

## Carron Valley 'A' Supply Zone Iron Failure 29 November 2011

DWQR Inspector:  
William Byers

### Summary of Incident

A routine sample taken at a consumer's tap in Falkirk on 29 November failed the iron standard with a level of 254µg/l. Resamples taken elsewhere in the supply zone showed there to be no wider water quality issues.

DWQR declared this an incident due to a failure of management processes to ensure resamples were taken in an appropriate location to verify water quality in the vicinity of the affected property and that compliance had not been demonstrated within two months.

### DWQR Assessment of Cause of Incident

There had been no conclusion demonstrated into the cause of the iron failure due to a premature closure of the event on Scottish Water's information systems. Whilst investigation was ongoing, the 'closed' status prevented the identification of the event for discussion in review meetings and also ensured that final notification of the actual outcome was missed.

DWQR is satisfied that the water quality issue was resolved within reasonable timescale and that water samples taken on 23 December from properties in the same street as the original failure met the required standards.

### DWQR Assessment of Actions Taken by Scottish Water

DWQR considers the initial failure to schedule appropriate resampling to be unacceptable. It is important that failures of the standards are investigated at the particular address or at properties in the immediate vicinity to ensure that reassurance can be provided to the affected consumers.

The significant factor in this incident is the failure to amend information systems to reflect the status of investigations. It is important that systems contain accurate information to ensure effective management and reporting of consumer and water quality issues.

Scottish Water has identified two actions from this incident. DWQR accepts that these are appropriate and will be monitoring to ensure they are completed prior to signing off the incident. Additionally, DWQR has made two recommendations following the incident