



Drinking Water Quality Regulator  
for Scotland

# Incident Assessment

## Boardhouse Supply Zone Iron Failure 28 March 2011

DWQR Inspector:  
William Byers

### Summary of Incident

This incident was declared following exceedences of the iron standard in samples taken from consumers' taps in the Boardhouse area of Orkney. Regular failures of the standard were recorded over an extended period of time. A programme of flushing and sampling after the initial failure on 28 March 2011 was instigated, but in spite of this, iron concentrations did not return consistently to within the regulatory limit.

DWQR declared this an incident due to a failure to demonstrate a restoration of water quality compliance within two months.

### DWQR Assessment of Cause of Incident

The issues are caused by cast iron mains being in poor condition and causing a build up of iron sediment.

### DWQR Assessment of Actions Taken by Scottish Water

Scottish Water carried out regular flushing of the affected water mains but this unable to fully deal with the problem of the old cast iron main.

The iron mains have been replaced and connections to the properties affected transferred onto the new pipes. Samples taken in May 2012 have shown the supply to be compliant.

