



guardians of drinking water quality

DRINKING WATER INSPECTORATE

Area 7E, 9 Millbank
c/o Nobel House
17 Smith Square

London SW1P 3JR

0300 068 6400

E-mail: dwi.enquiries@defra.gsi.gov.uk

DWI Website: <http://www.dwi.gov.uk>

Castle Donington Water Quality Event

23 June 2017

Statement – Drinking Water Inspectorate

The Drinking Water Inspectorate has cautioned Severn Trent Water Ltd in respect of an event in March 2016 when consumers in 3,700 properties were advised not to use their water for 26 hours due to elevated levels of chlorine.

This event occurred at Castle Donington Service Reservoir, Derbyshire, and involved the contents of a sodium hypochlorite storage tank draining into the inlet main to the service reservoir.

The Inspectorate's investigation has concluded that this serious event was avoidable, and that there were a number of missed opportunities to identify and rectify the problem before the event.

The company admitted the offence of supplying water unfit for human consumption under Section 70 of the Water Industry Act (1991).

Notes for Editors

1. Water with chlorine above normal levels was supplied from the site into supply resulting in the Company issuing a "Do Not Use" (DNU) notice to 3,700 properties for a period of 26 hours. The Company isolated the chlorine dosing equipment at the SR, and flushed the supply network to remove the affected water. However, the event resulted in the supply of unwholesome water to some consumers, and caused some consumers to reject the water supplied to them.
2. The Company has replaced the chlorine dosing equipment at the service reservoir site to prevent a recurrence of the event. In addition, the Company has audited 194 similar secondary chlorine dosing rigs currently operational across its asset base, and has instigated corrective actions as necessary. The Company has also taken the following actions to further mitigate the risk of a similar event occurring at other sites: A competency assessment of all staff involved in operational activities at service reservoirs and at chlorine booster stations; a review of chlorine booster station alarm settings and telemetry stations for reliability; changes in procedures; a review of the use of GIS systems to more

accurately and rapidly identify areas affected in any future event scenario; and a review of alternative supply management arrangements.

3. Under Section 70 of the Water Industry Act 1991 (as amended) it is an offence for a water undertaker to supply water that is unfit for human consumption.
4. The Drinking Water Inspectorate was set up in January 1990. Its main task is to check that water companies in England and Wales supply wholesome drinking water and in doing so comply with the requirements of the Water Supply (Water Quality) Regulations.

Drinking Water Inspectorate

0300 068 6400 (Office)