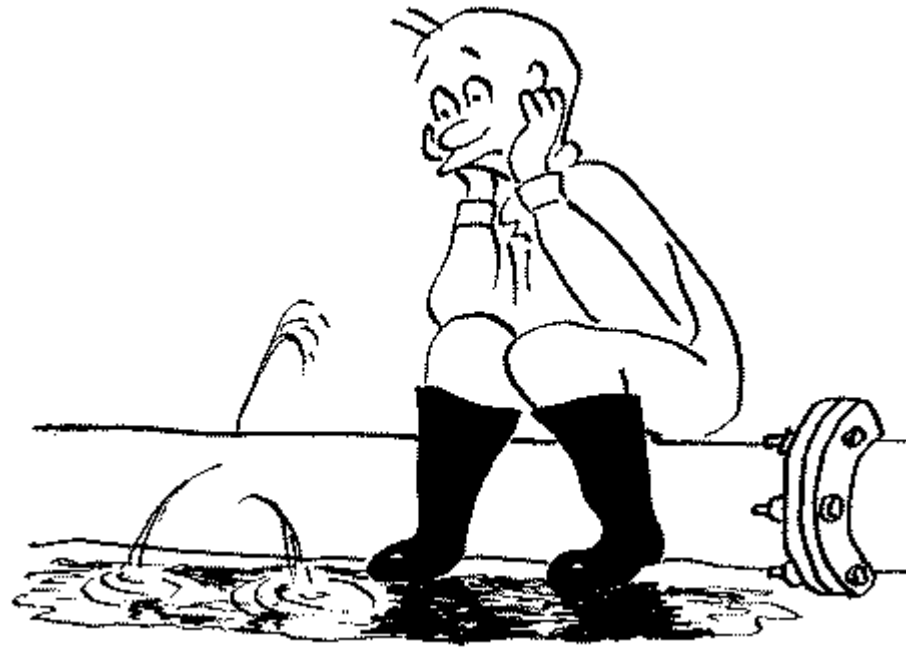


# Water Outage Drogheda

20<sup>th</sup>-27<sup>th</sup> July 2017



# What happened?

- Thursday 20<sup>th</sup> July, a burst in major water main
- Water from River Boyne to Staleen Water Treatment Plant.
- 50 year old high pressure main
- Fix required insertion of short section of new pipe a “complex & bespoke repair”



# Impact?

- 30,000 IRISH Water customers in Drogheda and East Meath without water
- Local reports the 70,000 individuals affected
- Irish Water crews made several attempts to fix the pipe but failed







# Drogheda Hospital



- OLOL Hospital had an uninterrupted water supply throughout the crisis
- Estates hydrant upgrade in OLOLH Drogheda
- Old defunct water main discovered, and re-commissioned as a back-up supply.

# **Other HSE facilities in Drogheda ?**

- **3 x Community Nursing Units**
- **Acute Psychiatric Unit**
- **Mental Health Day Service**
- **Primary Care services in various locations**
- **Miscellaneous HSE services e.g. counselling, addiction, support services etc.**
- **Tusla Residential facilities etc.**

# Response of relevant authorities?

- **Louth County Council** “Social and Community Office” to work with state agencies and community groups coordinate support vulnerable people.
- “Social and Community Office” daily communication with all relevant parties, including Senior HSE managers in Drogheda.



