

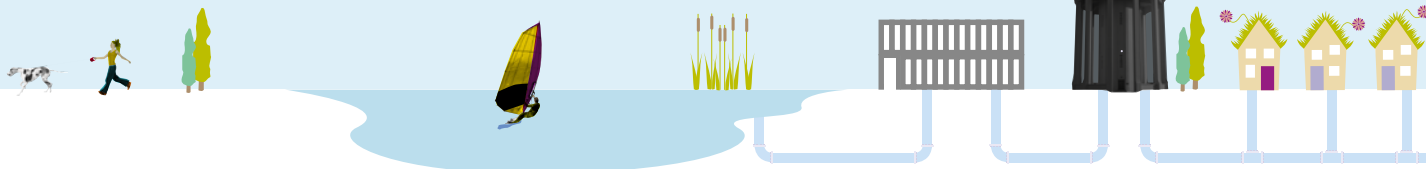
WANT TO KNOW MORE?



Visit our website at anglianwater.co.uk/keepwaterhealthy for more information on how to keep your water healthy, and to read our handy fact sheets. 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**.

KEEP WATER
HEALTHY



TOP TIPS TO KEEP YOUR 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 home.

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

- Things like washing raw meat, vegetables, or even washing hands, can cause harmful bacteria to contaminate your tap and drinking water.
- 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.



Did you know over 99.9% of all water quality tests pass strict national standards.

A MATTER OF TASTE

TIP
2

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**.

Hot drinks only? You can try boiling water in a saucepan to see if your kettle is the cause.

Hot and cold drinks? Try disconnecting your washing machine and dishwasher hoses overnight, 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



CLEAR AND SIMPLE

TIP 3

- 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.



BE BOLD WITH MOULD

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

- Mould may appear on bathroom surfaces, in washing machines and on the insides of taps.
- It is responsible for lots of common household 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 4



TIP 6

OLDER PROPERTY?

- If you live in a house built before 1970, chances are you may have lead pipework.
- Lead pipework can be harmful particularly if you are pregnant or have young children.
- Only cook or drink with 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 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.

SOFTENING BEADS





WATCH FOR SPILLS

TIP 7

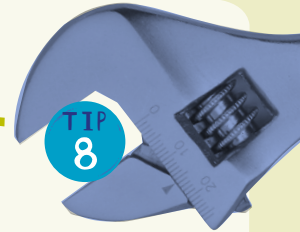
Spillages of fuels, oils and solvents, can seep through plastic water pipes and contaminate your drinking water, which can be extremely harmful to your health.

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

- **Check your oil tank for signs of leakage especially older metal ones.**
- **Take care when using fuels and chemicals around your home and clean up any spillages quickly.**

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

AND FINALLY ... PLUMBING PROBLEMS



Water quality issues are often caused by incorrect plumbing and poorly fitted appliances, which run the risk of contaminating your drinking water.

- Take extra care if you have other water systems in your house, like **rainwater harvesting**, **grey water re-use** and **solar** water heating systems. These systems should **never** be directly connected to your drinking water supply. Make sure tanks have a suitable lid to stop anything getting in.
- Only use approved materials and plumbers when you alter or replace pipework in your home – you can find a list of **WaterSafe** or **Aplus** approved plumbers on our website anglianwater.co.uk/approved-plumber
- We have some useful tips on our website to help make sure your plumbing is correct. This will protect your drinking water and the health of your family.

