

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	Charlestown PWS
Organisation	Uisce Éireann
Scheme Code	2200PUB1010
County	Mayo
Site Visit Reference No.	SV34819

Report Detail	
Issue Date	24/02/2026
Prepared By	Mary Grimes

Site Visit Detail			
Date Of Inspection	10/02/2026	Announced	Yes
Time In	13:00	Time Out	14:00
EPA Inspector(s)	Sean O'Leary Mary Grimes		
Additional Visitors			
Company Personnel	Uisce Éireann; Sean Forkin, Paul Thomas, Catherine Maughan, Siobhan Sheridan, Will Mc Dermott, Ann Browne, Ronan Mc Donnell,		

> Summary of Key Findings

1. The plant was operating satisfactorily on the day of the audit.
2. There was no documented site-specific alarm response procedure in place at the treatment plant.

Uisce Éireann should submit a report to the EPA on or before 28/03/2026 detailing the actions taken and planned, with timescales, to close out the recommendations in this audit report.

> Introduction

The Charlestown Public Water Supply (PWS) serves a population of 1,745 customers. The plant supplies an average daily water consumption of 800m³ per day.

Raw water is abstracted from the Tomboholla spring source. Treatment consists of chlorination only.

This audit was undertaken to assess Uisce Éireann's performance in producing clean and wholesome water with a focus on the alarms and inhibits in place at the treatment plant to ensure the appropriate oversight of treatment processes.

> Supply Zones Areas Inspected

The spring source, chlorination dosing system and pumps at the treatment plant were inspected.



1.1	Answer
	Yes
	Comment 1. On the day of the audit, the sodium hypochlorite dosing pumps did not have their service/calibration stickers located on the pumps. 2. Uisce Éireann confirmed all online monitors were within calibration. Recommendation: 1. Ensure service/calibration stickers with appropriate service interval dates are affixed to all chemical dosing pumps.

1.2	Answer
	Yes
	Comment 1. On the day of the audit, the low and high pH alarms were disabled. 2. Uisce Éireann re-enabled the alarms during the audit. Recommendation: 1. Ensure pH low and high alarm set points remain in place.

1.3	Answer
	Yes

1.4	Answer
	No
	Comment 1. Uisce Éireann confirmed there was no specific alarm response procedure. Recommendation: 1. Ensure that: (i) a formal site specific alarm response procedure is in place at the treatment plant and (ii) provide training to relevant staff (including relief and temporary staff) on the requirements of the alarm response procedure.

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.