact, the incident management team and the flushing teams were stood down.

The event has been categorised as major Scottish Water has identified six actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made one additional recommendation.

