

# 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	
<b>Name of Installation</b>	Lorrha/Rathcabbin (Zone 3 - Mix)
<b>Organisation</b>	Uisce Éireann
<b>Scheme Code</b>	2800PUB1024
<b>County</b>	Tipperary
<b>Site Visit Reference No.</b>	SV32540

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

Site Visit Detail			
<b>Date Of Inspection</b>	08/05/2025	<b>Announced</b>	Yes
<b>Time In</b>	10:30	<b>Time Out</b>	11:30
<b>EPA Inspector(s)</b>	David O'Malley		
<b>Additional Visitors</b>			
<b>Company Personnel</b>	Uisce Éireann: Patrick Duggan and Pierce Faherty. Tipperary County Council (working in partnership with Uisce Éireann): Colm Grace and Kevin Malloy.		

## > Summary of Key Findings

1. The Riverstown water treatment plant shutdown due to elevated turbidity on the 07/04/2025. Following consultation with the HSE a Boil Water Notice was put in place on the 07/04/2025. The Boil Water Notice was rescinded on 08/05/2025.
2. The cause of the elevated turbidity is low water levels in the borehole, causing disturbance of the material at the base.
3. The audit found that the incident was escalated and managed satisfactorily.

## > Introduction

The Lorrha/Rathcabbin (Zone 3 - Mix) Public Water Supply serves a population of 1,277 and supplies 446 m<sup>3</sup> /day of water to the village of Riverstown and the surrounding area. The plant is sourced by a single borehole and treatment consists of UV disinfection and chlorination with sodium hypochlorite.

The audit was undertaken in response to elevated turbidity in the final treated water on the 07/04/2025 which lead to a subsequent Boil Water Notice that was put in place affecting a population of 1,277. The Boil Water Notice was rescinded on 08/05/2025.

## > Supply Zones Areas Inspected

The audit consisted of a review of the incident response to the elevated turbidity in the final water.



## 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. The Riverstown Water Treatment Plant (WTP) shutdown on high turbidity (above 1NTU) at 10:36 on the 07/04/2025. The operator attended the WTP and cleaned the turbidity filter monitor vial, but the turbidity remained elevated. An external contractor arrived at approximately 14:00 and ran raw water to waste, the turbidity still remained elevated. It is suspected the cause of the high turbidity is low water levels in the borehole, causing disturbance of the material at the base.

3. Uisce Éireann contacted the HSE and following consultation a Boil Water Notice was put in place on the 07/04/2025 affecting a population of 1,277. Microbiological tests conducted on 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 08/05/2025.

## Recommendations

Subject	Audit Recommendations	Due Date	04/07/2025
Action Text	<p><b>Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the following recommendation without delay.</b></p> <p>1. Submit the final investigation into the elevated turbidity in the borehole and any remedial measures taken.</p> <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 04/07/2025 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>		