

Balmore Carron Valley zone Discoloured water following burst main 28 May 2017

DWQR Inspector:
Matthew Bower

Event No. 8491

Event Category: Serious

The 30" main serving 25570 consumers in 15 DMAs in the Cumbernauld area burst on 28 May 2017. Scottish Water made efforts to maintain supplies to the area via a combination of tankering and backfeeds. The repair was completed by the early hours of 29 May. The flow disturbance caused by the burst and recharge stirred up deposits in the water mains. This resulted in a number of water quality sample failures over the following days (12 for iron and 8 for manganese as well as single turbidity and Clostridium failures). Scottish Water received a total of 8 contacts from consumers regarding the quality of their water.

Water main bursts are a routine occurrence, although this was a particularly large one that affected many consumers. When the scale of this burst is considered, the number of consumer contacts received regarding quality was low.

The event has been categorised as Serious. DWQR made two recommendations and will monitor to ensure they are completed prior to signing off the incident.