

Rawburn WTW Discolouration Event 13th February 2026

Event No. 16749

Event Category: Significant

63 consumer contacts reporting discoloured water were received on the 13th and 14th February 2026 in Eyemouth District Metered Area (DMA). Sampling undertaken by Scottish Water on 13th February 2026 showed that one sample failed the standard for aluminium, two samples failed the standard for manganese, six samples failed the standard for iron, four samples failed the standard for turbidity and 1 sample failed for coliform bacteria including E. coli (2/1 CFU per100ml). Further samples taken on 14th February 2026 were satisfactory. A further resample on 17th February from the property which originally failed for E. coli again failed the standard for coliforms (1CFU/100ml), however a further resample, upstream sample and downstream sample were all satisfactory, with all samples reporting normal chlorine residuals. The company concluded that this microbiological failure was isolated to a single property (due to the hygienic condition of the tap) and not associated with the wider incident associated with the discolouration of supplies.

The incident was caused by the operation of valves in the incorrect order when isolating Killielaw Distribution Service Reservoir (DSR) for a planned inspection and clean. This resulted in increased flow and velocity through the trunk main supplying Killielaw DSR, leading to a scouring effect of material accumulated within the network.

The event has been categorised as significant. Scottish Water has identified two 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.