



Drinking Water Quality Regulator
for Scotland

Incident Assessment

Kirbister Orkney Supply Zone Iron Failure 22 September 2011

DWQR Inspector:
William Byers

Summary of Incident

This incident was declared due to the discolouration of the water supply across part of the zone fed from Linty Brae service reservoir causing significant consumer concern and for the necessity to issue alternative supplies to public buildings and vulnerable consumers. Samples taken from the service reservoir and from consumers' taps on 22 September showed failures of the iron standard of the order $344\mu\text{g/l}$. Full flushing of the area was carried out and further sampling on 23 September after flushing was completed, showed water quality to have been restored.

DWQR Assessment of Cause of Incident

Scottish Water's investigations into the cause of this event have proven inconclusive but it is likely that iron deposits may have been disturbed within a section of cast iron pipe supplying the area causing discoloured water to be supplied to consumers.

DWQR Assessment of Actions Taken by Scottish Water

Scottish Water took appropriate action to respond to the situation and put in place the necessary measures to cleanse the distribution system.

