

# TAP WATER LOOKING CLOUDY?

If your tap water is looking milky white, this leaflet will tell you why it might be happening, show you some simple ways to try and fix it, and let you know who to contact if you can't.

## Do any of these sound like your water?

- It looks cloudy, milky or white.
- It's full of tiny bubbles.
- Has been cloudy for a few hours.
- It's cloudy, and so is my neighbour's.
- Has been cloudy for weeks, maybe months.



## Then try this simple fix...

Fill a glass of water and leave it to stand for a couple of minutes.

Or run the cold tap at a slow and steady rate (not full blast!) for a couple of minutes.



## And it should clear after 3 minutes

The water should clear from the bottom upwards after leaving it to stand.

This shows that the cloudiness was only caused by lots of tiny air bubbles.



### More info:

Visit [stwater.co.uk/h2o](http://stwater.co.uk/h2o) for more information about the water quality in your area.

You can also find out about any works or any problems in your area at [stwater.co.uk/my-supplies](http://stwater.co.uk/my-supplies)

### Still cloudy?

If you've tried this quick fix a couple of times and your water is still cloudy, then give us a call on **0800 783 4444**.

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# WHAT ELSE SHOULD I BE DOING?



## Find a plumber

If you've had cloudy water and your neighbours haven't, it is likely to be a problem with the internal fittings or tank in your home. You can find a list of plumbers in your local area on our website:

[stwater.co.uk/findaplumber](https://stwater.co.uk/findaplumber)



## Protect your pipes

Wrapping pipes can prevent warm water pipes from heating cold water pipes, which can also cause cloudy water. This will also prevent pipe bursts in cold weather. Find out how to do this at [stwater.co.uk/winter](https://stwater.co.uk/winter)



## Don't waste the water!

If you've run the tap to clear it, save it to water your household plants or garden.

## Why is my water cloudy?



The cloudy appearance can be caused by tiny air bubbles trapped in the water. These bubbles can make your water look cloudy, but is nothing to worry about.

### Why does this happen?

It may be caused by something that's happened in your local area, such as routine work on the water mains. This usually

only affects a small area, so it's best to see if your neighbours are affected too.

If your neighbours have clear water, the cause of the bubbles is likely to be faulty plumbing or pipe work in your home and you will need to contact a plumber.