

Muirdykes Zone Discolouration 20th June 2025

Event No. 15845

Event Category: Serious

30 consumer contacts for discoloured water were received between the 18 and 30 June 2025. The impact was spread across the southern half of Foxbar West District Metered Area (DMA). Sampling undertaken by Scottish Water on 20 June 2025 showed that three samples failed the standard for Manganese (one SHRAV exceedance) and one sample failed the standard for Iron. Resamples from two of the properties failed again on 26 June 2025 for Manganese. Samples collected on 02 July 2025 subsequently showed water quality had returned to normal, complying with regulatory standards.

The incident was caused by a disturbance of the network resulting from planned activity to condition a trunk main that was in poor condition. There was a high risk of discolouration from this activity which was deemed critical to facilitate the bypassing of Stanely Red Distribution Service Reservoir (DSR). To address this risk, turbidity was being continuously monitored throughout the duration of the work and operational samples taken three times per day. Several spikes in turbidity were recorded but not escalated to the Water Networks Team Leader.

At the time of the event there was no set criteria for network contractors to escalate such exceedances, and it was only when consumer contacts started to be received that the issue came to the attention of the customer engagement centre (CEC) and public health team (PHT).

The event has been categorised as serious. Scottish Water has identified three actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made three additional recommendations.

