

Rawburn WTW Manganese failures 25th September 2025

Event No. 16313

Event Category: Significant

On 26th September two final water samples for manganese from Rawburn WTW failed the standard (of 50µg/l) at 52.6 and 54.2µg/l. No sampling was undertaken in the network for a further five days. These samples complied with the standard, but it is not clear how transient the issue was in distribution.

On 25th September orthophosphoric acid was reinstated at Rawburn WTW following incident 16174 and the interruption to supply. However the high strength acid was poorly mixed and as a result was much more concentrated than intended. The low pH of the treated water entering the chlorine contact tank allowed manganese deposits within the tank to dissolve and enter supply. The final low pH alarm was not escalated by the Intelligent Control Centre, which allowed the pH to continue to drop overnight.

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 one additional recommendation.