

# Incident Summary

Muirdykes RSZ  
Flow Disturbance  
September 2023

DWQR Inspector:  
Robert Brooks

Event No. 13773

## Event Category: Serious

On the 5th September 2023, a planned CCTV inspection of a 7.5km section of Treated Water Main (TWM) took place to identify the location of cross connections with an abandoned length of Raw Water Main (RWM). Following insertion around 10:30 hrs on the 5th September, the camera used to undertake the survey was withdrawn because the flow/pressure in the main was considered too low for its effective deployment. A second, smaller camera, was then inserted, however this was also withdrawn as it was too small to obtain useful footage. In the afternoon of the 5th September, a second CCTV inspection was carried out on a different section of the main, however, again, the flow was found to be too low. The contractors employed to carry out the survey also found that there was poor visibility in the main due to a large amount of silt and sediment. Two further CCTV inspections were attempted on the 6th September but these were again unsuccessful for the same reasons.

Scottish Water's Public Health Team received an email from the Customer Engagement Centre at 07:20hrs on the 7th September alerting them to an influx of customer discoloured water contacts in the PA2 zone, with 18 received since the 6th September. Further CCTV operations were ceased once the Networks Team Manager was informed. In total, Scottish Water received 163 contacts between the 6th and 12th September, 160 of these were for discoloured water. 18 bottled water requests were received. Most of these customer contacts were received on the 7th (73) and 8th of September (44). Sampling was initially arranged for the 7th, 8th, and 9th of September, covering the most impacted DMAs in Stanely and Foxbar Hollowhouse water supply zones (WSZs). This was then extended with further samples taken on the 13th September and one sample on the 18th September. Of the 29



samples taken, 21 failed for manganese and one sample failed for iron. Resamples were taken, with all results meeting the required standards.

It is clear from Scottish Water's event outcome report that this incident was caused by the remobilisation of sediment and biofilm build-up within the TWM and the downstream water mains following five separate insertion and withdrawals of camera equipment within a trunk main leading to transient discolouration.

The event has been categorised as serious. Scottish Water has identified eleven actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made two additional recommendations.

