

DOES YOUR TAP WATER TASTE OR SMELL LIKE PENCIL OR WOOD?

This kind of taste or smell is as a result of certain plastic pipes breaking down and can be accompanied by small black particle or bits. Black poly/alkathene plastic supply pipes were commonly used from the 1960s to connect your property to the water main. Woody tastes and odours are not harmful but if the taste is unacceptable to you then you may need to renew your pipework.

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.

Can you see a black plastic pipe connected to your stop tap?

Your stop tap is generally located under a sink or in the kitchen, garage or utility room. If the connection is black plastic and your property dates between 1960 and 1980 it is probably black poly/alkathene.



2.

Has the smell or taste improved after flushing?

Flushing the tap for a few minutes should improve the taste. In the long-term, pipe replacement is the only thing that will get rid of the taste.



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.

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**

- A registered plumber can help you identify the pipe material. Watersafe has a list of approved plumbers who can perform underground pipe installation www.watersafe.org.uk.
- Contact us if you are replacing your pipe so that we can check our side of the boundary.
- Collect and use the water from flushing the taps to water your plants or garden.