

Site Visit Report

Under the *European Union (Drinking Water) Regulations 2023*, the Environmental Protection Agency (EPA) is the supervisory authority in relation to Uisce Éireann and its role in the provision of public drinking water supplies. This audit was carried out to assess the performance of Uisce Éireann in providing clean and wholesome water to the public water supply named below.

The audit process is a sample of the performance of a water treatment plant and public water supply on a given date.

Water Supply Zone	
Name of Installation	Allow Regional
Organisation	Uisce Éireann
Scheme Code	0500PUB1101
County	Cork
Site Visit Reference No.	SV32983

Report Detail	
Issue Date	07/10/2025
Prepared By	Regina Campbell

Site Visit Detail			
Date Of Inspection	27/08/2025	Announced	Yes
Time In	11:30	Time Out	13:00
EPA Inspector(s)	Regina Campbell		
Additional Visitors			
Company Personnel	Uisce Éireann: Denis Hayes, Tommy Roche Cork County Council (working in partnership with Uisce Éireann): Seán McAuliffe		

> Summary of Key Findings

1. The sludge treatment plant was operating normally on the day. No evidence of spillages were observed in the chemical storage areas.
2. The Allow Regional Water Treatment Plant was producing satisfactory drinking water at the time of the audit.

> Introduction

Allow Regional public water supply (PWS) provides treated water to a population of 3,497 people and supplies 2,565 m³/day. Water is abstracted from the River Allow and treatment consists of coagulation with polyaluminium chloride and polyelectrolyte, clarification, rapid gravity filtration and chlorination.

The audit was carried out to check the operation of the sludge treatment plant and chemical storage areas.

> Supply Zones Areas Inspected

Chemical storage areas. the sludge settlement lagoon, filter turbidity and chlorination monitors were inspected.



1. Treatment Process Chemicals

1.1

Are treatment process chemicals appropriately managed and stored?

Answer

Yes

Comment

1. The chemicals stored at the water treatment plant are polyaluminium chloride (PAC) and polyelectrolyte (both used for coagulation) and sodium hypochlorite (used for disinfection).
2. Fluoridation ceased at the plant in mid 2024 and no chemicals in relation to fluoridation are stored at the plant.
3. There is no pH correction undertaken at the plant.
3. The bulk PAC tank, fill-point and associated pipework and pumps have been upgraded with works completed since July 2025. The temporary PAC tank and bunds will be decommissioned shortly.
4. Staff have undergone training in relation to delivery and transfer of chemicals and how to escalate any incident that may occur. There is a valve that staff use to isolate the surface water drainage system from the river during times of chemical deliveries.
5. A number of 25L drums of sodium hypochlorite 15% were stored directly on the floor of the chlorine dosing area inside in the building.



2. Management and Control

2.1

Are instrument calibrations within date?

Answer

No

Comment

The turbidity monitor for the supernatant discharge is overdue calibration since December 2024.



3. Sludge Management

3.1

Is sludge arising from the treatment processes adequately managed?

Answer

Yes

Comment

1. Filter backwash water and sludge bleeds are settled in two steel tanks and a sludge settlement lagoon.
2. Supernatant water of < 10 NTU is intermittently discharged to the nearby River Allow. There is a turbidity inhibit of 10 NTU on the discharge of supernatant. The turbidity of the supernatant being discharged during the audit was 4.48 NTU. A grab sample of the supernatant was observed to be clear.
3. Turbidity trends of the supernatant tank discharge are difficult to interpret as the scale is up to 500 NTU because the sludge tank turbidity readings are on the same scale. Uisce Éireann said that they will look at reprogramming the HMI to give a better NTU scale for the supernatant discharge turbidity.
4. Sludge is removed from the lagoon twice a week and tankered off site for disposal. Records of sludge removed off site during July and August 2025 were viewed.
5. Further upgrades to the sludge treatment plant are planned by Uisce Éireann. Planning permission has been lodged and works are due to begin by end of 2025.

Recommendations

Subject	Allow Regional August 2025 Recommendations	Due Date	07/11/2025
Action Text	<p>Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the following recommendations without delay.</p> <ol style="list-style-type: none">1. a) Calibrate the supernatant turbidity monitor in accordance with the manufacturers instructions, clearly label the monitor to show the date of calibration and the next calibration due by date and b) confirm that the supernatant turbidity trend is scaled correctly on the HMI display.2. Confirm that the temporary PAC storage area has been decommissioned.3. Ensure that the 25L drums of sodium hypochlorite are stored on bunded spill trays within the building.4. Provide the scope of works and timeframe for the planned upgrade of the sludge handling facilities. <p>Actions required by Uisce Éireann</p> <p>During the audit, Uisce Éireann representatives were advised of the audit findings and that action must be taken by Uisce Éireann to address the issues raised.</p> <p>Uisce Éireann should submit a report to the EPA on or before 07/11/25 detailing the actions taken and planned, with timescales, to close out the above recommendations.</p> <p>The EPA advises that the findings and recommendations from this audit report should, where relevant, be addressed at other public water supplies.</p>		