

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	Tully-Tullycross
Organisation	Uisce Éireann
Scheme Code	1200PUB1048
County	Galway
Site Visit Reference No.	SV32838

Report Detail	
Issue Date	08/09/2025
Prepared By	Donal Howley

Site Visit Detail			
Date Of Inspection	23/07/2025	Announced	Yes
Time In	11:00	Time Out	13:30
EPA Inspector(s)	Donal Howley Veronica Boland		
Additional Visitors	Maria Horkan, HSE		
Company Personnel	Uisce Éireann: Vinny McGrath, Fintan Joyce, Damian Birmingham		

> Summary of Key Findings

1. Uisce Éireann detected manganese in the Tully-Tullycross Public Water Supply (PWS) at levels exceeding the parametric value at several locations in the PWS on a regular basis since 23/06/2025.
2. Corrective actions taken as of the time of the audit did not appear to be solving the issue. Further to HSE advice Uisce Éireann issued a Do Not Consume Notice for the Tully-Tullycross PWS on 24/07/2025 which remains in place to date.

> Introduction

The Tully-Tullycross PWS serves a population of approximately 400 people. The Tully Water Treatment Plant (WTP), which provides treated water for the PWS, uses raw water abstracted from Tully Lake. Treatment processes include pH adjustment, coagulation, flocculation, clarification (CFC) with dissolved air floatation (DAF) and filtration. The final filtered water is treated using UV and chlorination (primary disinfection) with pH correction prior to pumping to reservoir.

The audit was carried out in response to Uisce Éireann's notifications to the EPA of recent ongoing exceedances of the parametric value for manganese in the Tully-Tullcross PWS.

> Supply Zones Areas Inspected

- Tully WTP



1. Site Specific Issues

1.1

	Answer
Ongoing issues with manganese in the PWS	Not Applicable
Comment	
<p>Uisce Éireann notified the EPA of manganese levels exceeding the parametric value at several locations in the PWS occurring since 23/06/2025. Uisce Éireann had been consulting with the HSE on a regular basis regarding actions to resolve the exceedances including ongoing monitoring and regular flushing of the network with additional focus on areas with significantly elevated levels of manganese. Uisce Éireann advised that the reservoir was last cleaned in 2023 and that next routine cleaning is scheduled for 2028.</p> <p>A summary of the findings of the audit on 23/07/2025 and recent updates to the open compliance plan are outlined below:</p> <ul style="list-style-type: none">- Elevated manganese levels have also been detected in the raw water.- Flushing carried out as of the time of the audit did not appear to be solving the issue with significantly elevated levels detected in the days prior to the audit.- The flushing of the network is limited by the capacity of the Tully WTP (16m³/hr). Uisce Éireann representatives noted during the audit that water usage in the PWS is typically under 200 m³/day but that on occasion can be over 300 m³/day- At the audit the HSE indicated it was considering the placement of a "Do Not Consume" Notice on the Tully-Tullycross PWS. Subsequently on 24/07/2025, Uisce Éireann issued a Do Not Consume Notice for the Tully-Tullycross PWS which remains in place to date.- Uisce Éireann advised that corrective actions being taken/planned to address the manganese exceedances include;<ul style="list-style-type: none">• Continuation of operational flushing on the network,• Engagement of contractor to intensively flush the network,• Continuation of operational and accredited monitoring of raw, final water at the WTP and water quality in the network.• Submission of details of further exceedances to the EPA,• Testing of the raw water for both total and dissolved manganese,• The chlorine dosing regime had also been recently adjusted at the time of the audit and a revised chlorine contact time (Ct) calculation dated 22/07/2025 was provided. Uisce Éireann advised at the audit that the calculation did not include the chlorinated backwash water. After the audit a pre-chlorination dosing system was installed on 07/08/2025 to assist with the oxidation of the manganese in the raw water.	

Subject	Tully-Tullycross-Audit Recommendations 2025	Due Date	10/10/2025
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> <p>1. Manganese:</p> <p>(i) Submit an action programme (with timescales) for the restoration and maintenance of compliance with the manganese parametric value.</p> <p>(ii) Assess the soluble, colloidal and particulate fractions of manganese in the raw water entering the plant and throughout the treatment stages, reservoir and network to determine if treatment processes are sufficient;</p> <p>(iii) Provide results of all manganese monitoring in tabular form carried out at the PWS since August 2025.</p> <p>(iv) Provide an update on the status of the Do Not Consume Notice and advice from HSE.</p> <p>2. Disinfection:</p> <p>(i) Provide revised Ct calculation to account for the revised chlorine dosing regime at the WTP and provide verification that adequate Ct is being achieved.</p> <p>(ii) Review and amend, as appropriate, warning alarms/inhibits and associated time delays protecting chlorine contact time at the Tully WTP to ensure they align with the EPA Water Treatment Manual: Disinfection.</p> <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 the above due date 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>		