

Summary of Incidents

Table 16 Summary of 2024 incidents.

Month	Area	Class	Population Affected	Site Name	Hazard	Root Cause
Jan	North	Significant	27,250	Loch Calder WTW	Microbiology	Disinfection Dosing Failure
Feb	West	Significant	657	Tighnabruaich WTW	Turbidity	Flow Disturbance (Scottish Water)
Feb	West	Significant	21,198	Milngavie RSZ	Discolouration	Flow Disturbance (Scottish Water)
Mar	East	Significant	25,172	Whitehilllocks WTW	pH	pH Adjust Dosing Fail - Pump
Apr	East	Significant	71,967	Turriff WTW	Microbiology	Asset Integrity
Apr	West	Significant	95,839	Greenock WTW	pH	Instrument
Apr	West	Significant	218,213	Bradan WTW	Microbiology	Disinfection Dosing Failure
May	South	Significant	1,544	Daer Camps A	Discolouration	Burst Main
May	East	Significant	0	Forehill WTW	Microbiology	Disinfection Dosing Failure
May	South	Significant	3,304	Coulter RSZ	Discolouration	Burst Main
May	South	Serious	81	Marchbank A	Microbiology	Back Syphonage/Ingress
Jul	West	Serious	144,353	Carron Valley B	Taste/Odour	Inadequate Treatment
Jul	North	Significant	184	Dervaig WTW	Microbiology	Membrane Integrity Lost
Aug	North	Serious	88,789	Inverness WTW	Colour	Coagulant Dosing Failure
Aug	South	Significant	82,800	Marchbank B RSZ	Discolouration	Process Optimisation
Aug	North	Serious	55	Alligin WTW	Microbiology	Disinfection Dosing Failure
Aug	South	Significant	35,660	Balmore G	Taste/Odour	Secondary Chlorination Dose Failure
Sept	West	Significant	111,222	Blairlinnans WTW	Microbiology	Chemical Tank Low/Empty
Sept	West	Significant	119	Crianlarich WTW	Manganese	Burst Main
Oct	West	Significant	35,229	Afton WTW	Microbiology	Disinfection Dosing Failure

Oct	North	Significant	312	Tomich WTW	Microbiology	Instrument failure
Oct	West	Significant	37,614	Amlaird WTW	Microbiology	Water Not Adequately Prepared for Disinfection
Oct	South	Major	53,215	Daer A RSZ	Manganese	Flow Disturbance (Scottish Water)
Oct	East	Serious	148,170	Glendevon A	Manganese	Pipeline Deposits
Oct	East	Significant	152	Tomnavoulin WTW	Microbiology	Disinfection Dosing Failure
Oct	East	Significant	268,428	Glendevon WTW	Microbiology	pH Adjustment Batch Fail
Oct	East	Significant	268,428	Glendevon WTW	Turbidity	Failure to Respond to Change in Water Quality
Nov	East	Significant	268,428	Glendevon WTW	Aluminium	Coagulant Batch Fail
Nov	North	Significant	226	Ardfern WTW	Microbiology	Disinfection Dosing Failure
Nov	West	Significant	12,805	Loch Eck WTW	Microbiology	Disinfection Dosing Failure
Dec	South	Significant	167,256	Marchbank WTW	Microbiology	Coagulant (Poly) Dosing Failure
Dec	South	Significant	69,250	Castle Moffat	Aluminium	Instrument failure
Dec	North	Significant	27,201	Loch Calder WTW	pH	Instrument failure
Dec	North	Significant	35,700	Assynt WTW	Aluminium	pH Dosing Line Blockage