

DOES YOUR TAP WATER TASTE OR SMELL MUSTY, EARTHY OR STALE?

This kind of taste or smell will likely be because of the length of time water has sat in your pipework, your unlagged hot and cold pipes being close together, or due to internal plumbing issues.

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 fresher after flushing your taps?**

Run all the cold taps to flush the pipes and clear the old water away. You should notice a change in the water temperature when all the water has been cleared and it will smell and taste clear.



2. **Do you have any plumbing issues?**

Water tanks:

Check the condition of your tank. This should be securely covered, cleaned and maintained regularly. A registered plumber can help with this.

Dead legs:

This is where stagnant water is drawn back into supply from pipework that should be capped off. A registered plumbing can help you with this.

Are your pipes lagged?

Hot water pipes and central heating pipes running close to your cold water pipes can raise the temperature of the water. Lagged pipework will keep your drinking water cold and free from a musty taste or smell.



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

If you have done all the checks and fixes and you still have a smell or taste, or your neighbours have an issue as well, give us a call. This sometimes happens in areas where the water usage is low. Naturally occurring bacteria present in rivers, lakes and reservoirs can also have this effect, but our treatment works are designed to remove it.

If you have done all the checks and fixes but need further advice please visit our website at 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.
- Make sure your plumbing and pipework is installed correctly.
- Flushing your tap will bring in fresh water.