

Incident Summary

Carron Valley WTW Elevated consumer contacts August 2017

DWQR Inspector:
Colette Robertson-Kellie

Event No. 8689

Event Category: Significant

Scottish Water became aware of an elevated number of consumer contacts about taste and odour on the 10th August 2017. A sampling programme was initiated across the drinking water supply system which showed the presence of geosmin in the supply, although initial catchment inspections had not shown algal blooms in the reservoir. Operational tasks were carried out at the reservoir, the treatment works and in the network. Scottish Water's Sustainable Land Management Team carried out a reactive catchment inspection.

Following successful trials of powdered activated carbon (PAC) dosing onto the rapid gravity filters, a temporary PAC plant was sourced from another of Scottish Water's treatment works and installed at Carron Valley WTW. Analysis of the supply and consumer contacts showed that treated water geosmin levels subsequently reduced.

There were 377 water quality contacts between 1st August and 13th October from consumers to Scottish Water as a result of this incident. In addition, the DWQR partially upheld a consumer complaint against Scottish Water; the findings of that investigation can be found at <http://dwqr.scot/regulator-activity/consumer-complaint-investigations/dwqr-determinations/>.

The cause of the incident was the presence of high levels of geosmin in the raw water reservoir.

The event has been categorised as significant. 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 four additional recommendations.