

Here are some tips about the little things you can do to maintain the high quality of the water supplied to your home by **anglianwater**



In the United Kingdom we have some of the safest and highest quality water in the world. The water supplied by Anglian Water is no exception.

Every step of the process is regularly sampled and analysed. From our river water and ground water sources, through to the water coming out of customers' taps, we continually monitor all of our water treatment works and other key sites. Hundreds of thousands of water quality tests are carried out each year, and more than 99.9 per cent of samples taken from customers' taps comply with the stringent standards prescribed by the Government.

For further information about the quality of water supplied in your area, please visit our website www.anglianwater.co.uk and use the postcode search facility.

On the following pages are some Top Tips to make sure your tap water remains at the highest quality for you to enjoy.

Cleaning taps

Clean taps used for drinking water regularly.

Occasionally, following sampling, we identify bacteria in customers' tap fittings. This can be the result of poor tap hygiene, or can occur due to cross-contamination from food or other items washed in the sink. We advise that taps used for drinking water are regularly and thoroughly cleaned using a mild household disinfectant, not forgetting the end of the spout. After cleaning the tap, run it for a few moments to remove any remaining disinfectant.

Further advice on kitchen and general food hygiene can be obtained from your local authority's Environmental Health team, or from the Food Standards Agency www.eatwell.gov.uk/keepingfoodsafesafe.

How do I find out more about lead pipes?

As a general guide, properties built after 1970 are unlikely to have lead pipework. If you have an older property and would like us to carry out a free lead test, please call us on 08457 145 145.

Plumbing related water quality issues

Run off any water which has stood in pipework for a period of time for a few minutes before the water is drunk, in particular if you have lead pipes.

We recommend that water which has stood in contact with plumbing pipework, in particular lead pipes, for a long period of time, such as overnight, is run off for a few moments before being drunk. There is no need to waste this water; it can be collected and used in the garden or for household plants. Simply running your taps in this way

will help to ensure that the levels of common pipework metals such as lead and copper are reduced. Occasionally tastes or smells can develop if water is left to stand in certain types of pipework; running your water off as described above will help to minimise these.

For more information about lead, please visit our website at www.anglianwater.co.uk or call us on 08457 145 145. If you would like us to carry out a free lead test at your property, please call on 08457 145 145.

Advice on domestic plumbing

Whenever you alter or replace pipework in the home, ensure you only use approved plumbing materials and an approved plumber.

It is essential that any work carried out on domestic plumbing does not result in deterioration of drinking water quality. The Water Supply (Water Fittings) Regulations 1999 and the Water Industry Act 1991 detail the responsibilities of water companies, customers and people who install water fittings and work on plumbing systems. We strongly recommend that you use an approved plumber who will be able to ensure that the work complies with the Regulations.

Anglian Water has an approved plumber scheme known as Aplus – for further details of your nearest approved plumber, or how to become an approved plumber, please visit our website at www.anglianwater.co.uk or call us on 08457 145 145.

When making any changes to plumbing in the home, always follow manufacturer's installation instructions carefully. Ensure that pipework is laid appropriately and that any undue warming is avoided. Ensure that header tanks and other storage tanks have adequate covers, vents and ventilation.

If you have a private water supply, it is important to ensure that there are no cross connections with the water mains supply.

The Water Regulations Advisory Scheme (WRAS) provides interpretation of the Water Supply (Water Fittings) Regulations 1999, along with advice on subjects such as backflow prevention, installation of fittings, prevention of cross-contamination and so on. Further information can be obtained from the Water Regulations Advisory Scheme website at www.wras.co.uk.

Anglian Water has an approved plumber scheme called Aplus – for further details please visit www.anglianwater.co.uk



Black mould

Ensure rooms are well ventilated to prevent the build up of mould around taps and in showers.

Customers occasionally contact us to report the presence of black, grey or red staining around taps in bathrooms, on the grout between bathroom tiles and in washing machine powder drawers. The staining is caused by airborne fungal mould spores, which can grow and proliferate in damp areas. The problem is made worse if the area is poorly ventilated, or if aerosol deodorants

or other sprays (which provide a food source for the mould) are used.

Simply improving the ventilation in the room, combined with regular cleaning with a household cleaning agent, will help to minimise this problem.

Please visit our website at www.anglianwater.co.uk for a fact sheet on black mould/fungal growth or call us on 08457 145 145.



TCP tastes and smells

Ensure you have a non-return valve connected to hoses from dishwashers and washing machines to minimise any TCP, metallic or chemical tastes and smells.

Customers occasionally contact us to report that the water from their tap has an unpleasant taste, often described as TCP, medicinal, metallic or bitter. Sometimes this taste occurs only in boiled drinks, or when a glass of water has stood for a period of time.

These tastes and smells can be caused by the reaction between the small, but essential, amounts of chlorine present in tap water and plastic or rubber constituents found in common household appliances, such as kettles and tap washers. They are also commonly associated with the hoses connecting dishwashers and washing machines to the mains supply.

The problem is extremely simple to solve. To confirm whether the kettle is the issue, try making a hot drink with water boiled in a saucepan and compare the taste with one made from the kettle.

To confirm whether the dishwasher or washing machine hose is the cause, isolate the hose and taste the water again. If this is the case, fit a non-return valve on the end of the hose where it connects to the pipework. Always ensure that any flexi hoses and tap washers are Water Regulations Advisory Scheme (WRAS), approved (your plumbing supplier should be able to confirm this).

If these simple tips do not help, please contact Anglian Water on 08457 145 145 and we will investigate further.

