

**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.

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

DOES THE WATER STILL 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.

IS THE WATER BETTER AFTER FLUSHING YOUR TAPS?

If not, then it's 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 only flows into your appliance and not back to your tap.

Try disconnecting your appliances, clearing out the hoses then running your kitchen tap to flush away this water to see if there is an improvement. You could fit a check or non-return valve (NRV) to make sure.

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.

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're tightly covered so nothing can fall inside. An approved plumber may be able to advise you on this.

HAVE YOU HAD ANY RECENT PLUMBING WORK?

Check any new work for 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.

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.

GREAT WATER TIPS - TAP & 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.