

# Incident Summary

Milngavie C2 RSZ  
Microbiological failure  
18 July 2016

DWQR Inspector:  
Colette Robertson-Kellie

Event No. 7808

## Event Category: Significant

As part of a water quality project, a large volume (LV) sample was taken from a Police Office in Glasgow which has a population of 1,100. Analysis of the LV sample showed that it had failed microbiological standards, with 36 Coliform bacteria and four *E. coli* in the sample. Based on these results a boil notice was issued, which remained in place for just over 24 hours. Bottled water was delivered by Scottish Water on request from the Police Office, and advice was given by Scottish Water to put advisory notices on taps. The Police Office was resampled the following day, and samples were taken from two other properties; all three samples passed microbiological standards.

An investigation carried out by Scottish Water identified that the Sampling Officer had not followed Scottish Water's procedures for disinfecting and flushing the tap that was sampled, and there were failings in the training given to the Sampling Officer. The Sampling Officer admitted during the investigation that he may have become complacent with sampling procedures. Additionally, the failing sample was transported in the same vehicle as non-potable water samples, which is not permitted by Scottish Water when transporting regulatory drinking water samples.

The likely cause of the incident is sampling error.

The event has been categorised as Significant. 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.