

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	Carrigcleena
Organisation	Uisce Éireann
Scheme Code	0500PUB1319
County	Cork
Site Visit Reference No.	SV35139

Report Detail	
Issue Date	21/05/2026
Prepared By	Maeve McHugh

Site Visit Detail			
Date Of Inspection	22/04/2026	Announced	Yes
Time In	11:00	Time Out	12:25
EPA Inspector(s)	Maeve McHugh Sean O'Leary		
Additional Visitors			
Company Personnel	Uisce Éireann: John Sheahan, John Crowley, Ger Horgan.		

> Summary of Key Findings

1. A boil water notice was placed on the Carrigcleena Public Water Supply on 22/08/2025 due to inadequate disinfection. The audit found that the inadequate contact time incident was not escalated promptly to the HSE and the EPA.
2. The boil water notice was rescinded on 01/05/2026 following plant upgrades.
3. The plant was operating satisfactorily at the time of the audit.

Uisce Éireann should submit a report to the EPA on or before 22/06/2026 detailing the actions taken and planned, with timescales, to close out the two recommendations in this audit report.

> Introduction

The Carrigcleena Public Water Supply (PWS) supplies an average of 8m³/day, serving a population of approximately 45. Raw water is abstracted from a single borehole groundwater supply. Raw water is sampled for turbidity before flowing through a 5 micron filter to remove particulates/sediment. Disinfection is via UV treatment and chlorination. There are duty and standby UV reactors in place and there is a small chlorine contact tank.

> Supply Zones Areas Inspected

The treatment plant and associated equipment and monitors and the wellhead were inspected during the audit.



1. Incident Management

1.1

	Answer
Was the incident suitably alerted to the plant operators, escalated and managed in order to maintain water quality and protect public health?	No
Comment	
<p>1. A boil water notice (BWN) was placed on the Carrigcleena supply on 22/08/25 and was still in place on the day of the audit. The BWN was put in place due to inadequate chlorine contact time.</p> <p>2. Uisce Éireann stated that the inadequate chlorine contact time was identified during a review of the supply carried out by the Uisce Éireann's drinking water safety plan team on the 05/08/2025. It was noted at the time of the inspection that chlorine disinfection was the primary and only disinfection at the supply and that the plant was unable to achieve the minimum 15mg/l/min chlorine contact time to ensure disinfection.</p> <p>3. The audit found that the inadequate contact time incident was not escalated promptly to the HSE and the EPA as escalation occurred more than 2 weeks after the issue was discovered. The boil water notice was lifted on the 01/05/2026.</p> <p>4. Uisce Éireann confirmed that several upgrades were undertaken since January 2026 to allow the lifting of the boil water notice including the installation of an Ultraviolet disinfection system (Visades EcoPlus UV reactor) with appropriate alarms and shutdowns and with appropriate validation criteria, a run to waste installed on the onsite borehole and new alarms and plant shutdowns based on turbidity.</p> <p>5. The EPA was notified of elevated turbidity (10 NTU) on the 25/08/2025 from a sample collected at the treatment plant on 28/07/2025. On the day of the audit Uisce Éireann confirmed that elevated turbidity was identified as part of the investigation into inadequate contact time.</p> <p>6. Elevated turbidity should have been reported sooner to the HSE and the EPA. Uisce Éireann's oversight of trend data at the time of the exceedance was not adequate.</p> <p>Recommendations:</p> <p>1. Ensure that all failures to comply with parametric values within the supply or any instances of turbidity > 1NTU are notified to the HSE and the EPA in a timely manner. This should include consultation with the HSE, where relevant.</p> <p>2. Ensure there are robust systems of reviews and checks on water treatment plant performance and the status of alarms and inhibits, and act on any deficiencies identified to protect public health and maintain drinking water quality. This recommendation covers actions on staff training, operating procedures, and establishing managerial and process oversight of process operations and data.</p>	

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.