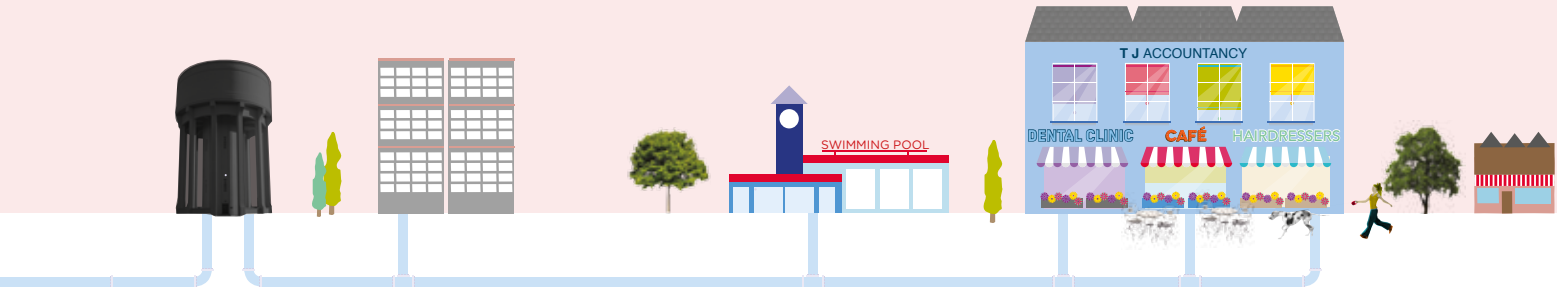


WANT TO KNOW MORE?



Visit our website at anglianwater.co.uk/keepwaterhealthy for more information on how to keep your business water healthy, and to read our handy factsheets. You'll also be able to see a number of Keep Water Healthy information videos.

Alternatively you can call our contact centre on **03457 145 145**, or to request a free lead test, call **0345 070 3445**.



TOP TIPS TO KEEP YOUR BUSINESS WATER HEALTHY

Before it gets to your tap, your drinking water is:

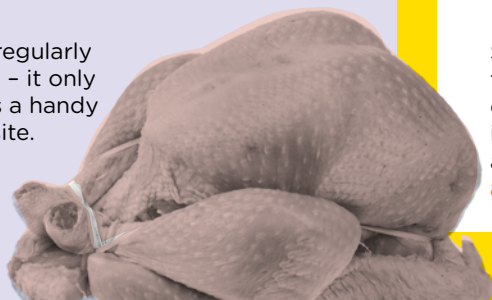
- **Cleaned** – any dirt and debris is taken out.
- **Disinfected** – any harmful bacteria are removed.
- **Tested** – making sure your water passes all the standards.

However, sometimes water can get contaminated at the last hurdle, within your workplace.

Here are some practical tips and advice on how to keep your drinking water at its very best –sparkling clean and healthy.

TIP 1 KEEP IT CLEAN

- Washing raw meat, vegetables, or even washing hands, can cause harmful bacteria to contaminate the tap and drinking water in your workplace.
- Taps should be disinfected regularly using a mild bleach solution – it only takes a few minutes. There's a handy guide available on our website.



TIP 2

A MATTER OF TASTE

Chlorine taste or smell?

- Chlorine is added to tap water to protect against bacterial growth.
- Chlorine may taste or smell stronger at different times of the day. But don't worry, this is perfectly normal.
- Putting an uncovered jug of water in the fridge for a few hours will reduce the taste and odour.

TCP taste or smell?

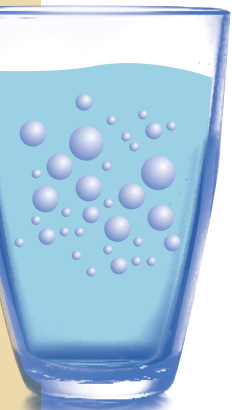
- Chlorine can react with plastic or rubber in your plumbing, causing disinfectant, TCP and metallic tastes and smells.
- These materials can be found in kettles, appliance hoses and tap washers.

If you notice the taste or smell...

- **In hot drinks only.** You can try boiling water in a saucepan or the microwave to see if your kettle is the cause.
- **Hot and cold drinks.** Try disconnecting any appliances overnight in the workplace (e.g. washing machine and dishwasher hoses), and changing tap washers to an approved type. You may need to install a check valve on your appliance hose.

See our 'How to fit a check valve' factsheet for more details. If this doesn't help we have more information about TCP tastes and smells on our website anglianwater.co.uk/keepwaterhealthy





TIP
3

CLEAR AND SIMPLE

You may notice that your drinking water is sometimes cloudy when you first run the tap.

