



Drinking Water Quality Regulator  
for Scotland

# Incident Assessment

Amlaird WTW  
Iron Failure  
27 July 2011

DWQR Inspector:  
William Byers

## Summary of Incident

Amlaird Water Treatment Works experienced a deterioration in raw water quality due to heavy rainfall in the catchment which in turn caused an increase in the turbidity, organics and iron levels in the post filter water. Samples taken from the works and within the distribution system showed the supply to regularly fail the iron and THM standards for a period of four months. Samples taken after 28 November showed water quality to have been restored.

This incident was declared due to the length of time taken to demonstrate water quality had been restored to consumers.

## DWQR Assessment of Cause of Incident

There is a known issue regarding the vulnerability of the Amlaird treatment works to variability in the raw water quality.

## DWQR Assessment of Actions Taken by Scottish Water

As a consequence of previous incidents at this works, Scottish Water has carried out a full process review focussing on the potential causes of the variation in raw water quality along with Dissolved Air Flotation and filter performance audits within the works. The process review is complete and various actions have been carried out to improve plant performance and to identify a longer term strategy should this pattern of raw water quality be repeated. DWQR is satisfied that the actions identified against other recent incidents will address the issues in this case.

DWQR carried out an audit at Amlaird treatment works on 24 January 2012 during which our concerns over processes were discussed. DWQR will continue to monitor Scottish Water's actions in relation to all the identified issues at Amlaird to ensure they are satisfactorily concluded.

