

Rosebery WTW Coagulant Aid Dosing Failure and Cryptosporidium detection 16th July 2025

Event No. 15950

Event Category: Significant

Between 14th and 18th July 2025, polymer was not dosed at Rosebery WTW. On 16th July a sample was taken that was found to contain one *Cryptosporidium* oocyst. Having reviewed SCADA trends I am satisfied that there was no other impact on the quality of the final water, and public health risk is likely to be minimal.

During a routine inspection on 14th July it was noted that Polymer Dosing Pump A had tripped. Efforts to re-start it failed, and it was not possible to switch to Dosing Pump B due to ongoing commissioning work on the new coagulant dosing system. Although the operator made several efforts to seek assistance for the commissioning delivery partner, this was not forthcoming initially and this was not escalated in line with internal Scottish Water procedures.

Following the reporting of the oocyst detection on 18th July, Scottish Water Operations and the delivery partner made a concerted effort to clear and replace blocked dosing lines and reset the control system. Polyelectrolyte dosing was reinstated on 18th July.

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