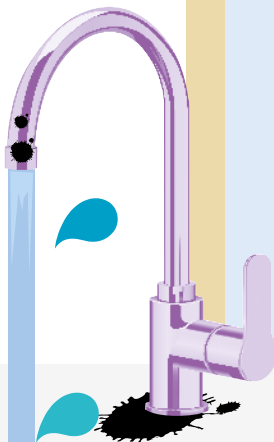
- This is most often caused by lots of tiny air bubbles which are completely harmless.
- It happens when your cold and hot water pipes are too close together. So try lagging the pipes.

TIP
4

BE BOLD WITH MOULD

Mould grows in damp, warm environments. It comes from airborne spores and your washroom provides the perfect growing conditions for it.

- Mould may appear on washroom surfaces, in washing machines and on the insides of taps.
- It is responsible for lots of common concerns like bits, stains and slime.
- To reduce the risk of mould, improving ventilation and minimising the use of air fresheners and aerosols will help.

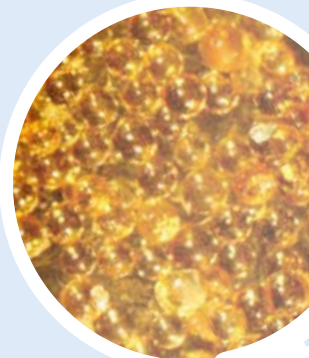


TIP
5

SOFT AND SAFE

We always advise having a separate non softened tap for drinking and cooking as most water softeners add salt to the water to remove hardness.

- Faulty water softeners can release orange resin beads into your water.
- If you do have a softener, keep it maintained and serviced regularly.



TIP
6

OLDER PROPERTY?

- If you work in a property built before 1970, chances are there may be lead pipework.
- Lead pipework can be harmful, particularly for young children or if you are pregnant.

If you have lead pipes...

- Only cook with or drink water from the kitchen cold water tap – run the tap for a few minutes before use until you feel the temperature drop.
- If you think you have lead pipes, call us for more information or for a free lead test on **0345 070 3445**.





TIP
7

WATCH FOR SPILLS

Spillages of chemicals and solvents, like paint thinners or fuels, near to plastic water pipes have the potential to seep through the plastic and contaminate drinking water which can be extremely harmful to health.

There are a few simple steps you can take to protect your company's drinking water. We recommend that you...

- **Store any hazardous chemicals and solvents in a suitable container away from plastic pipework. Remember - it's not just the visible pipes that could be at risk. Pipes which run from our water main to your premises underground could be made of plastic too.**
- **Regularly check chemical or fuel containers for leaks.**
- **Take care when using fuels and chemicals around the workplace and clean up any spillages quickly**

If you think the water supply at your business may have been affected by a fuel or chemical spill contact us on **03457 145 145**.

TIP
8

DID YOU KNOW?

Plumbing problems

- To avoid contaminating your water supply you should only use suitably approved fixtures and fittings. We recommend they are installed by a member of a water company approved plumber scheme such as **WaterSafe** or **Aplus**. You can find a list on our website anglianwater.co.uk/approved-plumber
- Make sure cisterns have suitable lids to stop anything getting in.
- Make sure hoses don't dangle in any unpleasant liquid, this could get back into your water supply.
- We have some useful tips on our website to help make sure your plumbing is correct. You can also find details of our inspection process for ensuring your business complies with the Water Fittings Regulations.
- If you're making changes or alterations? Tell your water company about them by filling in a Regulation 5 Notification form - available on our website.



