

Cloudy water

That lasts for a few hours or days



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

It's not harmful and if you fill a glass with water, the cloudiness will clear from the bottom of the glass upwards when you leave it to stand.

If you run your tap and the cloudy water doesn't clear after a couple of minutes, some work like a repair to a burst main may have been carried out in the area, which may have caused air to be trapped in the water.

You can check if we've been carrying out any work near you on our website [anglianwater.co.uk/inyourarea](https://www.anglianwater.co.uk/inyourarea)

1 Water Quality Fact Sheet



Quick checklist

- Is your water bubbly, cloudy or white?
- Does it clear from the bottom upwards if you fill a glass of water and leave it to stand?
- Has it been cloudy for a few hours or days?
- Does it clear if you run the tap for a few minutes?
- Has your water been turned off recently?
- Is water pressure lower than normal?
- Is it cloudy at all taps in your house?
- Is it cloudy at your house and at your neighbour's house too?

What can you do?

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

If it's 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've had cloudy water for more than 24 hours please give us a call on **03457 145 145** and we can see what we can do to help clear the problem.

Cloudy water can sometimes be caused by your home's internal plumbing. See **Water Quality Fact Sheet 02** for more information.

Have you flushed your taps?

Running your taps can help clear cloudy water. If you're on a meter we will give you a £2 flushing credit towards your next bill. This is about the same amount of water it takes to fill five whole bathtubs. Call us to claim your credit.

Tip

Collect the water you run off and use it to water your plants.

Get in touch

You can get further information on water quality

Visit [anglianwater.co.uk/dwq](https://www.anglianwater.co.uk/dwq)

Call **03457 145 145**

24 hours a day, 7 days a week.

