

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	GLENTIES-ARDARA
Organisation	Uisce Éireann
Scheme Code	0600PUB1070
County	Donegal
Site Visit Reference No.	SV34184

Report Detail	
Issue Date	23/02/2026
Prepared By	Veronica Boland

Site Visit Detail			
Date Of Inspection	20/01/2026	Announced	Yes
Time In	12:00	Time Out	15:40
EPA Inspector(s)	Veronica Boland Mary Grimes		
Additional Visitors	Donal Howley		
Company Personnel	Uisce Éireann: Tom Doherty, Geraldine Friel, Thomas Gibbons, Conor Foxe, Ian Walsh, Anthony Byrne, Paul McCloskey, Adrian Gillespie. Veolia (operating under DBO contract to Uisce Éireann): Ken Breen, Vincent Beritault, Sofiane Janin, Ambre Grataloup, Catherine Furey, Lucile Terrier, Kieran McBrearty, Paddy Clancy, Peter Brennan. Malone O'Regan Consultants: Ray O'Connor.		

> Summary of Key Findings

1. The Glenties-Ardara Public Water Supply (PWS) was on the EPA's Remedial Action List (RAL) under the category "Elevated Levels of THMs above the standard in the Drinking Water Regulations".
2. Uisce Éireann has completed upgrade works at the Glenties–Ardara Water Treatment Plant (WTP). These works included installing new pressure filtration, ultrafiltration (UF), and nanofiltration (NF) systems. Uisce Éireann submitted performance data for the WTP before and after the upgrades, including results from the 28-day process proving period completed before the upgraded plant began supply the network on 13th October 2025. In addition, four months of compliant network THM monitoring data were provided, demonstrating that the upgraded treatment plant is effectively resolving the THM issue.
3. The completion of the works and the submission of supporting data has allowed the Glenties-Ardara PWS to be removed from the EPA's RAL in the Quarter 4 2025 review.

Uisce Éireann should submit a report to the EPA on or before 23/03/2026 detailing the actions taken and planned, with timescales, to close out any recommendations in this audit report.

> Introduction

The Glenties-Ardara PWS serves a population of 3,456 with an average output of 1,634 m³/day of treated water. Raw water is abstracted from Lough Anna. Treatment consists of 90 micron strainers, pre-treatment pH correction, pressure filtration, 20 micron strainers, ultrafiltration, nanofiltration and disinfection with chlorine, post pH correction. There are two treated water reservoirs, Meehalla (on-site) reservoir and Ardara reservoir.

The Glenties-Ardara PWS was placed on the EPA's Remedial Action List (RAL) in Q4/2009 due to elevated levels of Trihalomethanes (THMs) above the standard set in the Drinking Water Regulations.

The purpose of the audit was to verify completion of the RAL action programme works as part of the EPA's assessment of suitability of the supply for removal from the EPA RAL.

> Supply Zones Areas Inspected

Treatment processes upgraded under RAL were inspected on-site, along with supporting information on controls and monitoring results.



1. Supply on the Remedial Action List

1.1

	Answer
Do the audit findings support progress made with the Remedial Action List upgrades?	Yes
Comment	
<p>1. The audit confirmed that the following upgrade works have been completed at the Glenties-Ardara WTP:</p> <ul style="list-style-type: none"> - 4 no. pressure filters (manganese and iron removal); - 3 no. 20 micron strainers; - Ultrafiltration (UF) system provides the protozoal barrier - (0.01–0.1 micron pore size) comprising of 8 skids, each containing 6 filters. The UF combined filtered water alarm setpoints are set at 0.08 NTU (Hi warning) and 0.1 NTU (Hi-Hi shutdown) both with a time delay of 900 seconds. - Nanofiltration (NF) system to address total organic carbon (TOC) removal (0.01micron pore size) - comprising of 4 NF barrels with a dead end configuration. The alarm setpoints on the Nanofiltration system (final water) are 0.8 NTU (Hi warning) and 1 NTU (shutdown) both with a time delay of 3 minutes. <p>2. Both the 20-micron strainers and the UF system are in a permanent housed structure. The NF system was in a temporary housing structure. Heat tracing was being undertaken on the newly installed systems.</p> <p>3. The upgraded WTP began supplying treated water to the network on 13/10/2025, following completion of installation and process proving for UF (from July 2025) and NF (from August 2025).</p> <p>4. Secondary chlorination at the two network pump stations was discontinued on 14/10/2025, as the reduction in organics achieved by the upgraded WTP resulted in significantly higher chlorine residuals at the network extremities without any increase in chlorine dosing.</p> <p>5. The Ardara Reservoir blowers were switched off on 13/10/2025, while the Meenhalla Reservoir blowers were offline since Feb 2025 (the blowers were originally installed in both the treated water reservoirs to help reduce THM formation potential). Uisce Éireann have scheduled to remove these blowers from both reservoirs in Q1/2026 to enable extra treated water storage capacity.</p> <p>6. Trihalomethane (THM) formation potential and TOC removal results during the process proving stage were submitted to the EPA. A TOC removal of 74% has been achieved at Glenties-Ardara WTP. Three months of monitoring data (Oct 2025 – Jan 2026) have been submitted and all results for Trihalomethanes and other parameters are compliant.</p> <p>7. The treated water reservoir provides only four hours of storage. In the event of an interruption to the production of treated water from the WTP due to a power outage, it was noted that there was not a suitable generator on-site.</p> <p>Recommendations:</p> <ol style="list-style-type: none"> 1. Ensure that there are appropriate measures to protect the Nanofiltration system from climatic elements. 2. Ensure that there is an appropriate generator on-site to enhance the resilience of the WTP. 	



2. Site Specific Issues

2.1

	Answer
Has training been provided to Uisce Éireann and operational staff to facilitate handover of the operation of the new water treatment plant?	Yes
Comment	
<p>1. The newly installed systems at the WTP was being operated by contractor Veolia, who was due to take over the operation of the disinfection system and orthophosphate dosing system at the end of Q1/2026. The contractor will formally commence a 12 month operation and maintenance period at the end of Q1/2026 prior to handover to Uisce Éireann. The provision of adequate training for all operational staff involved in the day to day operation of the WTP is critical prior to the handover of the operation of the WTP from the contractor to Uisce Éireann, especially as both the Ultrafiltration and Nanofiltration systems require specialist knowledge in relation to backwashing of both systems.</p>	
Recommendation:	
<p>1. Ensure all staff involved in the operation of the Glenties-Ardara WTP are fully trained prior to the handover of the operation of the water treatment plant from the Contractor to Uisce Éireann operational staff.</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.