

Turriff RSZ 3rd party damage causing significant consumer concern 23rd August 2023

DWQR Inspector:
Andrew Kennedy

Event No. 13718

Event Category: Significant

At 18:09 on 23 August 2023 Scottish Water's Customer Excellence Centre (CEC) were contacted to report a 3rd party damage to a main in the Fraserburgh Town Centre South District Meter Area (DMA). The on-call Network Service Operator (NSO) was dispatched straight away and found the burst to be in full flow, so immediately isolated the main, with a squad carrying out repairs that evening and the main recharging from 21:30.

Scottish water received a total of 97 discoloured water complaints on 23 August 2023 (84 contacts) and 24 August 2023 (13 contacts), with most of these being received from Fraserburgh Town Centre South DMA. Three reactive samples were taken on 24 August 2023, with one sample failing for iron (1483µgFe/l), manganese (121.7µgMn/l) and turbidity (4.2NTU), whilst a second sample failed for iron (282µgFe/l) manganese (79.4µgMn/l). Resamples were taken on 30 August 2023, with all results being within PCV.

It is clear from Scottish Water's event outcome report and timings of customer contacts to report discoloured water, that this incident was caused by a significant increase in flows through the local distribution mains, which likely disturbed and remobilised deposits of iron and manganese with the network.

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

