

# Incident Summary

## Tolsta Village Service Reservoir Microbiology failure 5 - 7 September

DWQR Inspector:  
Moira Malcolm

Event No. 8775

### Event Category: Significant

On 5th September 2017 the Inverness lab alerted the public health team to a pre-read coliform failure on Tolsta SR, which was later confirmed as an E. coli failure. 'Boil Water' notices and bottled water were issued that afternoon and the SR dosed with sodium hypochlorite. An overland bypass was installed and the SR taken offline the following day. Further samples were taken from the SR, Water Treatment Works final water and in distribution on 5th and 6th September: all of which were negative for coliforms or E. coli and the restrictions were lifted on the evening of 7th September. Nine customer contacts were received during the incident.

No definitive cause for the E. coli detection was found during the subsequent investigation and it is unusual to find an E. coli detection without other coliforms or plate count detections which would be expected if environmental ingress was a factor. However the SR was found to be in poor condition: failing a flood test and with signs of egress from cracks in the wall. The SR remains offline pending further work.

The event has been categorised as Significant. Scottish Water has identified eight 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.