

# Cloudy water

That lasts for a few weeks or months



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

The air in the water will quickly clear, rising from the bottom upwards, and it is not in any way harmful.

Your home's internal plumbing can sometimes heat up the water in your pipes making it look cloudy. Running the tap will draw the warmed water through, bringing in water that has come straight from the main pipe outside. This is why the water is sometimes warm when first run. There are other steps you can take too.

## 2 Water Quality Fact Sheet



### Quick checklist

- Your water looks 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 weeks or months?
- Does it clear if you run the tap for a few minutes?
- Does it run slightly warm at first?
- Is it only cloudy at one tap?
- Is it cloudy at your house and at your neighbour's house too?

### What can you do?

If running the tap doesn't clear the water, but your neighbours are not affected, it may be a problem with your home's plumbing.

If your water is only cloudy at one tap, then the cold water pipe might be too close to the hot water pipe and is being warmed. Lagging the pipes (hot and cold) especially leading up to this tap should help solve the problem.

Pipe lagging is cheap to install and will save you money in the long run. It will also help reduce heating bills and protect against pipes bursting in freezing weather.

If the water is cloudy at all your taps you should check that your internal and external stop tap are both opened fully.

Please see [Water Quality Fact Sheet 01](#) 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

Lagging your pipes can help solve the problem.



## Get in touch

You can get further information on water quality

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

Call **03457 145 145**

24 hours a day, 7 days a week.

