



Drinking Water Quality Regulator
for Scotland

Incident Summary

Roberton WSZ
Network discolouration
May 2020

DWQR Inspector:
Moira Malcolm

Event No. 11018

Event Category: Significant

Increased demand on Sandyknowe SR at the end of April 2020 led to the re-zoning of 140 properties to Bowmont SR WSZ to allow the SR to recover over the following 7 days. At the end of May a further increase in demand led Operations to install temporary pumps 2km upstream of Sandyknowe SR to maintain supply. These increased the inlet flow from 14l/s to 20l/s. The previous re-zoned properties were returned to Sandyknowe, which relieved some demand on Bowmont SR. The temporary pumps were installed on 29 May for just under 24 hours, but the demand on the network (including supplying Bowmont SR) was too great, so larger pumps were installed on 30 May increasing inlet flow to 26 l/s (an overall increase of 85% on the usual maximum flow to Sandyknowe SR). This allowed some further re-zoning to maintain demand across the wider network, although the zones were switched back overnight as the pumps were working on manual to prevent Sandyknowe from overflowing. The pumps and switching/re-zoning procedure was maintained until 2 June, with further pumping used intermittently until 8 August to maintain supply.

Between 31 May and 2 June, 80 customer contacts were received by Scottish Water for discolouration, and one iron sample failure was recorded at Camieston SR.

The discolouration was caused by the disturbance of sediment in the mains (a mix of spun and cast iron). This came from the increase in flow from the temporary pumps, coupled with the switching on and off pumps, and accompanying rezoning throughout the operation.

The event has been categorised as Significant. Scottish Water has identified nine actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made no additional recommendations.

