

### Clatto West Regulation Zone, East Region

15 March 2018

**DWQR Staff Present**

Bill Byers

**Scottish Water Staff Present**

Kes Juskowiak, James Green, David Hill

### Summary of Inspection

#### Overall Summary

This audit was carried out on Operations activity on the distribution network. In this case, to assess the reactive repair of a significant burst 9"AC water main which provides the onward supply to St. Madoes area. At the time of the audit some valving had been carried out to isolate the burst section and reduce the waste of water whilst maintaining a positive pressure in the main. Further valving work was carried out to divert supplies around the burst location and resume normal supply to St Madoes. Work on the repair had not commenced - awaiting arrival of a pump before fully excavating the pipe. This audit showed the repair squad to be well provisioned to carry out the work and with a good appreciation of the hygiene requirements.

**Number of Findings: None**

#### Quality of Water

SW alerted by consumers, initially of poor pressure and then of the running water in roadway. At the time of the audit some valving had been carried out to isolate the burst section and reduce the waste of water whilst maintaining a positive pressure in the main. Further valving work was carried out to divert supplies around the burst location and resume normal supply to St Madoes.

#### Asset Robustness

2 man SW Response squad carrying out the repair both with valid DOMS cards and Hygiene cards. Site was barriered adequately. This squad was equipped with a new vehicle which was very well fitted out with clear storage areas for tools, valve keys, standpipes etc. Powered equipment is stored on drip trays with restraining straps provided. Fuel in segregated locker - drained and vented to exterior. MDPE service pipe coil stowed within separate locker. All fittings neatly in trays on shelving rack. First aid box well provided, including eyewash. Good welfare/hygiene provision with hand washing bowl provided with hot water and hand wash and barrier creams available. Protective gloves also available.

#### Operational Practices

New van is fitted with removable tool tray cabinet to permit usual hand tools required in repair to be carried to trench within separate trays and stored hygienically whilst being used. Chlorous disinfecting spray bottle made up adequately. No excavation carried out at time of audit. Materials will be delivered by courier once extent of damage assessed. Arrangements made to deliver coveralls for handling and working with AC with materials delivery.

#### Management of Risk

Customer response NSO on site with excellent information demonstrated on Geofield for mains and valves. Isolated the area and made provision for bypassing the burst location (Valid DOMS training held). Also completing reactive Impact Assessment for the repair whilst in contact with Team Leader to discuss risks. Squad members demonstrating excellent appreciation of Hygiene requirements.

#### Recording Information

Unable to audit due to stage of repair operation.

#### Water Safety Plan

N/A