



## Why is my water cloudy or milky?

Water can sometimes appear milky or cloudy, because it contains tiny bubbles of air. Air is dissolved under pressure and when you run the tap, the air is released as millions of tiny bubbles.

Air can get trapped in the water supply system if there's a change in pressure, such as a burst main or if a fire hydrant has been used by the fire service.

This normally only affects a small area so check with neighbours to see if they're affected too. Air can also enter your water through faulty plumbing or pipe work in your home - this is more likely if your neighbours aren't affected.

If you notice cloudy water from your hot water tap only, then it's likely to be caused by your heating system or boiler. You'll need to get advice from the manufacturers or contact a qualified heating engineer.

### What should I do if my water is cloudy or milky?

Make sure both your internal and external stop taps are fully opened. Any internal pipe work should be lagged to prevent the warm water pipes heating the cold water pipes, which can also cause cloudy water.

When water is run into a glass, the cloudiness should clear from the bottom upwards as the air bubbles rise to the top. Milky or cloudy water doesn't normally last for long periods. You can also run the cold water tap to help clear the air from your system.



### Top tips:

- Lagging any pipe work will also help prevent bursts in cold weather.
- Any water you run off can be used to water household plants or your garden.



If the cloudiness doesn't clear from the bottom up or the problem persists call us on **0800 783 4444**