

## Carron Valley A RSZ Consumer Concern 4<sup>th</sup> July 2025

Event No. 15892

### Event Category: Significant

49 consumer contacts for discoloured water were received between the 04 and 07 July 2025. The impact was spread across six District Metered Areas (DMAs) and sampling undertaken by Scottish Water showed that four samples failed the standard for Manganese, one sample failed the standard for Iron and one sample failed for coliform bacteria. The coliform failure was attributed to kitchen tap hygiene. Resamples collected in response to these failures were all found to be in compliance with regulatory requirements.

The incident was caused by a disturbance of the network resulting from recharge following the emptying of Woodend Service Reservoir (SR) Cell 2 due to a faulty inlet valve. An incorrect assumption had been made by the Intelligent Control Centre operator that Cell 2 of the SR was out of service and low-level alarms were therefore not being passed out to network service operators. The inlet flow meter was faulty which meant that flow signal alarms were being suppressed. Network service operators deviated from the 'Isolation of a Treated Water Storage Point Work Instruction' procedure by not completing an alarm suppression request before seeking a network access number ahead of commencing work to take Cell 1 out of service for maintenance. This led to the ICC misunderstanding over which cell was out of service.

The event has been categorised as significant. Scottish Water has identified seven 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.