KEEP BUSINESS WATER HEALTHY

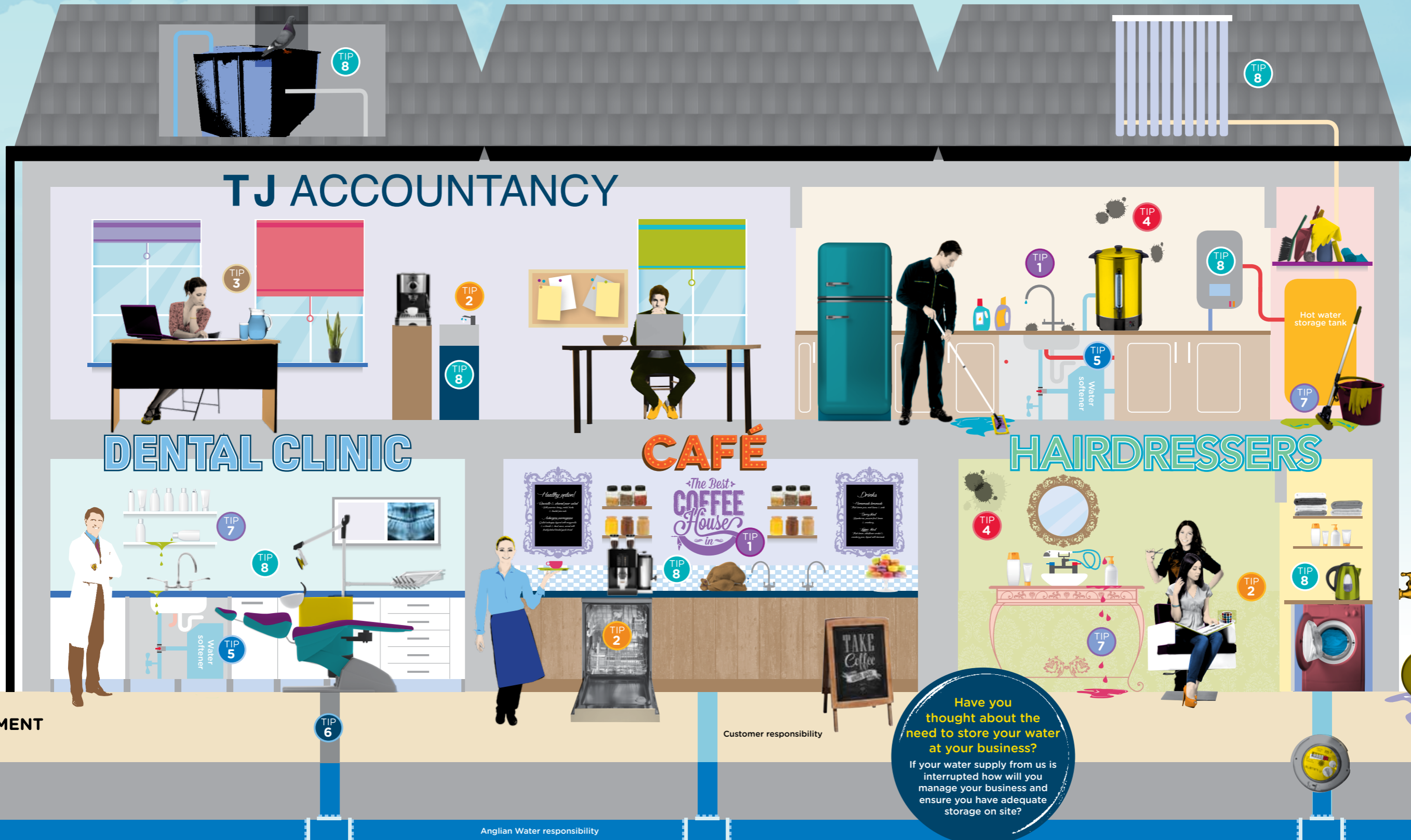
Here's a summary of the potential risk areas around your workplace where water can become contaminated. Follow our tips to keep your water supply at its very best – sparkling, clean and healthy!

- TIP 1** **Keep it clean** – regularly cleaning and disinfecting taps can prevent harmful bacteria contaminating your drinking water. **See tip 1.**
- TIP 2** **A matter of taste** – unwanted tastes and smells may occur for a number of reasons. Try our simple suggestions to help. **See tip 2.**

- TIP 3** **Clear and simple** – tiny air bubbles in your water supply can make your water look cloudy. Simple steps can put this right. **See tip 3.**
- TIP 4** **Be bold with mould** – mould is responsible for lots of common water concerns such as bits, stains and slime. **See tip 4** for practical advice on how to cut down on mould.
- TIP 5** **Soft and safe** – if you have a water softener fitted in your workplace, keep it regularly maintained and make sure you have a separate drinking water tap. **See tip 5** for more information.
- TIP 6** **Older property?** If your premises was built before 1970, chances are you may have lead pipework. Contact us on **0345 070 3445** and we'll organise a **FREE** lead test. **See tip 6.**

- TIP 7** **Watch for spills** – spilt fuels, solvents and chemicals can seep into the water supply at your workplace and be harmful to your health. Simple steps can minimise this risk. **See tip 7.**
- TIP 8** **Plumbing problems** – many water quality issues are caused by incorrect plumbing or poorly fitted appliances which can contaminate your drinking water. There are some simple steps to avoid this. **See tip 8.**

Make sure your outside tap has a double check valve installed, and don't leave a hosepipe attached when not in use. This prevents any backflow contaminating your drinking water.



Have you thought about the need to store your water at your business?
If your water supply from us is interrupted how will you manage your business and ensure you have adequate storage on site?

PAVEMENT

ROAD

Anglian Water responsibility

Customer responsibility