



Drinking Water Quality Regulator  
for Scotland

# Incident Assessment

Milngavie M1 RSZ  
Iron Failure  
20 April 2011

DWQR Inspector:  
William Byers

## Summary of Incident

As a result of a complaint of discolouration and taste from a consumer in the Maryhill area of Glasgow, samples taken from the consumer's kitchen tap on 20 April 2011, showed a very high level of iron and manganese in the water supply to the property. Investigations within the neighbourhood found that due to closure of commercial properties, the complainant's property was the only one drawing its supply from an old cast iron water main and the condition of the main was poor. Following attempts to provide an improved supply by flushing the main, it was decided in June 2011, to provide a new water connection from a different main where these problems would not be present. The new connection work was not completed however, until the beginning of November.

## DWQR Assessment of Cause of Incident

DWQR declared this event an incident due to the length of time the consumer was without an acceptable water supply. Whilst it is understandable that the route of the new water supply pipe across a heavily trafficked commuter highway meant the installation work needed to be carried out in stages over a number of weekends, it is clear that insufficient focus was provided to drive the timeous resolution of this consumer issue.

## DWQR Assessment of Actions Taken by Scottish Water

DWQR considers Scottish Water to have failed in providing adequate control over the process of providing the new water connection to this consumer's property. Whilst they provided an alternative water supply for drinking and cooking in the form of bottled water, this cannot be considered to be acceptable for extended periods and be relied on to accommodate deferred implementation of the agreed works. Scottish Water lost sight of the need to adhere to agreed delivery dates and of the overall extended period of inconvenience to this consumer.

DWQR has made one recommendation following this incident.

