

# Incident Summary

## Amlaird WTW Microbiological failures May/June 2019

DWQR Inspector:  
Colette Robertson-Kellie

Event No. 10269

### Event Category: Serious

On 29 May, a final water sample from Amlaird WTW was found to contain a single coliform. Checks were made on the treatment process with nothing unusual noted. A second failure occurred on 18 June 2019, and a third on 25 June. By this time Scottish Water was in the midst of an intensive investigation of the treatment process to try to determine the cause. Following the third failure it was noticed that an earlier report on the condition of the clear water tanks had identified a potential ingress issue with one tank. Failures had also coincided with heavy rainfall, pointing to this as a possible cause. This tank was taken out of service - repairs commenced in October 2019, with all repairs on both sides of the tank expected to be complete by May 2020. The incident also highlighted misunderstandings with the hydraulic operation of the system.

The root cause of this incident was a structural deficiency with one of the clear water tanks at Amlaird, leading to a small amount of ingress of surface water that was reflected in repeated low-level microbiological failures. This serves to highlight the importance of prompt maintenance and repairs of storage points when faults are identified.

The event has been categorised as Serious. Scottish Water has identified ten actions which DWQR accepts are appropriate and will monitor to ensure they are completed prior to signing off the incident. DWQR made no additional recommendations but advises that tank condition be investigated earlier after any WTW bacteriological failures.