

Water Quality

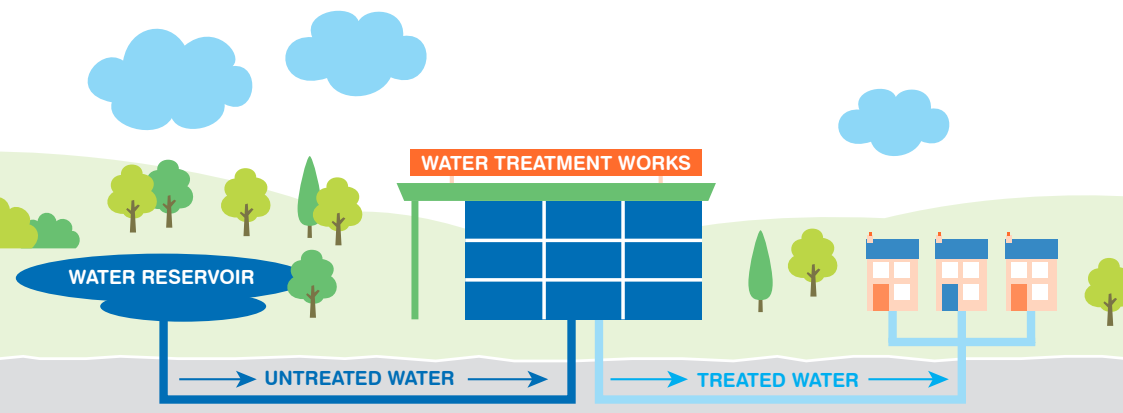
“My tap water tastes or smells of medicine, chemical, disinfectant or TCP”

We add chlorine at our water treatment works to make sure the public water supply is safe to drink.

The chlorine can react with some plastics and rubbers in your plumbing or your kitchen appliances and can make the water taste like medicine, disinfectant or TCP.

This taste is not harmful but we agree it doesn't taste very nice.

This leaflet will provide advice of what you can do.



We add chlorine at the treatment works to make sure the public water supply water is safe to drink.



Chlorine in drinking water

Chlorine is added to drinking water to kill harmful bacteria and to keep it safe. The level added is not normally responsible for strong or unpleasant tastes or odours.

If you find the chlorine strong in the cold water straight from the tap, a good solution is to store it in a jug in the fridge. The chilled water will taste better and it will lose the chlorine smell/taste. Remember to cover the jug and not keep the water for more than 24 hours, as removing the chlorine means water is no longer protected against bacterial growth.

Is the taste only in hot drinks?

If the taste/odour is not present in the cold water but is present after boiling it may be that the kettle is the cause of the taste. Most kettles have plastic parts, even metal ones.

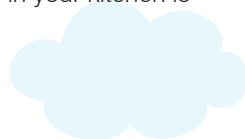
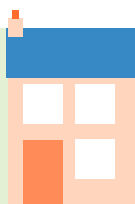
New kettles can cause the taste and may settle down after a little use. The plastic can start to react as kettles get older, so if the taste persists you may like to think about replacing it. Tastes can also be caused by repeatedly boiling water in the kettle.

Try boiling their water in a saucepan and make a drink. If the taste has gone away then the cause is likely to be your kettle.



Water from another tap in the property

Try taking the water from another mains fed tap in your property, if the water has no taste from this tap it would indicate that something in your kitchen is causing the problem.



Do you have a washing machine or dishwasher?

Hoses connecting any plumbed in appliances could be causing a TCP taste (e.g. hoses from washing machines, dishwashers, fridges with ice makers and garden hosepipes if connected to an outside tap).

- Isolate the appliance by turning off the isolating valves to the appliance
- Run the taps to flush through any water in the hose
- If the taste disappears then a non-return valve will need to be fitted
- This will prevent water within the flexible hoses, or the dishwasher or washing machine itself, returning to your drinking water tap

Non return valves can be purchased from most DIY stores or Portsmouth Water can provide one, suitable for most domestic appliances, **FREE** of charge. Most people find the taste of their drinking water improves a few days after the valves are fitted. If you would like a non-return valve please contact us.

Guide to installing a non-return valve



- 1 Ensure the appliance is turned off and then isolate the appliance from the cold water supply by turning the isolation tap clockwise.
- 2 Unscrew the plastic nut anti-clockwise to disconnect the flexible hose from the copper pipework. Ensure the flat rubber washer is retained. Drain any excess water from the machine hose into a bowl.
- 3 Screw the non-return valve clockwise onto isolating valve on the copper pipework.
- 4 Re-attach the flexible hose and rubber washer by screwing the plastic nut clockwise onto the non-return valve.
- 5 Turn the isolating tap to the 'on' position and check for leaks. Should there be a slight leak, you may need to apply plumber's (PTFE) tape to the thread.

Remember...

- Always use freshly drawn water for drinking or cooking, taking it from a cold water tap supplied directly off the water mains. This is nearly always the cold tap in your kitchen
- When no water has been used in the house for several hours, draw off a washing up bowlful before using water for drinking. This will ensure that you do not drink water which may have been standing for a long time in your pipes
- Do not use hot water or water from your bathroom taps for drinking or cooking because it usually comes from a storage tank in the loft and is not as fresh or as safe as water directly from the mains

Contact us...

If none of these suggestions solve your problem please contact us and we will test your water supply.

Water Quality Dept.
Portsmouth Water Limited
PO BOX 8
West Street
Havant
PO9 1LG
023 9244 9083
head.office@portsmouthwater.co.uk
www.portsmouthwater.co.uk

Need an approved plumber?
www.watersafe.org.uk

