

# 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	Clonbullogue PWS
Organisation	Uisce Éireann
Scheme Code	2500PUB1004
County	Offaly
Site Visit Reference No.	SV33369

Report Detail	
Issue Date	12/12/2025
Prepared By	Lisa Noone

Site Visit Detail			
Date Of Inspection	21/11/2025	Announced	Yes
Time In	13:30	Time Out	15:25
EPA Inspector(s)	Lisa Noone		
Additional Visitors			
Company Personnel	Uisce Éireann: Linda Doyle, Roisin Byrne, John Daly, Brendan McEvoy, Colm Scanlon		

## > Summary of Key Findings

1. The audit found significant progress since the previous EPA audit in 2024 with regard to daily operational management and managerial oversight of the Water Treatment Plant.
2. Raw water monitoring is not currently being carried out at the site due to challenging access issues.
3. Alarms and inhibits in place at the Water Treatment Plant were not in accordance with EPA guidance.

## > Introduction

Clonbullogue Public Water Supply (PWS) produces circa. 165 m<sup>3</sup>/day of water serving a population of approximately 450 people. Raw water is abstracted from the Figile River Well, a groundwater source located at the Water Treatment Plant (WTP). Treatment consists of primary disinfection by UV via duty and standby UV units, and secondary disinfection by chlorination.

The audit was undertaken to assess progress on outstanding recommendations from the EPA audit carried out in 2024, and to assess Uisce Éireann's performance in producing clean and wholesome water with a focus on the alarms and inhibits in place at the WTP and the procedures in place to ensure appropriate oversight of treatment processes.

## > Supply Zones Areas Inspected

All treatment processes at Clonbullogue WTP were inspected. The boreholes were not inspected as part of the audit.



## 1. Management and Control

1.1

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

**Answer**

No

**Comment**

1. The groundwater source aligned to this supply has been provisionally assigned a 3-log requirement. Clonbullogue PWS is currently on the raw water monitoring programme for 2025 which will assist in determining if there is any surface water influence, the potential protozoan risk and the actual log requirement for the WTP.

2. The WTP is located in a small fenced off section of a field containing livestock. There is no paved access to the WTP - access requires traversing an electric fence through a heavily waterlogged, muddy field which presents a significant slip hazard.

3. Plant operators stated at the audit that the contracted samplers will not carry out raw water monitoring at the WTP due to these access issues and health & safety concerns.

1.2

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

**Answer**

Yes

**Comment**

1. The audit found significant improvements in the daily operational management of the WTP, including training, awareness, and incident escalation.

2. Managerial oversight had improved since the previous audit, with more robust systems of reviews and checks in place, as well as appropriate oversight of process operations, alarms and trends.

3. Additional protections of the raw water source have been put in place since the previous audit. The hardstanding surrounding the boreholes was repaired and raised to protect from surface water and agricultural run-off. Visual inspection of the borehole capping was not possible during the audit. Uisce Éireann was requested to provide a photo of the boreholes following the audit however this has yet to be received.



## 2. Alarms, Inhibits & Oversight Audits 2025

2.1

Is there a documented site specific incident response and incident escalation process?

Answer

Yes

**Comment**

1. The Uisce Éireann Incident Communication Response Guidance Form was displayed at the WTP.
2. The flowchart included 3 minute time-delays for both chlorine and turbidity, however these values did not reflect the time delays for alarms and inhibits in place on the day of the audit.

2.2

Are dial out arrangements suitable to allow a timely response?

Answer

Yes

**Comment**

1. There is a more robust alarm system in place since the previous audit with critical alarms oversight by the NOMC. All alarms generated at the WTP are dialled-out on a group-basis to caretakers and are responded to depending on a rota, however there is no way of verifying that alarms have been responded to.

2.3

Are suitable plant shutdowns/inhibits in place to prevent inadequately treated water entering the distribution network?

Answer

No

**Comment**

1. Automatic shutdown is enabled should raw water turbidity exceed 1NTU for greater than 15 minutes. This time delay is considered too long to allow a timely and effective response by operational staff to ensure a turbidity of less than 1 NTU prior to UV disinfection. Plant operators altered the time delay to 3 minutes during the audit.
2. Primary disinfection is achieved at the WTP via UV, and chlorination is used for secondary disinfection to ensure an adequate residual in the network. Automatic shutdown is in place for chlorine should it fall below 0.2mg/l for 15 minutes at the chlorine dosing point. This time delay is considered too long in the event of failure of the chlorine dosing system. Uisce Éireann stated at the audit that due to site configuration and the distance between the chlorine dosing point and chlorine analyser, that a shorter time delay is not feasible should the chlorine dosing fail or drop below 0.2mg/l.

2.4

Is there a documented procedure for responding to specific alarms?

Answer

No

**Comment**

1. There is no site specific procedure for responding to alarms. This was raised at the previous audit and Uisce Éireann have stated that this is being addressed at a national level.

2.5

Are there appropriate procedures covering verification of alarms and inhibits status following maintenance or other work on site?

Answer

No

## Recommendations

<b>Subject</b>	Clonbullogue PWS Audit Recommendations	<b>Due Date</b>	23/01/2026
<b>Action Text</b>	<p><b>Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the following recommendations without delay.</b></p> <ol style="list-style-type: none"> <li>1. Examine the feasibility of improving access to the WTP to allow raw water monitoring to commence.</li> <li>2. Review and confirm alarm set points and time delays in place for chlorine residual post-dosing and turbidity, to ensure adequate disinfection and maintain sufficient chlorine residual in the network.</li> <li>3. Develop a procedure and deliver appropriate training (i) covering the verification of alarms/shutdowns status following maintenance or other works completed at the treatment plant, and (ii) for responding to and escalating all alarms generated at the water treatment plant. Both procedures should clearly document the corrective actions and set out delegation of responsibilities.</li> <li>4. Put in place an appropriate cascade system for responding to alarms generated at the plant which allows for verification that an alarm has been responded to.</li> <li>5. Ensure that the Uisce Éireann Incident Communication Response Guidance Form displayed at the WTP contains site specific information including contacts for escalation and relevant site specific trigger levels protecting critical processes at the WTP.</li> </ol> <p><b>Actions required by Uisce Éireann</b></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 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>		