

Discoloured water

That lasts for weeks or months



Discoloured water can sometimes be caused by the pipes that supply water from the water main into your property or by the plumbing in your home, such as taps, tap fittings or pipe fittings.

If it's the plumbing which is causing your water to discolour, there may be higher than normal levels of metals, such as iron, coming from the plumbing material.

4 Water Quality Fact Sheet



Quick checklist

- Your water looks black, brown, orange, red or yellow in colour.
- Does it look clearer after you run the tap for a while?
- Has it been discoloured for a few weeks or months?
- Is it only be discoloured at one tap?
- Is it discoloured at your house and at your neighbour's house too?
- Does it have more iron or manganese than normal?

What can you do?

If you notice your water is discoloured on a long-term basis, and your neighbours don't have the same problem, it's likely that the discolouration is being caused by the plumbing inside your home.

If the problem is coming from a tap that is fed from a water tank, it might be that the tank needs cleaning or has no lid on it. You may need to clean or replace your header tank in the loft, or the pipes that supply water from the water main into your property may need replacing.

A plumber or an underground installer (someone who is able to replace underground pipework) can help you find the cause of the problem and advise on what to do next.

Find an approved plumber or underground installer on our website

anglianwater.co.uk/approved-plumbers

How can we help

Call our Water Regulations Team on **01480 326 917** (office hours).

If you need to replace your pipework call our Connections Team on **0845 606 6087**.

Fact

Old pipework can corrode over time and cause discoloured water.



Get in touch

You can get further information on water quality

Visit anglianwater.co.uk/dwq

Call **03457 145 145**

24 hours a day, 7 days a week.

