



Drinking Water Quality Regulator  
for Scotland

# Incident Summary

## Dervaig WTW Loss of Control of Treatment Process

Event No. 14994

1<sup>st</sup> October 2024

### Event Category: Significant

On the 01 October 2024 approximately 152m<sup>3</sup> of partially treated water entered supply because the chlorine contact tank (CCT) outlet valve failed to remain shut while the plant was running to waste during planned fixed wire testing. This went unnoticed over a period of 4.5 hours. Scottish Water is not yet aware of why this happened. Treated water chlorine breached the Emergency Action Level (EAL) of 0.8mg/l for approximately 3 hours with the lowest monitor reading recorded as 0.14mg/l. Filtered turbidity breached EAL of 0.3NTU up to 0.61NTU for a period of 15 minutes shortly after the CCT valve re-opened and treated water iron also breached EAL of 200ug/l for approximately 1 hour (up to 294ug/l). The impact on Final water total chlorine is not fully known because the online instrument was not working properly.

Scottish Water did not receive any water quality contacts associated with this incident. Sampling was arranged for the 01 – 03 October 2024, covering the WTW, and from the water supply zone. Of the 14 samples taken, none failed regulatory requirements.



It is clear from Scottish Water's event outcome report that this incident was caused by a failure of the chlorine contact tank outlet valve following the isolation of a Motor Control Centre (MCC) panel for planned fixed wire testing. This resulted in the forward flow of partially treated water (not adequately prepared for disinfection and not adequately disinfected) that went unnoticed because trends were not being monitored adequately whilst the work was being carried out.

The event has been categorised as significant. Scottish Water has identified five 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.

