

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	Tipperary Town Supply
Organisation	Uisce Éireann
Scheme Code	2900PUB0123
County	Tipperary
Site Visit Reference No.	SV34914

Report Detail	
Issue Date	02/06/2026
Prepared By	Michelle Roche

Site Visit Detail			
Date Of Inspection	11/05/2026	Announced	Yes
Time In	11:35	Time Out	12:30
EPA Inspector(s)	Michelle Roche		
Additional Visitors			
Company Personnel	Uisce Éireann: Patrick Duggan, Noel Maher, Eamonn O'Gorman and Ailbe Grace.		

> Summary of Key Findings

1. Uisce Éireann should prioritise corrective actions to improve raw water conditions at the source and ensure borehole turbidities remain below 1NTU at all times.

Uisce Éireann should submit a report to the EPA on or before 02/06/2026 detailing the actions taken and planned, with timescales, to close out the seven recommendations in this audit report.

> Introduction

Tipperary Town Supply supplies a volume of 2,829 m³/day to a population of 5,127 (EDEN Figures) from two groundwater boreholes located at the water treatment plant. Sodium hypochlorite provides primary disinfection at the plant, while UV provides secondary disinfection.

A boil water notice has been in place on the Tipperary Town Supply since February 2026 due to intermittent elevated turbidity in the boreholes, particularly affecting Borehole 2. Uisce Éireann continue to trial corrective actions at the boreholes to restore acceptable raw water conditions.

This audit was undertaken to assess Uisce Éireann's performance in producing clean and wholesome water with a focus on the operation of the plant.

> Supply Zones Areas Inspected

The audit consisted of interviews with Uisce Éireann staff, a review of water quality trends and a review of operational procedures on site.



1.1

		Answer
Is the abstraction source(s) adequately protected against contamination?		No
Comment		
1. The 2 no. onsite boreholes are not capped and the casing is not constructed above ground level. The boreholes are located inside a covered chamber, however there was evidence of surface water ingress into the chambers. 2. Uisce Éireann plan to airlift both boreholes in the coming months, cap the boreholes above ground level and construct a kiosk housing for both. Recommendation 1. Ensure the boreholes are adequately protected in accordance with EPA Advice Note 14: <i>Borehole Construction and Wellhead Protection</i>. This includes capping the borehole and constructing the borehole casing above ground level.		



2. Management and Control

2.1

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

Answer

No

Comment

The protozoal log treatment requirement has not been identified for the borehole sources. The treatment plant is operating on a default Log 3 requirement, but no source and sanitary survey has been carried out.

Recommendation

2. Determine the protozoal log treatment requirement for the borehole sources and ensure appropriate treatment is in place to meet the log requirements.



3. Operational Audits 2026

3.1

Is there a suitable monitoring frequency for residual chlorine in the network with records available?

Answer

No

Comment

1. Chlorine residuals are monitored in the distribution network once per week to check if a minimum free chlorine residual greater than 0.1mg/l is maintained at all times.

Recommendation

3. Monitor chlorine residuals at a minimum frequency of 2-3 times per week in the distribution network to ensure that at least 0.1 mg/l free residual chlorine is present at the extremities of the network.

3.2

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

Answer

Yes

Comment

1. Suitable plant inhibits are in place at the water treatment plant, however the plant inhibit related to borehole turbidity is currently switched off. The inhibit is switched off as borehole turbidity cannot be maintained below 1NTU at all times.

2. Drinking water is being supplied to consumers under a boil water notice, since February 2026, to protect public health.

3. Uisce Éireann have trialed a number of corrective actions on the boreholes to improve raw water conditions, including run to waste and changing pump depths within the borehole. These actions have not been successful to date.

Recommendation

4. Uisce Éireann should prioritise corrective actions to improve raw water conditions at the source and ensure borehole turbidities remain below 1NTU at all times.

3.3

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

Answer

Yes

Comment

1. Alarm and inhibit settings can be changed on the HMI onsite. The HMI is password protected, but does not have the capability to capture an audit trail of changes to any settings.

Recommendation

5. Investigate the possibility of including an audit trail within the HMI to track any changes made to alarm or inhibit settings.

3.4

		Answer
Are plant performance trends accessible remotely?		No
Comment		
1. One of the operators does not have remote access to plant performance trends. His phone is not currently set-up to view plant performance trends on the established phone application.		
<u>Recommendation</u>		
6. Investigate if all operators can be provided with remote access to plant performance trends.		

3.5

		Answer
Is there appropriate oversight of plant performance?		No
Comment		
1. Water quality trend data is not regularly reviewed to provide appropriate oversight of plant performance.		
2. Plant supervisors receive a daily report of any alarm and inhibit settings that have been triggered in the previous 24hours.		
3. Water quality trends are reviewed if any alarm and inhibit settings are triggered or if any other incident is reported to plant supervisors.		
<u>Recommendation</u>		
7. Ensure that continuous water quality trends are reviewed regularly by operational staff and used to actively inform the processes on site and identify maintenance needs.		

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.