

# Incident Summary

Corsehouse zone  
Taste and Odour  
August 2016

DWQR Inspector:  
Colette Robertson-Kellie

Event No. 7922

## Event Category: Serious

Long Loch Reservoir was introduced to Corsehouse WTW to supplement Corsehouse and White Loch Reservoirs and maintain raw water quality on the 10th August 2016. Scottish Water followed internal procedures by sampling Long Loch Reservoir, including samples for algae, and visual inspections of the supply were carried out, before the reservoir was introduced into supply. <<Cut &

After nine days, for operational reasons, pumps for Loch Long Reservoir were switched off for six days, and then restarted. Two days after the pumps were restarted, on the 27th August, four consumers contacted Scottish Water about the taste and odour of their supply. Checks were carried out at Corsehouse WTW and from consumers' properties in the distribution system, and samples were taken. Long Loch Reservoir was suspected as being the source of the issue as it had just been reintroduced, so the Long Loch raw water pumps were switched off. On the evening of the 28th August, Scottish Water's laboratory reported that samples had a slight musty odour, and analysis showed the presence of geosmin in samples. Operations reported that algae could now be seen in Long Loch. and further samples were taken. Extensive cleaning of the treatment works and flushing and sampling of the distribution system was carried out.

A total of 116 contacts were received in relation to this incident over eleven days.

The cause of the taste and odour incident was decomposing algae, specifically geosmin, from Loch Long Reservoir.

The event has been categorised as Serious. Scottish Water has identified six 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.