

# 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               |               |
|---------------------------------|---------------|
| <b>Name of Installation</b>     | Glenville     |
| <b>Organisation</b>             | Uisce Éireann |
| <b>Scheme Code</b>              | 0500PUB3304   |
| <b>County</b>                   | Cork          |
| <b>Site Visit Reference No.</b> | SV31970       |

| Report Detail      |                |
|--------------------|----------------|
| <b>Issue Date</b>  | 18/12/2025     |
| <b>Prepared By</b> | David O'Malley |

| Site Visit Detail          |   |                  |       |
|----------------------------|---|------------------|-------|
| <b>Date Of Inspection</b>  | 13/11/2025  | <b>Announced</b> | Yes   |
| <b>Time In</b>             | 10:30   | <b>Time Out</b>  | 12:30 |
| <b>EPA Inspector(s)</b>    | David O'Malley  |                  |       |
| <b>Additional Visitors</b> |   |                  |       |
| <b>Company Personnel</b>   | Uisce Éireann: Claire Hurley, Sharon O'Dwyer, Hassan Shabbir, Liam McCarthy and Eowin Barry.<br>Cork County Council (working in partnership with Uisce Éireann): Padraig Griffin. |                  |       |

## > Summary of Key Findings

1. The audit found that a UV disinfection system and a turbidity monitor were installed at the Glenville Village Water Treatment Plant in Q4 2022 and during their commissioning they were disabled and taken out of use due to air from the borehole pump disrupting operation. They remained out of service at the time of the audit.
2. On the day of the audit the final water pH correction dosing system at Landings Field Water Treatment Plant was out of operation. Trends examined at the audit showed that the pH of the final water was persistently below the pH parametric value of 6.5.

## > Introduction

The Glenville Public Water Supply (PWS) serves a population of 562 and produces 121 m<sup>3</sup>/day. There are two water treatment plants (WTP) that serve the supply as follows:

Glenville Village: The WTP at Glenville Village is supplied by one borehole. Treatment consists of chlorination. There is a UV disinfection system and a turbidity monitor at the WTP that are not in operation. Treated water is pumped into the on-site reservoir.

Landings Field: The WTP at Landings Field is supplied by one borehole and is located approximately 1 kilometer from the Glenville Village WTP. Treatment consists of pH adjustment by sodium hydroxide and chlorination. The treated water is pumped directly to the Glenville Village reservoir.

## > Supply Zones Areas Inspected

The pH adjustment system, the chlorine dosing and the UV system were inspected at the water treatment plants.



## 1. Incident Management

1.1

Was the incident suitably alerted to the plant operators, escalated and managed in order to maintain water quality and protect public health?

**Answer**

No

**Comment**

Landings Field WTP

1. On the 12/11/2025 Uisce Éireann submitted an incident notification in relation to the suspension of pH correction at the Glenville PWS. Uisce Éireann stated that the pH correction at the Landing Field WTP was stopped on the 07/11/2025. This is due to crystallization in the sodium hydroxide dosing line and injectors. Uisce Éireann stated this is an ongoing issue due to the lack of contractor availability to maintain dosing lines and injectors. Trends examined at the audit showed that the pH of the final water was persistently below the pH parametric value of 6.5.



## 2. Alarms, Inhibits & Oversight Audits 2025

2.1

Is suitable continuous monitoring in place to verify treatment performance?

Answer

No

**Comment**

1. There is no chlorine monitor (CL001) at chlorine dosing point at either Glenville Village or Landings Field.

2. There is a chlorine monitor after the reservoir to verify chlorine contact time.

2.2

Is continuous monitoring located appropriately to verify treatment performance?

Answer

No

**Comment**

1. There is no turbidity monitor in place at Landings Field WTP to verify turbidity of the final water complies with the regulatory 1 NTU.

2.3

Were online monitors operational?

Answer

No

**Comment**

Glenville Village WTP

1. A UV disinfection system was installed in Q4 2022 under the Disinfection Programme as primary disinfection. Uisce Éireann stated that chlorine contact as since been adjusted at the reservoir. Uisce Éireann confirmed the UV disinfection system was disabled during its commissioning and taken out of use due to air from the borehole pump disrupting operation.

2. A turbidity monitor was installed in Q4 2022 under the Disinfection Programme. Uisce Éireann confirmed the turbidity monitor was disabled during its commissioning and taken out of use due to air from the borehole pump causing spikes in monitoring.

Landings Field WTP

1. The pH correction system has been suspended due to a blockage in the dosing line and at the injectors. Trends examined at the audit showed that the pH of the final water was persistently below the pH parametric value of 6.5.

2.4

Are suitable alarm settings in place to alert operators to deteriorating water quality or the failure of a critical treatment process?

Answer

No

**Comment**

1. There is a shutdown but no low chlorine alarm enabled at the Glenville Village WTP.



### 3. Site Specific Issues

3.1

Are the duty and standby chlorine dosing pumps within their calibration/service dates?

**Answer**

No

**Comment**

1. The chlorine dosing pumps were outside the last calibration/service due date at both Glenville Village or Landings Field.

| Subject     | Audit recommendations   | Due Date | 19/01/2026 |
|-------------|---|----------|------------|
| Action Text | <p><b>Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the following recommendations without delay.</b></p> <p>Glenville Village WTP</p> <ol style="list-style-type: none"> <li>1. Provide timelines to reinstating the UV disinfection system. This should include provision of appropriate alarms/inhibits with staff training.</li> <li>2. i) Provide timelines to reinstating the turbidity monitor with appropriate alarm settings and inhibits. (ii) Commence as a minimum daily turbidity checks to ensure turbidity levels remain below the 1 NTU parametric limit.</li> <li>3. Review the low chlorine alarm setpoint to ensure the minimum chlorine level is maintained for adequate contact time at all times.</li> <li>4. Investigate installing a chlorine monitor at chlorine dosing point.</li> <li>5. Complete service/calibration of chlorine dosing pumps as required and ensure service/calibration stickers with appropriate service interval dates are affixed to dosing pumps.</li> </ol> <p>Landings Field WTP</p> <ol style="list-style-type: none"> <li>1. Provide an action plan and timelines for reinstating the pH correction system.</li> <li>2. Investigate installing a chlorine monitor at chlorine dosing point.</li> <li>3. i) Install a turbidity monitor with appropriate alarm settings and inhibits. (ii) Commence as a minimum daily turbidity checks to ensure turbidity levels remain below the 1 NTU parametric limit.</li> <li>4. Complete service/calibration of chlorine dosing pumps as required and ensure service/calibration stickers with appropriate service interval dates are affixed to dosing pumps.</li> </ol> <p><b>Actions required by Uisce Éireann</b></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 19/01/2026 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> |          |            |