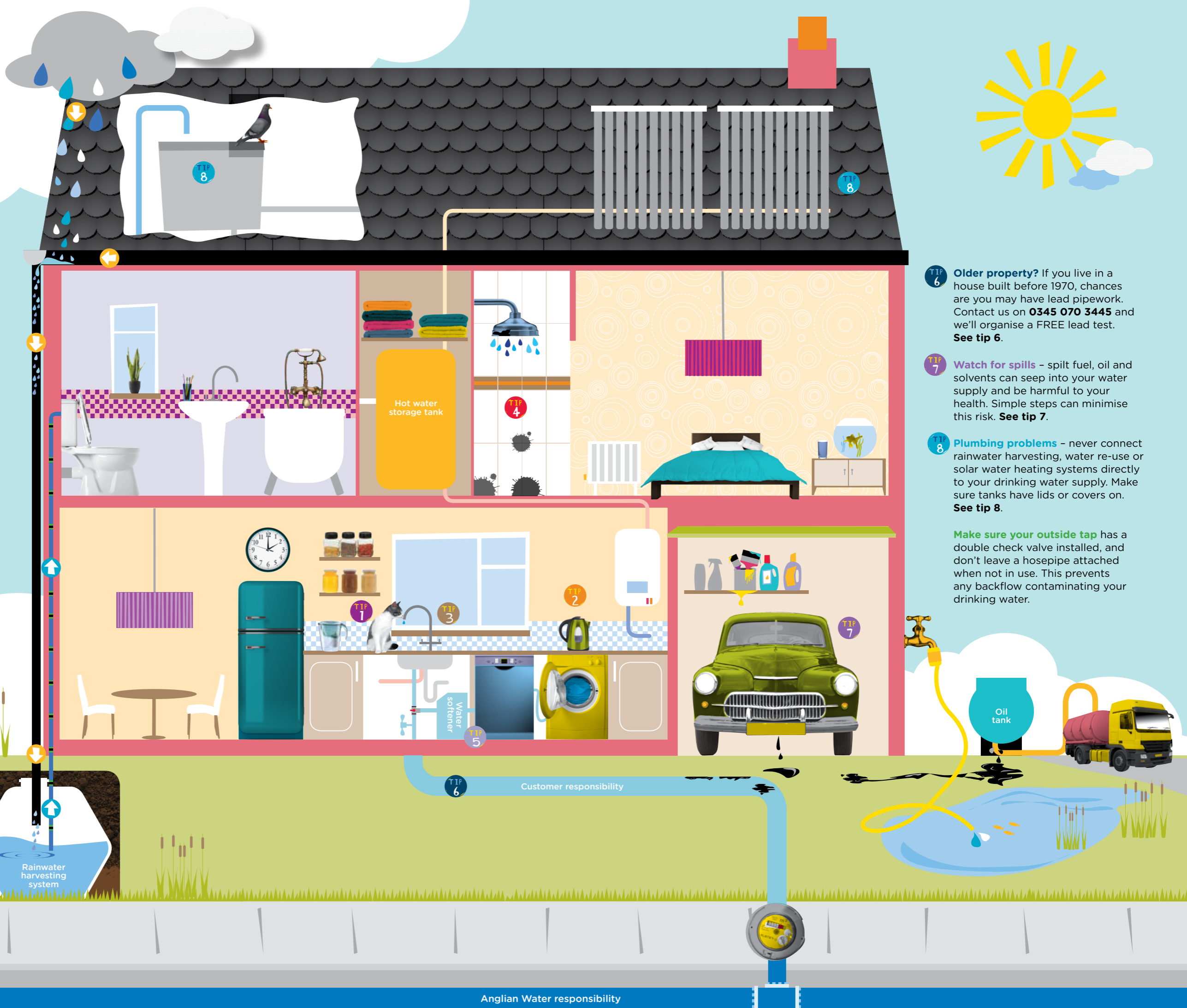


We supply 1.1 billion litres of high quality drinking water to 4.2 million customers every day – that's enough to fill 440 Olympic swimming pools.

KEEP WATER HEALTHY

Here's a summary of the potential risk areas around your home 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 household 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 home, 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 you live in a house 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 fuel, oil and solvents can seep into your water supply and be harmful to your health. Simple steps can minimise this risk. **See tip 7.**

TIP 8 **Plumbing problems** - never connect rainwater harvesting, water re-use or solar water heating systems directly to your drinking water supply. Make sure tanks have lids or covers on. **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.