

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	Glengarriff
Organisation	Uisce Éireann
Scheme Code	0500PUB4208
County	Cork
Site Visit Reference No.	SV34839

Report Detail	
Issue Date	24/06/2026
Prepared By	Maeve McHugh

Site Visit Detail			
Date Of Inspection	26/05/2026	Announced	Yes
Time In	10:30	Time Out	12:00
EPA Inspector(s)	Maeve McHugh Regina Campbell		
Additional Visitors			
Company Personnel	Uisce Éireann: Alan Harrington, Claire Hurley, Sharon O'Dwyer. Cork County Council (working in partnership with Uisce Éireann): Con O'Sullivan.		

> Summary of Key Findings

1. The operation of the UV treatment system within its validated range could not be assessed as the validation certificate for the UV system was not available at the time of the audit.
2. The calibration date of the UV system was not available at audit.

Uisce Éireann should submit a report to the EPA on or before the 22/07/2026 detailing the actions taken and planned, with timescales, to close out the seven recommendations in this audit report.

> Introduction

The Glengarriff Public Water Supply (PWS) supplies a population of 395 with an average daily volume of 414 m³/d (Eden data). It is a surface water supply, fed by the Barony River. Treatment consists of Slow Sand Filtration (SSF), after which water flows to clear water tanks from where it is pumped to Granular Activated Carbon (GAC) filtration. It is then treated by UV disinfection followed by chlorination.

This audit was undertaken to assess Uisce Éireann's performance in producing clean and wholesome water with a focus on the operation of the plant.

> Supply Zones Areas Inspected

The Slow Sand Filters, GAC, UV treatment and chlorine dosing system were inspected. Records of network residual chlorine were also inspected.



1.1

Is there a documented alarm response procedure?

Answer

No

Comment

1. Uisce Éireann confirmed that there was no site specific documented alarm response procedure.

Recommendation:

1. Ensure that (i) a formal documented site-specific alarm response procedure is in place at the treatment plant and (ii) provide training to relevant staff (including relief and temporary staff) on the requirements of the alarm response procedure.

1.2

Are suitable plant shutdowns/inhibits in place to prevent the entry of inadequately treated water entering the distribution network?

Answer

No

Comment

1. The UV unit in place at the plant was changed since the prior audit. It operates as duty and assist rather than duty and standby to allow for greater volume throughput. The validation criteria for the system were not available at the time of the audit for inspection and the validated operating range could not be determined.

The slow sand filters, the GAC system and the chlorination system were operating satisfactorily at the time of the audit.

Recommendation:

2. Provide a validation certificate for the UV system in place at the plant.

3. Confirm whether the operating range, including alarms and shutdowns, are as per the validation criteria.

1.3

Are suitable controls in place to prevent accidental or unauthorised changes to alarm or inhibit settings?

Answer

No

Comment

1. There is coded access to alarm and inhibit settings. There is no oversight or audit trail however on changes to alarm and inhibit settings.

Recommendation:

4. (a) Ensure suitable controls are in place to prevent accidental or unauthorised changes to alarm or inhibit settings.

(b) Maintain a record of all changes to alarm and inhibit settings which should be available for inspection.

		Answer
1.4	Are suitable alarm settings in place to alert operators to deteriorating water quality and/or the failure of a critical treatment process?	No
Comment		
1. The alarm and inhibit settings on final water turbidity are as follows: High warning alarm at 0.8 NTU and high shutdown at 0.9 NTU with a time delay of 600 seconds.		
Recommendation:		
5. Consider amending the high turbidity shutdown to 1NTU with a time delay of 3 minutes, in accordance with the EPA Water Treatment Manual 'Filtration'.		

		Answer
1.5	Are treatment processes examined during the audit operating satisfactorily?	No
Comment		
1. The operation of the UV system within its validated range could not be assessed as the validation criteria for the system were not available at the time of the audit for inspection and the validated operating range could not be determined.		
The slow sand filters, the GAC system and the chlorination system were operating satisfactorily at the time of the audit.		
Recommendation:		
See recommendation in Section 1.2 above.		

		Answer
1.6	Are instrument calibrations within date?	No
Comment		
1. The UV calibration date was not available at the audit.		
Recommendation:		
6. Confirm that the UV disinfection system has been calibrated and ensure that the calibration date is displayed on the units.		

		Answer
1.7	Did process trends indicate satisfactory water treatment plant performance?	No
Comment		

1. The operation of the UV system within its validated range could not be assessed at the audit as the validation documents were not available for inspection. The slow sand filters, the GAC system and the chlorination system were operating satisfactorily at the time of the audit.

Recommendation:

See recommendation in Section 1.2 above.

1.8

		Answer
Are plant performance trends accessible remotely?		Yes
Comment		
The plant operator has access to plant performance trends at the plant but not remotely. There is supervisory and NOMC oversight of plant performance trends.		
Recommendation:		
7. Ensure that the plant operator has remote access to plant performance trends.		

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.