

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	Glenary
Organisation	Uisce Éireann
Scheme Code	2900PUB0134
County	Tipperary
Site Visit Reference No.	SV32541

Report Detail	
Issue Date	04/06/2025
Prepared By	David O'Malley

Site Visit Detail			
Date Of Inspection	08/05/2025	Announced	Yes
Time In	13:20	Time Out	14:45
EPA Inspector(s)	David O'Malley		
Additional Visitors			
Company Personnel	Uisce Éireann: Melissa Devane, Flan Real, Noel Maher. Tipperary County Council (working in partnership with Uisce Éireann): Bríd Whelan and Eoin Lawlor.		

> Summary of Key Findings

1. The Glenary water treatment plant shut down due to high turbidity at the rapid gravity filters on the 29/04/2025. Following consultation with the HSE a Boil Water Notice was issued on the 29/04/2025. The Boil Water Notice was rescinded on the 02/05/2025.
2. The alum dosing pumps used in the coagulation process were turned off accidentally. The lack of coagulation allowed the turbidity levels to rise at the water treatment plant.
3. There is no system of checks in place after maintenance of equipment at the water treatment plant.

> Introduction

The Glenary Public Water Supply (PWS) serves a population of 11,038 and supplies 4565 m³/day to the town of Clonmel and the surrounding area. The plant is sourced by the Glenary River and the Glenabbey Spring in drought conditions. Treatment consists of coagulation, flocculation, and clarification (CFC); rapid gravity filtration (RGF); chlorination with sodium hypochlorite and fluoridation. The audit was undertaken in response to high turbidity and the placing of a Boil Water Notice on 29/04/2024 affecting a population of 11,038. The BWN was rescinded on 02/05/2025.

> Supply Zones Areas Inspected

The audit consisted of a review of the incident response to the elevated turbidity at the water treatment plant.



1. Incident Management

1.1

Was the incident suitably alerted to the plant operators, escalated and managed in order to maintain water quality and protect public health?

Answer

Yes

Comment

Incident Investigation:

1. Currently the two alum dosing pumps are operating in manual due to an issue with the pumps automatically switching over. Alum is used in the coagulation process in the management of turbidity at the WTP. Two contractors investigated and couldn't diagnose the reason on the week of 24/02/2025. The contractors informed the WTP to operate the pumps in manual and observe their operation. On the 28/04/2025 a routine service of the two alum pumps took place by an external contractor and they finished at approximately 13:00 and the plant was restarted. Upon investigation by operational staff, it was observed that the alum dosing pump was turned to standby by the contractor when cleaning the outside of the pump with a cloth after servicing. This turned the alum dosing pump off. This prevented alum being dosed as part of the coagulation process. The lack of coagulation allowed the turbidity levels to rise at the water treatment plant.

2. At approximately 04:00 on the 29/04/2025 rapid gravity filter (RGF) No.2 shutdown on high turbidity and at approximately 06:00 RGF No. 3 shutdown on high turbidity. The WTP shutdown when the second RGF shutdown on high turbidity. Uisce Éireann arrived at the WTP at approximately 08:30 on the 29/04/2025. Upon restart it was observed that the alum pump was not operating. On the 29/04/25 Uisce Éireann contacted the HSE and following consultation a Boil Water Notice was put in place on the 29/04/25 affecting a population of 11,038.

3. *Cryptosporidium* tests conducted on 29/04/2025, 30/04/2025 and 01/05/2025 returned clear results. The turbidity in the final water was below 1 NTU for a continued length of time and chlorine residuals were within the applicable range. The Boil Water Notice was rescinded on 02/05/2025.



2. Management and Control

2.1

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

Answer

No

Comment

Outstanding recommendations from the audit undertaken at Glenary PWS on 09/05/2024:

1. Provide a timeline for when raw water intake will be cleaned and screen replaced.

Progress Update: The raw water intake has been cleaned. A drumfilter is to be installed at the WTP to replace the raw water intake screen as access to the intake is cumbersome.

Recommendations

Subject	Glenary Reactive Audit	Due Date	04/07/2025
Action Text	<p>Recommendations</p> <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. Ensure that the current alum pumps are operating in automatic mode with automatic switchover.2. Ensure there is a procedure in place for contractors and operational staff to check and sign-off that all equipment set points and alarms have been correctly re-instated on completion of any maintenance works.3. Provide a timeline for when drumline filter will be installed. <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. Uisce Éireann should submit a report to the EPA on or before 04/07/2025 detailing the actions taken and planned, with timescales, to close out the above recommendations. The EPA advises that the findings and recommendations from this audit report should, where relevant, be addressed at other public water supplies.</p>		