

Crianlarich WTW Loss of treatment process 17th February 2026

Event No. 16767

Event Category: Significant

A disturbance of mains sediment in the treated water main between the water treatment works and clear water tank (CWT) resulted in a breach of the final water turbidity Prescribed Concentration Value (PCV) of 1NTU for approximately seven hours (11:15 – 18:15) with a maximum recorded value of 1.99NTU (online) and 2.46NTU (bench).

Two laboratory samples tested from the WTW final at 13:05 and 18:00 were however below PCV for turbidity (0.4NTU) and, along with five other zonal samples, passed for all other tests. No microbiological deterioration of supplies was identified. Minimum chlorine residual targets were maintained throughout the incident and there were no concerns with the efficacy of the membrane filtration process. No consumer contacts were received.

The incident occurred because the CWT was not fully isolated before planned flushing activities were undertaken during the commissioning of a new section of main between the WTW and CWT. As a result, a continued inflow of up to 1.56m³/hr entered the CWT. In addition, Scottish Water did not ensure that an Impact Assessment Form had been submitted and subjected to the required treatment control approval process prior to the work commencing.

The impact of the incident was exacerbated by power supply issues at the WTW which, unbeknown to the contractors, were causing intermittent plant shutdowns and a temporary loss of telemetry signals. An actuated inlet valve to the CWT, installed as part of the original

design to close automatically during site shutdowns to prevent the treated water main from being drained, was not in service. Had this control been operational, it would have prevented the movement of turbid water into the CWT at these times.

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