For further information on TCP tastes and smells, please visit our website www.anglianwater.co.uk or call us on 08457 145 145.

The problem is extremely simple to solve... fit a non-return valve on the hose where it connects to the pipework.

Chemical spills and plastic pipework

Immediately clean up any chemical spillages, such as petrol or heating oil, on your property to prevent contamination of plastic pipework. For further advice contact your local authority Environmental Health Officer.

In the majority of modern houses, the pipework connecting the property to the water main in the highway will be made of plastic, typically alkathene or medium density polyethylene (MDPE). Plastic is used due to its flexibility and resistance to leaks.

If your property has plastic pipework, extreme care must be taken regarding chemical spills. Chemicals such as heating oil, petrol, diesel, white spirit and creosote contain hydrocarbons, which can permeate plastic pipework, leading to unpleasant tastes and odours. Once pipework becomes contaminated by hydrocarbons, the only solution is to completely replace it with either a metal or barrier pipe system.

If you become aware of a chemical spill, for example if you have a spillage of heating oil on your driveway... we advise you to contact your local authority Environmental Health Officer immediately.

If you become aware of chemical spills, for example, if you have a spillage of heating oil or a petrol leak from your car, we advise you to contact your local authority Environmental Health Officer as soon as possible. Local authorities will have experts in contaminated land who can advise on how best to clean up any spills to protect any plastic pipework you may have.

If you become aware of an unusual taste or smell to your water supply following a spillage of a chemical (customers often use descriptions such as turps, petrol or oily), contact Anglian Water immediately on 08457 145 145, and we will provide water quality advice and arrange for samples to be taken.

If you are planning to develop any land which may potentially contain hydrocarbons or other contaminants, download our fact sheet on development of contaminated land sites at www.anglianwater.co.uk, or contact our Developer Services Team on 0845 606 6087.

Home water treatment

If you use any form of filtration or other device for treating your tap water, follow the manufacturer's installation and operation advice carefully.

Tap water in the United Kingdom is amongst the safest and highest quality in the world, and the water supplied by Anglian Water is no exception. Extensive monitoring of water supplies is carried out at all stages from source, through the treatment works and through the distribution system. All tap water has been treated before it is distributed to customers, and therefore should not require any further treatment in the home.

Some customers choose to use devices such as water filters with a view to improving the quality of the water. If you feel that you have an issue with your drinking water, we would encourage you to review the top tips detailed in this leaflet.

If these do not prove effective, please contact us on 08457 145 145 and we will happily investigate and provide further advice.

If you choose to install a home water treatment system, including water filters, ensure they are installed and operated or used in strict accordance with the manufacturers' instructions. For further information on jug filters, please contact the manufacturer or go to our website at www.anglianwater.co.uk.

If you have any questions regarding the quality of your drinking water, or would like detailed information on the quality of water supplied to your area, please visit our website at www.anglianwater.co.uk or contact us on 08457 145 145.

The most common cause of cloudy water is the presence of tiny air bubbles... Air in water is completely harmless.

Cloudy water

💧 **Ensure that your stop tap is fully open and that hot water pipes are lagged to minimise warming of cold water pipes, as this may lead to water becoming cloudy due to the presence of air bubbles.**

A number of customers find that the water from their tap is cloudy, often first thing in the morning, or when the tap has not been run for a while. The most common cause of this is tiny air bubbles. You can check this by standing a glass of water for a few moments and watching the cloudiness quickly clear from the bottom of the glass. Air in water is completely harmless.

Air can enter water pipes following burst mains and other operational activities when the pipes return to full pressure. In these circumstances,

the water will often remain cloudy, even if taps are run, but will usually start to run clear within a few hours. Cloudy water can also arise due to tap fittings and other internal plumbing issues and can be caused by localised warming of cold water pipes by adjacent hot water pipes or by restrictions in the system, such as a half-open stop tap.

In these circumstances, when the cloudiness appears every time the tap is turned on, and the water comes through warm for a few seconds, simply lagging your hot water pipes and ensuring that your stop tap is almost fully open should solve the problem.

Please visit our website at www.anglianwater.co.uk for a fact sheet on air in water or call us on 08457 145 145.

Water softeners

💧 **If you have a water softener, it is recommended that you always keep a separate mains-fed tap for drinking and cooking, and follow the manufacturers' instructions for installation and operation carefully.**

Water hardness is the result of naturally occurring calcium and magnesium salts, and the harder the water, the more of these salts it will contain. The majority of water supplied by Anglian Water is classified as hard.

We acknowledge that some customers choose to artificially soften their water to prevent build up of deposits, for example, in boilers. However we strongly advise that customers always have at least one unsoftened water tap in the property for drinking and cooking purposes.

This is particularly important for bottle-fed infants and anyone on a sodium-restricted diet (note that many water softeners work by exchanging the calcium and magnesium in the water for sodium). In addition, there are a number of studies that have shown that drinking hard water reduces cardiovascular disease.

We also advise that any water softening devices are installed and operated in strict accordance with the manufacturers' instructions and that there is a check valve upstream of the softener. Further information on the installation of water softeners can be obtained from the Water Regulations Advisory Scheme (WRAS) at www.wras.co.uk.

For a fact sheet on water hardness, or to find out the hardness levels in your drinking water, please visit our website at www.anglianwater.co.uk or call us on 08457 145 145.



Want to know more about Anglian Water?

Visit www.anglianwater.co.uk to see the full range of our services.

Anglian Water Services Limited
Anglian House, Ambury Road,
Huntingdon, Cambridgeshire PE29 3NZ
Tel 01480 323000 Fax 01480 323115

Supported by

