

# **DOES YOUR TAP WATER TASTE OR SMELL EGGY, BAD OR LIKE A DRAIN?**

This smell or taste is probably coming from stale air trapped in the waste and overflow of your sink. Pipes for sewage and waste are completely different and separate to those bringing you drinking water.

## 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.

**Does the water have the taste or smell when you move away from the sink?**

You can check this by taking a glass of water to another room to taste and smell. The sink drain and overflow can hold bits of food and form bacteria and odours. Running the tap disturbs the odours, so try cleaning your overflow and u-bend under the sink. Sometimes dishcloths hanging over taps can also be a source of the smell and if it is strong enough, this gets picked up by your taste buds.



2.

**Is the water better after flushing your taps?**

If not, then it's most likely due to pipe connections to your washing machine or dishwasher holding stale water. When you run your tap, it draws back this stale water into your tap. You could fit a check or non-return valve (NRV) to make sure water can only flow into your appliance and not back to your tap. Try disconnecting your appliances, cleaning or replacing the hoses to see if the water improves.



3.

**Is it only from the hot water tap?**

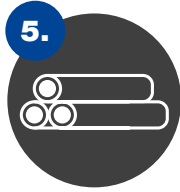
Bacteria in hot water systems can cause this, if the thermostat temperature is too low or if you have low water usage and the system has not been used for a long period of time. Heat up and flush the system and this should clear the smell.



4.

**Or is it only from the cold water tap?**

Cold water storage tanks can grow biofilm moulds and bacteria. Clean and maintain them regularly, making sure they are tightly covered so nothing can fall into the tank. An approved plumber may be able to advise you on this. Visit [www.watersafe.co.uk](http://www.watersafe.co.uk).



5.

**Have you had any recent plumbing work?**

Check any new work or misconnections, making sure that if you have cold water storage this is linked to the correct tap. Stagnant water in dead-legs and unused pipework can also give a bad smell or taste.



6.

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

If you have completed all your checks and fixes above and you still have a smell or taste, or your neighbours have an issue as well, there may be low water turnover in your area. 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

- It's important that drinking water taps are kept clean, and you avoid food from coming in to contact with the end of the tap.
- Regularly clean household taps thoroughly using a mild household disinfectant.
- After cleaning the tap, rinse away any remaining cleaning products.
- Clean your plug hole, waste overflow and u-bend regularly with household disinfectants or boiling water with care.
- Don't leave the dishcloth on the tap to dry.