

# DOES YOUR TAP WATER TASTE OR SMELL OF CHLORINE, BLEACH OR LIKE A SWIMMING POOL?

All water companies by law must disinfect the water to ensure it is safe to drink. We add a small amount of chlorine to the water at the final treatment stage and sometimes a small amount of ammonia (chloramination). We monitor the levels all day and every day, but some people are more sensitive than others to the taste and smell.

Chlorine levels are kept as low as possible but will vary throughout the day and seasons or may be higher if you live near to a water treatment works. If we are working on a water main nearby or there is high water demand, you could become aware of changes as we may be supplying your water from a different water treatment works.

## Then here's how to diagnose the source of the problem.

Check a few things out and it will help sort out the problem:



**1.** **Is the water better after running your tap for a couple of minutes?**

If the answer is no, then it is likely chlorine. You have drawn chlorine from the fresher water in the mains supply. If the smell or taste has not changed please look at our **Metallic and TCP / Chemical checklists**.



**2.** **Is it better from the fridge?**

If you find the taste unpleasant, chilling a jug of water in the fridge will lose the chlorine taste and smell. After 24 hours don't consume it but replenish the water to avoid bacteria growing.

Always clean the jug between refills to avoid algae growth.



**3.** **Is it better when boiled?**

If you boil the water and can still taste it this will not be due to chlorine. Instead it is likely to be due to rubber washers, appliances or plumbing metal degrading.

Please look at our **Metallic and TCP / Chemical checklists**.



**4.** **Is it worse when the weather is colder?**

Chlorine levels remaining at the tap will vary based on temperature. Cold and frosty mornings can make the taste more obvious. As our weather is becoming more unpredictable then temperatures vary more, and you may notice intermittent chlorine taste and smell changes.



**5.** **Does it seem stronger in the morning or early evening?**

When water usage goes up because people are getting ready for work or cooking their main meal, the water has travelled more quickly from the water treatment works reaching your tap faster.



**6.** **Are your neighbours experiencing the same issues?**

If you have identified it as chlorine then it is likely your neighbours are experiencing the same levels however, their sensitivity to it will vary.

If you have done all the checks and fixes but need further advice please visit our website at [www.nwl.co.uk](http://www.nwl.co.uk) or contact us on **0345 717 1100** so that we can help.

### **GREAT WATER TIPS** **Tap and sink**

- Collect and use the water from flushing the taps to water your plants or garden.