



MY TAP WATER

TASTES OR SMELLS EARTHY, MUSTY OR STALE

DIAGNOSIS

STOP

QUICK CHECK LIST MY TAP WATER...

- tastes and smells musty, earthy or stale
- often tastes/smells more noticeable first thing in the morning or when the property has been left for a period of time

GO

WHAT TO DO

It's always better to clear any water that's been standing in pipework. Running your taps for a short while before using water for drinking should help with the taste.



CONTACT US



You can get further information on water quality from our website 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.

START HERE

1. Does the water still smell or taste unpleasant if you fill a glass and move away from the sink?

YES

NO

The problem is coming from the waste trap in the sink rather than the water itself. Running the tap can disturb waste in the waste trap or u-bend. Try cleaning the sink trap and drain to solve the problem.



2. Does the water taste or smell clear when you run the tap for a while before use?

YES

NO

If running the water doesn't remove the taste, ask your neighbours if they've noticed anything.

Occasionally there is low turnover of the water in the mains, particularly close to the end of a main or in very rural or sparsely populated areas. We may need to flush the main to clear any water that is not being used promptly or add this main to our regular flushing programme. Please contact us so that we can investigate.



Tastes and smells can be due to harmless microbes which grow where water is slow flowing or has been left to stand for some time. They are usually associated with the property's supply pipe and not the water main itself.

