

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	Glenmore PWS
Organisation	Uisce Éireann
Scheme Code	1500PUB1006
County	Kilkenny
Site Visit Reference No.	SV33244

Report Detail	
Issue Date	24/11/2025
Prepared By	David O'Malley

Site Visit Detail			
Date Of Inspection	24/10/2025	Announced	Yes
Time In	10:20	Time Out	11:20
EPA Inspector(s)	David O'Malley		
Additional Visitors			
Company Personnel	Uisce Éireann: Denis McGrath, Shane Aylward, and Bríd Whelan. Kilkenny County Council (working in partnership with Uisce Éireann): Eoin Molloy and Martin Egan.		

> Summary of Key Findings

1. The audit found that the Glenmore water treatment plant was operating satisfactorily on the day of the audit.
2. A protozoal compliance log treatment requirement has not been identified for the supply.
3. Staff were not trained on the site specific incident response process and alarm response procedures at the water treatment plant.

> Introduction

The Glenmore Public Water Supply (PWS) serves a population of 144 and produces 58 m³/day. Raw water is sourced from 2 springs 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 soda ash, 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

1.1

Has the protozoal compliance log treatment requirement been identified for the water treatment plant?

Answer

No

Comment

1. Uisce Éireann indicated that a log treatment requirement has not been identified for the supply.



2. Alarms, Inhibits & Oversight Audits 2025

2.1

Did staff confirm they have received training on the site specific incident response and incident escalation process?

Answer

No

Comment

1. Staff confirmed they have not received training on the site specific incident response and incident escalation process.

2.2

Did staff confirm they have been trained on the alarm response procedure?

Answer

No

Comment

1. Staff confirmed they have not been trained on the alarm response procedure.

Recommendations

Subject	Audit Recommendations	Due Date	24/12/2025
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. 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.2. Provide training to WTP operators on the site specific incident response and incident escalation process and on the alarm response procedure. <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 24/12/2025 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>		