

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	Milford PUB
Organisation	Uisce Éireann
Scheme Code	0600PUB1050
County	Donegal
Site Visit Reference No.	SV28289

Report Detail	
Issue Date	05/12/2023
Prepared By	Maria O'Connell

Site Visit Detail			
Date Of Inspection	18/10/2023	Announced	Yes
Time In	10:30	Time Out	12:44
EPA Inspector(s)	Maria O'Connell Ruth Barrington		
Additional Visitors			
Company Personnel	Fionnuala Bonner Martin McAteer Stephen McGlynn Hugh Whoriskey James McHugh		

> Summary of Key Findings

1. The Uisce Éireann Incident Communication Response Guidance Form is displayed at the Milford Water Treatment Plant however the form did not contain site specific information including contacts for escalation and relevant site specific trigger levels.
2. There was a lapse in trend data for inlet and outlet chlorine levels for several days (commencing 28th Sept 2023). It was not clear if this information was lost or available on HMI.

> Introduction

The Milford PWS abstracts water from Lough Columbkil to produce on average 2,045m³ /day of treated water to a population of 3,570. Treatment consists of slow sand filtration followed by disinfection and fluoridation. There are six slow sand filters (SSFs) at the plant, with three new cells commissioned in 2010. Turbidity meters are in place at each filter. Water from all six SSFs cells enters a clear water sump and is then disinfected with sodium hypochlorite before being pumped to two reservoirs (each having 1000m³ capacity) on-site. A chlorine boosting station exists on the final water leaving the reservoir. Milford PWS is on the Remedial Action List (RAL) for failures to comply with the Trihalomethane (THM) parametric value. Uisce Eireann has not yet provided an action programme to detail how sustainable compliance with this parametric value will be achieved. The audit was undertaken to assess Uisce Eireann's performance in producing clean and wholesome water focusing on the alarms and inhibits in place at the treatment plant.

> Supply Zones Areas Inspected

The audit included a site tour of the abstraction point and treatment processes. Off-site treated water reservoirs were not visited as part of the audit.



1. Alarms, Inhibits & Oversight Audits 2023

	Answer	
1.1	Is there a documented site specific incident response and incident escalation process?	No
Comment		
<p>1. A copy of the Uisce Éireann Incident Communications Response Guidance Form was present but did not specify site-specific trigger levels and contacts.</p> <p>2. Alarm set points and contact details were available separately without the escalation process.</p>		

	Answer	
1.2	Are suitable alarm settings in place to alert operators to deteriorating water quality or the failure of a critical treatment process?	Yes
Comment		
<p>Alarm set points were not visible on the SCADA system at the time of the inspection. Alarm set points for turbidity and chlorine alarms were reviewed on the individual monitors and HMI respectively.</p>		

Recommendations

Subject	Milford Audit 18/10/2023	Due Date	08/01/2024
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. Ensure that the Uisce Éireann Incident Response Guidance Form with site specific information including contacts for escalation and relevant trigger levels is in place and displayed at the Milford water treatment plant.2. Provide alarm set points in the SCADA system to assist the plant operator with operational oversight on plant performance.3. Investigate the lapse in SCADA trend data and report on whether the data was lost or is available on HMI. <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 08/01/2024 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>		