

# 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	Ballymacarbry
Organisation	Uisce Éireann
Scheme Code	3100PUB1014
County	Waterford
Site Visit Reference No.	SV32052

Report Detail	
Issue Date	21/10/2025
Prepared By	Sean O'Leary

Site Visit Detail			
Date Of Inspection	22/09/2025	Announced	Yes
Time In	11:00	Time Out	12:30
EPA Inspector(s)	Sean O'Leary		
Additional Visitors			
Company Personnel	Uisce Éireann: Siobhán Clifford, Patrick Kirwan and Melissa Devane		

## > Summary of Key Findings

1. On the day of the audit Uisce Éireann confirmed that the turbidity alarm and inhibits were disabled for over 3 months with no timeframe for re-enabling. A continuous turbidity monitor with alarms and inhibits is required to prevent the entry of inadequately treated water into the supply.
2. The Ballymacarbry Public Water Supply is on the Uisce Éireann National pH file as it has persistent low pH (< 6.5pH). At present the remedial works required to correct the pH issue have not been determined by Uisce Éireann.

## > Introduction

The Ballymacarbry Public Water Supply (PWS) serves a population of 673 and produces 218 m3/day (EDEN figures).

The source is a borehole located in the treatment plant house. EDEN lists two sources Ballymacarbry 1 and 2, but only one borehole is in production.

The focus of the audit was on the progress with addressing previous audit report recommendations.

## > Supply Zones Areas Inspected

The boreholes and chlorination disinfection system at the water treatment plant were inspected.



## 1. Source Protection

1.1

Is the abstraction source(s) adequately protected against contamination?

**Answer**

No

**Comment**

1. The new on-site borehole is inadequately capped and sealed in line with EPA guidance.



## 2. Treatment Process Chemicals

2.1

Are treatment process chemicals appropriately managed and stored?

**Answer**

No

**Comment**

1. On the day of the audit, a barrel of sodium hypochlorite was incorrectly stored outside of a bunded area.



### 3. Management and Control

3.1

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

**Answer**

No

**Comment**

1. Uisce Éireann stated that the protozoal compliance log treatment requirement has not been determined for the supply



## 4. Site Specific Issues

		Answer
4.1	Are final water pH results compliant with parametric values?	No
	<b>Comment</b>	
	<p>1. The Ballymacarbry Public Water Supply (PWS) is on Uisce Éireann's National pH file due to persistent low pH ( &lt; 6.5).</p> <p>2. Uisce Éireann have not confirmed an action programme or timeframe to address the issue</p>	
		Answer
4.2	Are suitable plant shutdowns/inhibits in place to prevent the entry of inadequately treated water entering the distribution network?	No
	<b>Comment</b>	
	<p>1. On the day of the audit Uisce Éireann confirmed that the turbidity alarm and inhibits were disabled for over 3 months with no timeframe for re-enabling. A continuous turbidity monitor with alarms and inhibits is required to prevent the entry of inadequately treated water into the supply.</p> <p>2. Uisce Éireann confirmed this decision was taken due to false turbidity spikes associated with intermittent borehole pumping.</p>	
		Answer
4.3	Has redundant equipment been decommissioned and removed from the treatment process?	No
	<b>Comment</b>	
	<p>1. Uisce Éireann confirmed that several turbidity filters and backwash systems were no longer in use and water no longer passed through this system.</p>	
		Answer
4.4	Is there a documented procedure for responding to specific alarms?	No
	<b>Comment</b>	
	<p>1. There is no documented alarm response procedure posted at the plant.</p>	

## Recommendations

Subject	Audit Recommendations	Due Date	21/11/2025
Action Text	<p><b>Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the following recommendations without delay.</b></p> <ol style="list-style-type: none"> <li>1. Ensure the turbidity alarms and shutdowns are reenabled to prevent the entry of inadequately treated water into the supply.</li> <li>2. Ensure the on-site borehole is capped and sealed in accordance with EPA Advice Note 14: Borehole Construction and Wellhead Protection.</li> <li>3. (i) Confirm the protozoal log treatment requirement for the supply and (ii) provide details of how any protozoal log treatment deficit, if identified, will it be addressed.</li> <li>4. Ensure remedial measures are put in place to restore compliance with the pH parametric value in the supply where necessary.</li> <li>5. Put a documented procedure in place for responding to and escalating all alarms generated at the water treatment plant. The procedure should clearly document the corrective actions and set out delegation of responsibilities</li> <li>6. Ensure that all chemicals are stored in bunded areas capable of containing at least 110% of the volume of chemicals stored therein.</li> <li>7. Remove the redundant filters at the water treatment plant.</li> </ol> <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 21/11/2025 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>		