# Water Distribution

- Distributed Bottled water
- Public Water stations using 1,000 litre tanks
- Bulk water tanker to replenish water storage tanks



# Water Stations



# **Key HSE personnel**

- **Director of Nursing for the 3 CNU's**
- **Mental Health Business Manager**
- **Primary Care Network Manager**
- **Louth Meath Maintenance Manager (non-acute services)**



# Meanwhile....Irish Water

**Bespoke section of new pipe being manufactured in Belfast, transported to Staleen..**





# What worked well?



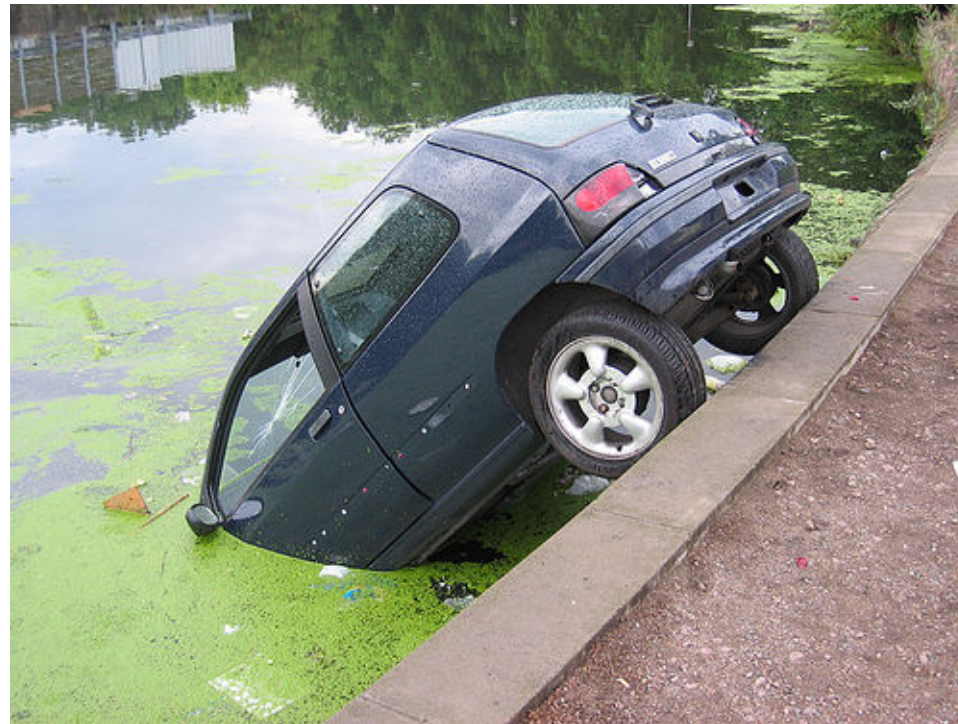
# **What worked well?**

- **Dual-source water supply Drogheda Hospital**
- **Early identification by LCC of HSE managers**
- **Co-ordinating role of Louth Meath Maintenance Manager for non-acute services**
- **Good communication between LCC and HSE**
- **Efficient water delivery systems; bottled & bulk**

# **What worked well?**

- **Distribution bottled water to HSE Day Service facilities for clients to take home.**
- **Liaison by LCC with Primary Care Teams to identify “at risk” clients, for Civil Defence team visits.**
- **Multiple Daily checks of water storage tank levels by HSE site caretakers**

# What could be improved?





# **What could be improved?**

- **County Council knowledge of location and type of HSE facilities**
- **One or two HSE facilities “were missed”**
- **Access to HSE Estates property database.**
- **Length of hoses carried by bulk tankers were too short to reach some HSE water storage tanks.**
- **A single phone number/accountable person for LCC/Irish Water (Meath CC have in place).**

# **Learning & Actions**

- **ALL HSE facilities registered with Irish Water**
- **Each HSE facility has an Irish Water account & water point reference number (WPRN)**
- **Irish Water & relevant local authority supplied with an updated list immediately of ALL HSE facilities in each county area - HSE Property Database.**

- **Obtain emergency contact numbers for Irish Water and your local authority.**
- **Ensure that water storage tanks are readily accessible.**
- **Consider acquiring hoses of sufficient length in the case of multi-storey buildings.**
- **Carry out water quality action plan when water supply is restored.**
- **Have an emergency plan in place for each site.**

**Irish Water fixed the pipe!!  
Bespoke solution to the problem.**

