



# MY TAP WATER

## TASTES OR SMELLS WOODY

**STOP**

### QUICK CHECK LIST MY TAP WATER...

- tastes or smells woody or like pencil wood
- tastes or smells better after running the tap for a few minutes

## ? CAUSES

The taste or smell comes from some of the first black plastic pipes commonly used in the 1960's and 1970's as supply pipes - the pipe on your property that links you to the mains supply.

The black plastic pipe is called alkathene. It can sometimes make the water taste or smell woody over time.

Woody tastes and odours are not harmful.

## 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.

**Non household customers may also choose to speak to their retailer.**

## GO WHAT TO DO NOW

Flushing the taps for a few minutes before using water for drinking should reduce the taste.

This clears any water that has been standing in contact with your supply pipe. In the long term, you can only get rid of the taste by replacing your pipework.

**A plumber can help you identify the material of your supply pipe and advise on what to do next.**

Look at our list of Approved Plumbers and Underground Installers online, at [www.watersafe.org.uk](http://www.watersafe.org.uk)

Alternatively, call our Water Regulations Team on **01480 326917** during office hours.



## LOVE EVERY DROP!

If you run off any water from your taps, don't waste it.

This can be collected and used for watering houseplants or in the garden.

