

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	Whitechurch
Organisation	Uisce Éireann
Scheme Code	0500PUB3306
County	Cork
Site Visit Reference No.	SV31969

Report Detail	
Issue Date	18/12/2025
Prepared By	David O'Malley

Site Visit Detail			
Date Of Inspection	12/11/2025	Announced	Yes
Time In	10:20	Time Out	11:20
EPA Inspector(s)	David O'Malley		
Additional Visitors			
Company Personnel	Uisce Éireann: Claire Hurley, Sharon O'Dwyer, Paul O'Leary, Hassan Shabbir, Liam McCarthy and Eowin Barry. Cork County Council (working in partnership with Uisce Éireann): Pdraig Griffin.		

> Summary of Key Findings

1. The audit found that the Whitechurch water treatment plant was operating satisfactorily on the day of the audit.
2. There are no warning alarms on the UV disinfection system.
3. A protozoal log treatment requirement has not been identified for the supply.

> Introduction

The Whitechurch Public Water Supply (PWS) serves a population of 842 and produces 205 m³/day. Raw water is sourced from 2 boreholes which is pumped to the water treatment plant (WTP). Treated water is pumped and stored in an on-site reservoir. Treatment consists of pH adjustment by sodium hydroxide, UV treatment and chlorination.

> Supply Zones Areas Inspected

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



1. Management and Control

	Answer
1.1 Has the protozoal compliance log treatment requirement been identified for the water treatment plant?	No



2. Alarms, Inhibits & Oversight Audits 2025

	Answer	
2.1	Are suitable alarm settings in place to alert operators to deteriorating water quality or the failure of a critical treatment process?	No
Comment		
1. There is a run to waste system in place on the UV unit. There are no warning alarms on the UV unit at the WTP.		

	Answer	
2.2	Are critical alarms dialled out to operators?	No
Comment		
1. There are no UV warning alarms dialled out to operators.		

	Answer	
2.3	Is there a documented procedure for responding to specific alarms?	No
Comment		
1. The documented alarm response procedure did not include pH and UV parameters.		

Recommendations

Subject	Audit Recommendations	Due Date	19/01/2026
Action Text	<p>Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the following recommendations without delay.</p> <ol style="list-style-type: none">1. Install alarm setpoints for the UV units as detailed in the EPA Water Treatment Manual: Disinfection and ensure all staff are trained in UV incident response and alarm procedures.2. Post updated Uisce Éireann Incident Communications Response Guidance Form with site specific information including pH and UV trigger levels protecting critical processes at the water treatment plant. Ensure that all staff are trained on the response procedures.3. Complete (i) a Source and Sanitary Survey to confirm the log treatment requirement for the supply; (ii) provide a timeframe to address any treatment log deficit that exists. <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 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>		