

MURKY TAP WATER?

If your tap water is looking discoloured, 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 murky/discoloured.
- It has been murky/discoloured for more than an hour.
- My neighbour's water is also murky/discoloured.



Then try this simple fix...

Run the cold tap in your kitchen sink at a gentle rate, not a trickle, and definitely not full blast (this can actually make the problem worse).



And it should clear after 20 minutes

After 20 minutes of gentle running your tap water should be clear. Not clearing? Wait a while (about another 20 minutes) then repeat.



More info:

Visit 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

Still murky?

If you've tried this quick fix a couple of times and your water is still murky, 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 murky 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



Hold off the wash

While you have murky water, we wouldn't recommend using your washing machine. Sometimes, it can stain washing.



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 murky?



We go to great lengths to ensure your water is looked after and supplied to you at the very highest standards.

But on rare occasions, such as during maintenance, the upgrading of pipes and water mains, or when the fire service use hydrants for emergencies, water can flow through the pipes quicker than usual.

This can disturb sediment, which is usually iron particles that settle in the bottom of the water pipes. This can cause your water to appear discoloured.

We have no reason to believe there is any risk to your health; however, we understand that whilst the supply is discoloured you may choose not to drink your water.

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