

RAINWATER HARVESTING

KEEPING YOUR SYSTEM HEALTHY

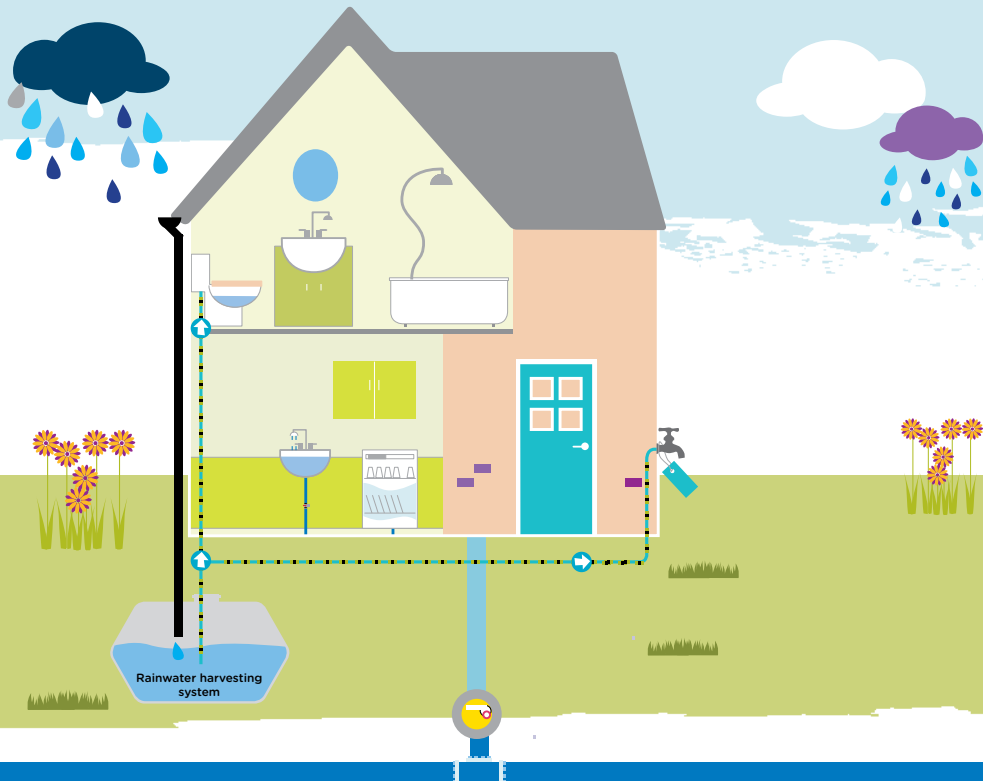


KEEPING YOUR SYSTEM HEALTHY

It's great that you are harvesting your rainwater. It's a good way to reduce your water bill but do remember; the water you collect is not suitable for you or your family to drink as it can contain harmful bacteria which can make you ill.

Rainwater harvesting systems do need a bit of looking after to get the best out of them and shouldn't be confused with the collection of rainwater in water butts. **It's important to give your system a regular MOT check.**

Here's some tips on keeping your rainwater harvesting system healthy and safe...



TROUBLESHOOTING YOUR SYSTEM

If you think there may be an issue with your rainwater harvesting system, follow our handy check list and suggestions on how to put it right.



HAVE YOU NOTICED ANY OF THE FOLLOWING?

- a funny taste or smell to your drinking water?
- a musty, stale or 'swampy' smell?
- does your toilet water look dirty after flushing?
- is the water in your washing machine not cleaning your clothes properly anymore?
- is your system not labeled as it should be so you can't tell which pipes are from the rainwater system?
- has your toilet stopped filling or working?

WHAT MIGHT BE WRONG?

? RAINWATER IN THE TANK SMELLS/LOOKS DISCOLOURED

- When the collection filters become blocked or broken they can allow things like debris from your roof to get into the rainwater tank. These can then rot in the tank causing the water to smell musty or look murky.
- A poorly fitted inspection cover will let soil and other debris fall into the tank making the water dirty.
- When this organic matter breaks down in the rainwater tank, it can cause the rainwater to smell stale/musty or look murky.



