

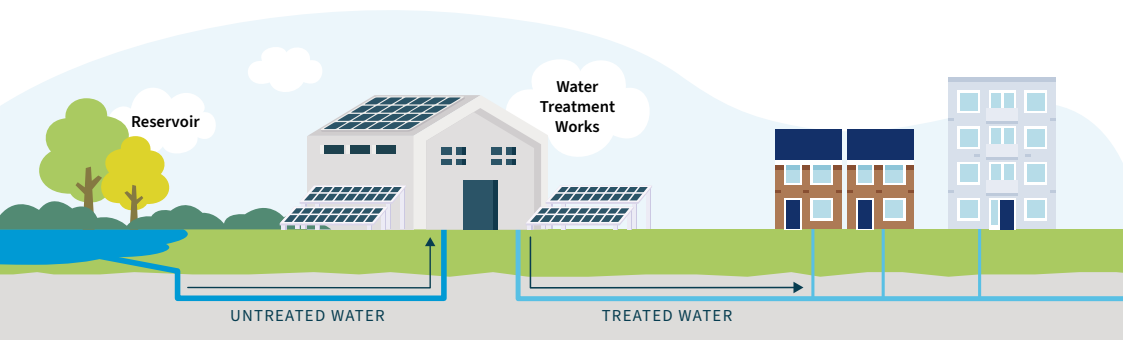
## WATER QUALITY INFORMATION

# “My tap water is discoloured. Is there anything wrong with it?”

Drinking water is normally clear and bright in appearance but very occasionally for a brief period it may appear discoloured or contain particles.

This can include water being brown or orange in colour or having a blue green colour.

**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.



If you have discoloured water please do not do any laundry until the water is clear as this may result in staining. If staining occurs keep the items damp until the discoloured water is gone and then re-wash using a washing powder.

## Black, brown or orange water / dirty water for a few hours or days

### The tap water may:

- look black, brown, orange, red or yellow in colour
- look clearer after the tap is run for a while
- have been turned off recently
- be at a lower pressure than normal
- be discoloured at all taps in the house
- be discoloured in the house and at the neighbour's



When there's a leak or burst, water flows through the mains water pipe much faster than normal. This disturbs the natural sediments which makes your water look dirty. If this is the reason, it's normally short-lived and shouldn't last more than 24 hours. Although these iron sediments aren't harmful, we appreciate the water might not look very pleasant.

You can check our website to see if there is a burst main or any work going on in your area:

[www.portsmouthwater.co.uk/news/supply-interruptions-emergencies/](http://www.portsmouthwater.co.uk/news/supply-interruptions-emergencies/)

The only way to clear the discoloured water is to let it work its way through the system. Flushing the cold tap nearest to your internal stop tap (usually next to your kitchen tap) at a steady flow for 20 minutes can help. Don't get tempted to give the tap a good blast as that can cause the sediment to be disturbed more, making the problem worse.

This should clear in a few days however if it does not then please 'Contact Us' and we can see what we can do to help clear the problem. It may be that we need to come and flush the mains water pipes to help it on its way.



## Black, brown or orange water / dirty water for a few weeks or months

### The tap water may:

- look black, brown, orange, red or yellow in colour
- look clearer after briefly running the tap
- only be discoloured at one tap
- be discoloured in the house, but the neighbour's water looks ok

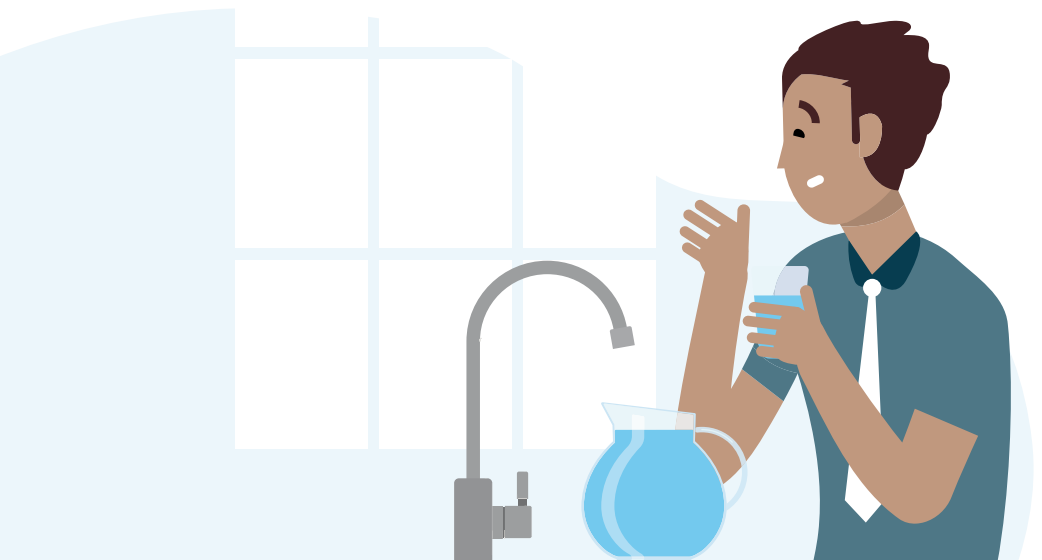
Discoloration can also be caused by internal plumbing. Old pipework and plumbing can break down overtime and cause discoloured water that also might get bits in it. If you live in an older property, you might have iron pipework, plumbing or tanks. Sometimes these can start to rust and the iron sediments will discolour the water.

If your neighbours are not having the same issue, it may be an internal plumbing problem within your property.

Check where the tap is fed from. If it's supplied from a tank then this might need cleaning or even replacing. Ensure your tanks have well-fitting lids too.

If the affected tap is fed straight from the water main outside, but your neighbour's water looks fine, your supply pipe might be causing the problem.

You will need to get advice from the plumber. We always recommend you use a Watersafe approved plumber when having work in your property.



## Blue / green water

### Copper plumbing

- Hot water storage or cylinders as well as most household pipes are often made from copper. In buildings with new plumbing small quantities of copper can dissolve into the water until a natural protective layer builds up on the inside of the pipes.
- Sometimes the water can develop a blue/green tint. This may be associated with water that has remained in contact with copper pipes for a long time or poorly installed plumbing. The blue-green water will disappear when the tap is run. This problem should only last for a few days whilst the protective layer forms.

### Loo block

- A poorly installed toilet cistern or a faulty flush mechanism can sometimes cause blue water as a result of water containing loo block siphoning back into the plumbing system.
- If you experience blue or blue-green water 'Contact Us' immediately for advice and, if necessary, to arrange an inspection of your plumbing system.

To prevent this problem always follow the manufacturer's instructions including what products to use with your toilet and use a WaterSafe plumber for any plumbing work.

## Contact us...

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



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Need an approved plumber?  
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