

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	Tullamore North PWS
Organisation	Uisce Éireann
Scheme Code	2500PUB1025
County	Offaly
Site Visit Reference No.	SV34900

Report Detail	
Issue Date	16/04/2026
Prepared By	Lema System

Site Visit Detail			
Date Of Inspection	11/03/2026	Announced	Yes
Time In	10:00	Time Out	11:55
EPA Inspector(s)	Lisa Noone		
Additional Visitors			
Company Personnel	Uisce Éireann: Linda Doran, Roisin Byrne, John Daly, Roger Larkin, Alan Scully Offaly County Council (working in partnership with Uisce Éireann): Clodagh Graham		

> Summary of Key Findings

1. Appropriate controls were not in place to prevent or track accidental or unauthorised changes to alarm and inhibit settings.
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 14/04/2026 detailing the actions taken and planned, with timescales, to close out the four recommendations in this audit report.

> Introduction

Tullamore North and Ardan Public Water Supply (PWS), Co. Offaly serves a population of approximately 12,200 people via Ardan Water Treatment Plant (WTP), which has a 24 hour design capacity of 1,500m³/day. Raw water intake is via three boreholes at the WTP - Ardan BH1, BH2, BH4, in addition to Silogue Well. BH5 at the WTP is currently not in service. Treatment at the plant comprises primary disinfection via chlorination, UV disinfection and fluoridation, with treated water storage in the Old and New Reservoir.

The audit of Ardan WTP was carried out to assess the performance of Uisce Éireann in providing clean and wholesome drinking water with a focus on operations at the plant.

> Supply Zones Areas Inspected

All plant processes were inspected as part of the audit.



1.1

Is there a documented alarm response procedure?

Answer

No

Comment

1. There is no documented alarm response procedure in place detailing what response will be made to alarms and specific steps to be taken by operators and other responders.
2. Two Uisce Éireann Incident Communication Response Guidance Forms were displayed at the WTP with different alarm/inhibit trigger levels on each.

Recommendation:

1. Develop a procedure and deliver appropriate training for responding to and escalating all alarms generated at the water treatment plant, documenting the corrective actions and setting out delegation of responsibilities.
2. Ensure that the Uisce Éireann Incident Communication Response Guidance Form displayed at the WTP contains site specific information and accurate site specific trigger levels protecting critical processes at the WTP.

1.2

Are suitable controls in place to prevent accidental or unauthorised changes to alarm or inhibit settings?

Answer

No

Comment

1. Alarms or inhibits can be changed and tracked via the countywide SCADA. Alarms and inhibits can also be changed at the WTP with personnel-specific passwords however there is no way of tracking these changes on the system.
2. During the audit it was identified that alarms and inhibits in place for chlorine residual had been changed prior to the audit. Uisce Éireann confirmed why the alarms/inhibits were changed and by whom, however there was no record i.e. version history or audit trail to verify this.

Recommendation

3. Uisce Éireann should (i) put suitable controls in place to prevent accidental or unauthorised changes to alarm and inhibit settings, (ii) maintain internal records to confirm any changes to alarms and inhibits made at the WTP and, (iii) review current password and personnel access to the countywide SCADA and the WTP system.



2. Site Specific Issues

2.1

Were the UV units operating effectively during the audit?

Answer

No

Comment

1. A UV unit wiper fault was noted during the audit walkaround.

Recommendation:

4. Repair or replace the UV unit wiper and maintain in accordance with product guidelines

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.