? THE WATER IN THE HOUSE SMELLS/TASTES FUNNY/IS DISCOLOURED

- The pipes and other parts of the system need to be labeled as a reminder that the water is not safe to drink.
- If the rainwater system is cross-connected to your mains water plumbing system it can let the rainwater mix with your drinking water. **If you find this, contact us immediately.**



? NO RAINWATER

- If your inside filter becomes blocked or if there is an electrical fault, like a pump failure, it will stop the rainwater being pumped to your toilets and garden taps.
- If there is no rain then it maybe that the mains back-up supply is not working.



DO'S AND DON'TS TO KEEP YOUR WATER HEALTHY

- ✗ **Don't be tempted to connect the mains water system** to your toilet's supply if the system breaks down - it's just too much of a risk to your drinking water. Always use an approved plumber and tell them you have a rainwater system as they will know how to fix it.
- ✗ **Don't take off the pipe and system labeling**, it's there to keep you and your family safe and let your plumber or other workmen know the plumbing in your house has a rainwater harvesting system.
- ✗ **Don't use rainwater to fill your swimming pool** or children's paddling pool as you can't guarantee the rainwater will not have harmful bacteria in it.





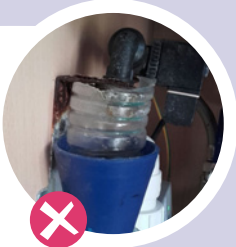
KEEPING YOUR RAINWATER HARVESTING SYSTEM HEALTHY

- ✓ **Check the system from time to time** to see if the water in the tank looks murky or if it starts to smell. If it does, contact the manufacturer to find a professional to check it and have it cleaned.
- ✓ **Make sure the garden tap and pipes carrying rainwater in your house have been labeled** to remind your visitors or workmen that this is not safe drinking water.
- ✓ **If your cistern is not filling**, keep your toilets working by using a bucket of water to flush them or fill the cistern so you can flush it normally.
- ✓ **Have all filters (or UV disinfection units, if you have one), serviced** at the times recommended; prevention is better than a breakdown.
- ✓ **Keep the gutters clear** of leaves, moss and other debris, it will keep the rainwater cleaner.
- ✓ **Make sure the mains water back-up does not splash in from the top of the tank** as it will stir up the sediment in the bottom of the tank. If it causes a problem contact the manufacturer.



KEEPING YOUR DRINKING WATER HEALTHY

- ✓ **If you have a water meter**, check and read it regularly. If you notice an increase in the amount of water that is being recorded, it could be that the mains back-up water is being used a lot more, especially if there has been no rain. This could be normal, but it's worth checking to make sure that the increase isn't due to a problem with the rainwater system.
- ✓ **Check your normal plumbing system** to make sure the rainwater system is not directly connected to your drinking water.
- ✓ **Make sure any mains water back-up goes through a category 5 air gap** which is properly installed.



If you have a rainwater harvesting system and your drinking water tastes odd, please call us immediately so we can check it.

If you have any problems with your rainwater harvesting system contact the manufacturer.

An approved water reuse plumber may be able to help you find the cause of the problem and advise you on what to do next.

FIND AN APPROVED PLUMBER

You can find a list of approved plumbers on the WaterSafe website watersafe.org.uk

WaterSafe is a free online search facility supported by the water industry to help customers find competent and qualified plumbers in England, Scotland, Wales, and Northern Ireland.



CONTACT US

For further information about rainwater harvesting or water quality visit
anglianwater.co.uk/rainwater-harvesting

Or call us on
03457 145 145
24 hours a day, 7 days a week.

FOR NON-HOUSEHOLD CUSTOMERS

Anglian Water Services Ltd has a duty to protect drinking water quality and to carry out Water Regulations inspections on all properties where it is the wholesaler. You may wish to contact your retailer for more information on how they can help you maintain your system correctly.

