

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	Ballyshoneen
Organisation	Uisce Éireann
Scheme Code	0500PUB3210
County	Cork
Site Visit Reference No.	SV35231

Report Detail	
Issue Date	17/06/2026
Prepared By	Maeve McHugh

Site Visit Detail			
Date Of Inspection	12/05/2026	Announced	Yes
Time In	12:00	Time Out	12:30
EPA Inspector(s)	Anna Doyle Maeve McHugh		
Additional Visitors			
Company Personnel	Uisce Éireann: Sharon O'Dwyer, Claire Kelly, Garry Harrington, David Breen and Dominic McEvoy.		

> Summary of Key Findings

1. A boil water notice (BWN) was placed on the Ballyshoneen supply on 07/05/26 and was still in place on the day of the audit. The BWN was placed due to inadequate chlorine contact time.
2. There is no chlorine residual monitor, with alarm, at a suitable location after contact time has been completed.
3. There is no documented alarm response procedure for responding to chlorine alarms on site.

Uisce Éireann should submit a report to the EPA on or before 15/07/2026 detailing the actions taken and planned, with timescales, to close out the recommendations in this audit report.

> Introduction

The Ballyshoneen Water Treatment Plant (WTP) produces approximately 11 m³/d of water serving a population of 76 (EDEN figures). The audit focused on the disinfection system at Ballyshoneen WTP.

> Supply Zones Areas Inspected

The audit assessed the chlorination disinfection system at Ballyshoneen WTP.



1. Disinfection Audits 2026

	Answer
1.1 Is chlorination used for primary disinfection?	Yes

	Answer
1.2 Did Uisce Éireann confirm the type of chlorine disinfectant in use?	Yes
Comment	
1. 10% Sodium Hypochlorite.	

	Answer
1.3 Are there duty and standby chlorine dosing pumps in place?	Yes

	Answer
1.4 Is there automatic switchover in the event of failure of one of the chlorine dosing pumps?	Yes

	Answer
1.5 Is the chlorine dosing rate flow proportional?	Yes

	Answer
1.6 Is there a continuous residual chlorine monitor, with alarm, to verify chlorine dosing is taking place at the target level?	Yes
Comment	
1. There is one continuous residual chlorine monitor, with alarm, to verify chlorine dosing is taking place at the target level.	

	Answer
1.7 Is there a continuous residual chlorine monitor, with alarm, at a suitable sample location after contact time has been completed?	No
Comment	

1. There is no continuous residual chlorine with alarm, at a suitable sample location after contact time has been completed present.

Recommendation

1. Install a chlorine residual monitor, with alarm, at a location after contact time has been achieved to verify adequate contact time is being maintained at all times.

	Answer
1.8 Can data trends from the online residual monitor be viewed on site?	Yes

	Answer
1.9 Are there low and high chlorine alarm settings on each chlorine monitor?	Yes

	Answer
1.10 Is there a documented alarm response procedure for responding to chlorine alarms?	No
Comment 1. There is no documented alarm response procedure for responding to chlorine alarms on site. Recommendation 2. Ensure there is a documented alarm response procedure for responding to chlorine alarms.	

	Answer
1.11 Have staff been trained on the chlorine alarm response procedure?	Yes

	Answer
1.12 Are chlorine alarms dialled out via a cascade system to allow a timely response by plant operators?	Yes

	Answer
1.13 Is there automatic shutdown of the supply in the event of the chlorine level dropping below the low level or rising above the high chlorine alarm setting?	Yes

	Answer
1.14 Are service due / monitoring instrument calibration dates for the chlorine monitors within date?	Yes

	Answer
1.15 Is the site specific target contact time being achieved?	No
Comment	
1. Site specific target chlorine contact time (CT) and the minimum effective contact time of 15 mg. min/l is not being achieved. 2. A boil water notice (BWN) was placed on the Ballyshoneen supply on 07/05/26 and was still in place on the day of the audit. The BWN was placed due to inadequate chlorine CT. 3. Uisce Éireann stated that the inadequate chlorine contact time was identified during a review of the supply. It was observed that there is inadequate CT on the supply due to a discrepancy in the size of the distribution main. Chlorine disinfection is the only disinfection at the supply and the plant is unable to achieve the minimum 15mg. min/l CT to ensure disinfection.	
Recommendation	
3. Submit an action programme with timeframes to address the inadequate disinfection issue. 4. Notify the EPA when the boil water notice is lifted.	

	Answer
1.16 Is the residual chlorine level $\geq$ 0.1 mg/l at the extremity of the distribution network?	Yes

	Answer
1.17 Is monitoring of network residual chlorine undertaken several times per week?	No
Comment	
1. Monitoring of network residual chlorine is undertaken once per week.	
Recommendation	
5. Ensure monitoring of residual chlorine is undertaken several times a week at different points of the network to include the network extremities.	

Recommendations

Actions required by Uisce Éireann

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.

Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the recommendations raised in this report without delay.

Response to Audit Report

Uisce Éireann should submit a report to the EPA on or before the date specified in the Summary of Key Findings detailing the actions taken and planned, with timescales, to close out the recommendations in this audit report.

The EPA advises that the findings and recommendations from this report should, where relevant, be addressed at other public water supplies.

Publication of Reports

Audit reports are published to the EPA's website, www.epa.ie, typically 1 month after the audit report is issued to Uisce Éireann.