

**Does your  
tap water taste  
or smell like  
antiseptic,  
chemicals, TCP  
or disinfectant?**



This taste or smell isn't nice but is harmless. All water companies by law must disinfect the water to make sure it's safe to drink. We add a small amount of chlorine to the water at the final treatment stage, so that the water supplied to your tap is of the highest quality and free from any harmful bacteria. The chlorine can sometimes react with some plastics and rubbers found in your own internal plumbing and kitchen appliances such as your kettle and can change the taste and smell of your water.

To find out what the problem is and to keep your water clean, clear and great tasting follow the advice below:

#### **HAVE YOU REPLACED YOUR KETTLE RECENTLY?**

If you have an old kettle, try boiling your water in a saucepan or in the microwave. If this improves the taste and smell, then you may need to replace it.

A new kettle can have an unusual taste or smell at first, but this should settle down quickly.

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#### **HAS THE SMELL OR TASTE BEEN GETTING WORSE OVER TIME?**

Plumbing fittings in your home can cause this type of issue if they are old, damaged, worn or made of unapproved materials.

Check the condition of your tap washers and flexible hoses, you may need to replace them. An approved plumber will be able to help with this.

#### **HAVE YOU HAD ANY RECENT PLUMBING WORK?**

New tap washers and hoses can cause taste or smell issues if they are not made of approved materials. Incorrect plumbing or poorly installed appliances can lead to water from hoses returning to your tap. This can also happen if you have an external tap attached to a garden hose.

Try disconnecting your appliances, clearing out the hoses then running water from your kitchen sink to flush away this water to see if the water improves. You could fit a check or non-return valve (NRV) to make sure water can only flow into your appliances and not back to your tap.

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#### **ARE YOUR NEIGHBOURS EXPERIENCING THE SAME ISSUE?**

If you have completed all the 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. Contact us on **0345 717 1100** so that we can help.