

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	Millstreet
Organisation	Uisce Éireann
Scheme Code	0500PUB1408
County	Cork
Site Visit Reference No.	SV33377

Report Detail

Issue Date	18/12/2025
Prepared By	Orla Harrington

Site Visit Detail

Date Of Inspection	27/11/2025	Announced	Yes
Time In	10:00	Time Out	11:00
EPA Inspector(s)	Orla Harrington		
Additional Visitors			
Company Personnel	Uisce Éireann: Damien McMahon, Denis Hayes, Claire Hurley, Sharon O'Dwyer.		

➤ **Summary of Key Findings**

1. Millstreet water treatment plant was operating satisfactorily on the day of the audit.
2. There is no automatic plant shutdown mechanism in the event that adequate disinfection is not achieved in the reservoir.

➤ **Introduction**

Millstreet Public Water Supply (PWS) produces approximately 2,672 m³/day of treated water and serves a population of 2,793 people. Raw water is abstracted from an uncovered spring source. Members of the public have access to the spring as it is a Holy Well and located on privately owned land near the water treatment plant. There is also a borehole located adjacent to the water treatment plant which can on occasion be used to augment the spring source.

Treatment for the supply consists of filtration, ultraviolet (UV) treatment, chlorination with sodium hypochlorite and fluoridation before being pumped to a reservoir approximately 2 km from the plant. The treatment reported on EDEN is incorrect and should be updated.

The audit was undertaken to assess Uisce Éireann's performance in producing clean and wholesome water with a focus on verifying that appropriate alarms and inhibits are in place at the water treatment plant.

➤ **Supply Zones Areas Inspected**

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



1. Source Protection

1.1

Is the abstraction source(s) adequately protected against contamination?

Answer

No

Comment

1. The supply is mainly sourced from the Turbid Spring which is an open spring located in an area accessible to the public and potentially birds and animals. Members of the public have access to the spring as it is a Holy Well and it is located on land which is privately owned.
2. Visitors to the holy well site would not be aware that the spring is the main source for the Millstreet PWS.
3. Public toilet facilities are provided on site and the treated wastewater is piped along the western site boundary and is discharged via a pipe to the Finnow River approximately 200m down gradient of the spring.



2. Alarms, Inhibits & Oversight Audits 2025

2.1

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. A chlorine monitor, CL17, monitors chlorine residual levels post the dosing point. The CL17 time delay of 10 minutes does not allow for a timely response should an inadequate chlorine dose occur. The EPA's Water Treatment Manual: Disinfection states "Low level alarms are critical ... and a maximum of 0.1 mg/l below the target concentration for a maximum of 5 minutes would be recommended".

2.2

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

Answer

No

Comment

1. Chlorine monitor CL002 monitors the chlorine residual leaving the reservoir. There is no automatic shutdown on this monitor to prevent inadequately disinfected water entering the network. There is a low alarm setpoint of 0.5 mg/l.

2.3

Are there appropriate procedures covering verification of alarms and inhibits status following maintenance or other work on site?

Answer

No

Recommendations

Subject	Millstreet PWS - Audit Report	Due Date	26/01/2026
Action Text	<p>Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the following recommendation(s) without delay.</p> <ol style="list-style-type: none">1. (i) lower time delay at chlorine dosing monitor CL17 and (ii) install shutdown with appropriate time delay at CL002. Refer to the EPA Water Treatment Manual: Disinfection for further guidance.2. Put a documented procedure in place for operators and contractors covering verification of alarms and inhibit status following maintenance or other work onsite and (ii) ensure staff are trained in the procedure.3. Update EDEN with the correct treatment types that are in place at the treatment plant.4. Liaise with Cork County Council to ensure that farm and septic tank inspections are carried out, in particular the domestic wastewater treatment systems within the zone of contribution of the spring source. <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 26/01/2026 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>		