

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	DCC ZONE 1 BALLYMORE
Organisation	Uisce Éireann
Scheme Code	0700PUB1001
County	Dublin
Site Visit Reference No.	SV34853

Report Detail	
Issue Date	20/04/2026
Prepared By	Lema System

Site Visit Detail			
Date Of Inspection	12/03/2026	Announced	Yes
Time In	10:05	Time Out	12:15
EPA Inspector(s)	Michelle Roche Noel Cosgrove		
Additional Visitors	Anna Doyle		
Company Personnel	Uisce Éireann: Edward Haythornthwaite, Joseph Moran, Áine Butler, Roisin Byrne, Eoin Walsh, David Ryan and Adrian Dowling.		

> Summary of Key Findings

1. Ballymore Eustace Water Treatment Plant was operating satisfactorily at the time of the audit.
2. The recommendation from the previous EPA audit report: 'Ensure the site specific incident response and incident escalation process on-pager poster are up-to-date and available to plant operators at all times', had not been completed.
3. In relation to the Leakage audit component of this site visit, where Uisce Éireann were unable to provide the relevant bulk-meter information at the time of the audit, any follow-up recommendations will be dealt with centrally.

Uisce Éireann should submit a report to the EPA on or before 16/05/2026 detailing the actions taken and planned, with timescales, to close out the recommendation in this audit report.

> Introduction

Ballymore Eustace Water Treatment Plant (WTP) is the largest water treatment plant in the country, which supplies water to approximately 806,000 people in Dublin City, South County Dublin, Dun Laoghaire Rathdown and Kildare. The plant currently produces approximately 314 ML/d and has a design capacity of 400 ML/d. Treatment consists of coagulation with alum and poly, clarification in 12 sedimentation tanks, rapid gravity filtration in 32 filters, disinfection using on-site electrolytic chlorination, lime addition for pH correction, and fluoridation.

The audit was conducted as a full audit of the water treatment plant with a focus on the alarms, inhibits and management oversight in place.

The leakage audit examined aspects of bulk-flow metering that measure drinking water volumes entering the distribution network (Distribution Input), which is a key component of the accuracy of reliability of reported leakage as per regulatory requirements.

> Supply Zones Areas Inspected

The audit consisted of interviews with Uisce Éireann staff, a review of water quality trends and a review of standard operating procedures for water quality incident response.

The leakage audit consisted of interviews with Uisce Éireann staff, the inspection of bulk-meter asset locations where accessible, the associated consoles/telemetry systems, and central control areas.



1.1

Have the recommendations from the previous EPA audit been satisfactorily completed?

Answer

No

Comment

1. The previous audit report issued on 12/05/2025 contained the following recommendation:

Ensure the site specific incident response and incident escalation process on-pager poster and associated standard operating procedures are up-to-date and available to plant operators at all times.

2. On inspection on 12/03/2026 it was observed that the site specific incident response and escalation process on-pager poster still displayed the old alarm set-points of 0.25NTU and 0.3NTU. New set-points of 0.17NTU and 0.2NTU are now in place.

3. The relevant standard operating procedure had been updated in line with the 2025 audit recommendation.

Recommendation

1. Complete the recommendation made in previous audit report to ensure the incident escalation process on-pager poster is up-to-date and available to plant operators at all times.



2. DI Bulk Flow Metering (Leakage)

	Answer
2.1	Confirm that the treatment plant supplies above 1000MCD
	Yes
Comment	
Treatment Plant supplies c. 314 million liters per day to the Greater Dublin Area Water Resource Zone.	

	Answer
2.2	Is there site-bulk metering for measuring drinking water volumes entering the supply network?
	Yes
Comment	
Confirmed. 6 Bulk flowmeters on-site measure the Distribution Input. The following 4 were visually inspected in Reservoir Manifold building:	
1. 1600mm - Line to Saggart;	
2. 900mm - 'East to Chamber G',	
3. 900mm - 'West to Chamber G',	
4. 600mm - 'To Chamber G'.	

	Answer
2.3	Is ALL treated water entering the supply system from the treatment plant currently metered?
	Yes
Comment	
Confirmed, with additional meters present at reservoirs and on the mains distribution network.	

	Answer
2.4	Is there a scheduled verification of bulk meter(s) to ensure the accuracy of the meter reading?
	No
Comment	
No formal verification procedure in place. UÉ currently carrying out internal audits relating to existing meter assets and their accuracy as part of the Uisce Éireann Transformation Programme (UETP).	

		Answer
2.5	What is the frequency of the bulk meter(s) readings taken (hourly, daily)?	Not Applicable
	Comment	
	Readings taken every 15 minutes, confirmed by inspection of trends in central control room.	
		Answer
2.6	For each on-site bulk meter, is the current bulk-meter flow above the recommended operational minimum and maximum flows for the meter?	Yes
	Comment	
	Confirmed: low-low and high-high alarms in place.	
		Answer
2.7	Is there a process in place to alert Operators/Maintenance/Systems when the bulk-meter malfunctions or stops working?	Yes
	Comment	
	24/7 monitoring carried out in central control room.	
		Answer
2.8	Are bulk-meter flow trends available on-site?	Yes
	Comment	
	Flows available for inspection in central control room: includes both real time flows and Total Daily Flows.	
		Answer
2.9	Are there any plans to add or upgrade existing meters within the next 12 months?	Not Applicable
	Comment	
	UÉ carrying out internal audit review relating to existing bulk meter assets as per UETP, to be reported at a later date.	

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.