



# MY TAP WATER LOOKS CLOUDY

CLOUDY WATER THAT LASTS FOR A FEW HOURS OR DAYS

**STOP**

## QUICK CHECK LIST MY TAP WATER...

- looks bubbly, cloudy or white
- clears from the bottom upwards if I fill a glass of water
- has been cloudy for a few hours or days
- may clear after I run the tap for a long while
- may have been turned off recently
- may be a lower pressure than normal
- is cloudy at all taps in my house
- is cloudy in my house and also at my neighbours

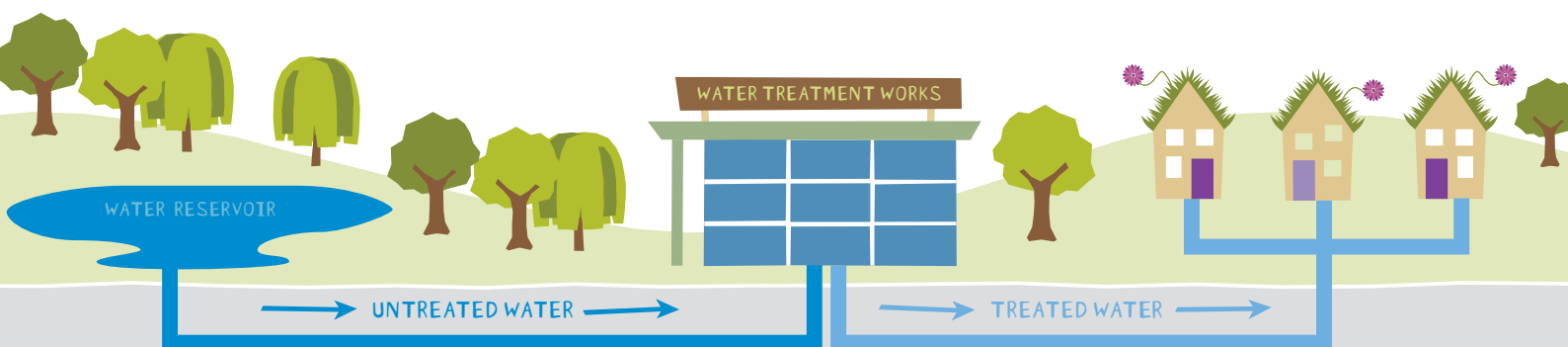


## CAUSES

**Cloudy water is due to lots of air bubbles in the water, which are so small it makes the water appear white.**

The air in the water will quickly clear (rising from the bottom upwards). This shows that it is only air and so not harmful at all.

If you run the tap and the cloudy water doesn't clear it could be that the mains water is affected - there may have been some work in the area, such as a burst main. Sometimes work on the water pipes can cause air to be trapped in the water.





## WHAT CAN YOU DO?

Cloudy water is normally quite short lived and shouldn't last more than 24 hours. If it is coming from the mains, the only way to clear it is to let it work its way through the system. You might like to run your taps to help flush the cloudy water through.

If it has been longer than 24 hours it may be that we need to come and flush the mains water pipes to help it along its way. If you have had cloudy water for more than 24 hours then please give us a call and we can see what we can do to help clear the problem.

Sometimes it's the internal plumbing that causes cloudy water.

Please see Water Quality Fact Sheet 02 'My tap water looks cloudy, cloudy water that lasts for a few weeks or months'.



Have you flushed your taps to remove cloudy water? If you're on a meter call us and we can give you a £2 flushing credit towards your next bill. This is about the same amount of water it takes to fill 5 whole bathtubs.

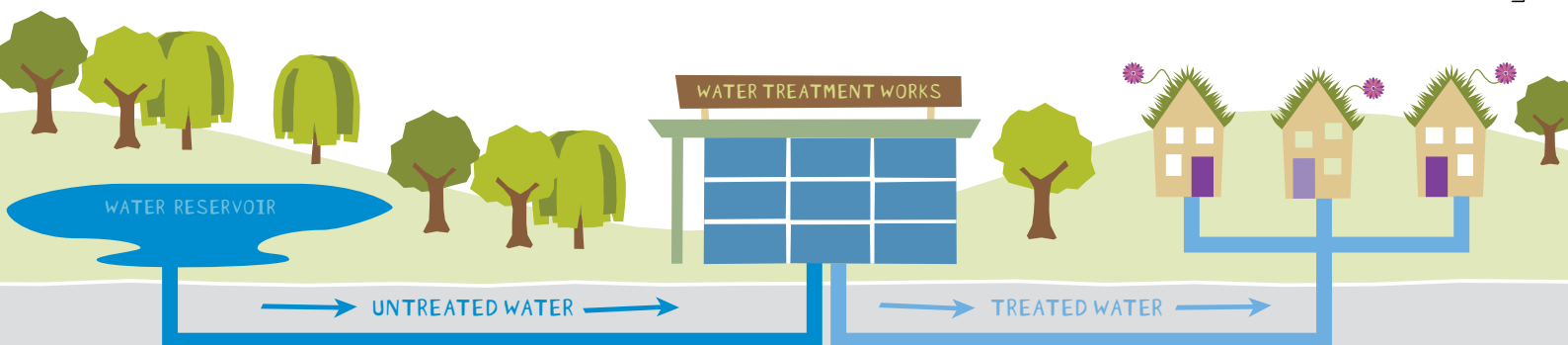
## CONTACT US



You can get further information on water quality from our website [www.anglianwater.co.uk/dwq](http://www.anglianwater.co.uk/dwq) or call our Contact Centre on **03457 145 145** 24 hours a day, 7 days a week.



LED156/06/14



White water is caused by lots of tiny air bubbles in the water