

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.	SV33326

Report Detail

Issue Date	27/11/2025
Prepared By	Michelle Roche

Site Visit Detail

Date Of Inspection	03/11/2025	Announced	Yes
Time In	12:25	Time Out	13:05
EPA Inspector(s)	Michelle Roche		
Additional Visitors			
Company Personnel	Uisce Eireann: Denis McGrath, Eamonn O'Gorman, Brid Whelan, Cyril Ryan and Eoin Lawlor. Nicholas O'Dwyer Ltd (working in partnership with Uisce Éireann): Brian Corbett.		

➤ **Summary of Key Findings**

1. A Boil Water Notice was issued for Glenary public water supply on 23/10/2025, affecting the full supply population of 11,308.
2. The Boil Water Notice was issued due to filter turbidity in Filter 2 being above 0.3 NTU. There was a delay in plant operators becoming aware of the elevated turbidity as on-site alarms did not dial-out to operators as intended.
3. Upgrades to the 3 onsite rapid gravity filters are ongoing with an expected completion date of Q1 2026. It is anticipated that the Boil Water Notice will remain in place until upgrade works are complete.

➤ **Introduction**

Glenary Public Water Supply 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 supplemented by the Glenabbey Spring in drought conditions. Treatment consists of coagulation, flocculation, and clarification (CFC); rapid gravity filtration (RGF) and disinfection with sodium hypochlorite.

The audit was undertaken to investigate the Boil Water Notice that has been in place on the supply since 23/10/2025 affecting a population of 11,308.

➤ **Supply Zones Areas Inspected**

The audit consisted of interviews with Uisce Éireann staff and a review of water quality trends. The audit did not include a full inspection of the water treatment plant as a full audit had been carried out by the EPA in May 2025.



1. Incident Management

	Answer
1.1	Was the incident suitably alerted to the plant operators, escalated and managed in order to maintain water quality and protect public health?
Comment	<p>1. Individual filter turbidity rose above 0.3 NTU in Filter 2 at approximately 12:20pm on 23/10/2025 and remained above 0.3 NTU until 23:00pm on 23/10/2025. Filter 1 was not in operation on that day and filter turbidity in Filter 3 remained below 0.3 NTU at all times.</p> <p>2. Individual filter alarms are in place at 0.3 NTU, however although the alarm was generated on site it did not dial out to plant operators due to an electrical fault on the PLC. There is no automatic plant shut-down in place at 0.3 NTU. Filter turbidities above 0.3 NTU indicate that the treatment process is not working effectively to remove protozoa such as <i>Cryptosporidium</i> and there is the potential for <i>Cryptosporidium</i> oocysts to make their way through to the final water. The failure of the high turbidity alarm to dial-out appropriately put public health at risk.</p> <p>3. The plant operator noted the elevated turbidity trend in Filter 2 at approximately 15:00pm on 23/10/2025 and immediately escalated the incident to the plant supervisor and Uisce Éireann Compliance Team. Uisce Éireann consulted with the HSE and a Boil Water Notice was issued to the full population on the Glenary supply on the evening of 23/10/2025.</p> <p>4. To protect public health plant operators made the decision to run final water from Glenary Water Treatment Plant (WTP) to waste from 15:00 on 23/10/2025. This was an interim action until the outcome of Uisce Éireann's consultation with the HSE was decided.</p> <p>4. Filter upgrade works are ongoing at Glenary WTP with an estimated completion date of Q1, 2026. It is likely that the Boil Water Notice will remain in place until those upgrade works are complete as Uisce Éireann are balancing a network with a high water demand and a water treatment plant that may have reduced throughput while filters are taken out of service to be upgraded.</p>

Recommendations

Subject	Glenary BWN Audit Recommendations	Due Date	27/12/2025
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. Ensure that critical plant alarms dial-out to plant operators to allow a timely incident response and protect public health. Critical alarm set-points and dial-outs should be checked and tested regularly.2. Investigate installing automatic shut-down of the water treatment plant based on critical water treatment trigger levels. <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 27/12/2025 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>		