

IMPORTANT NOTICE

Your water supply is back on, however please boil your water

This is precautionary and nothing to worry about. You can find out more at www.affinitywater.co.uk/newpipes



Affinity Water
Your local supply, on tap

IMPORTANT NOTICE

This notification is additional to our notification on:



Date:

Time:

Questions you may have...

Now my water has been restored, will it work normally?

Yes, firstly turn taps on gently to release any air that may have accumulated.

Do I need to boil all the water I use?

It is strongly advised that you boil all water for drinking, cleaning teeth, preparing food, cooking and for your pets needs.

How will I know when my water no longer needs to be boiled?

Water quality samples have been taken for analysis to ensure that the usual high standards have been maintained during our work. We advise that you boil your water for drinking, cleaning teeth, preparing food, cooking and your pets' needs whilst we are waiting for the results of these samples. We will let you know as soon as the situation changes. You will receive a green information card through your door within 72 hours and this will confirm that there is no further need to boil your water.

Is it safe to use the water in the shower/bath?

Yes, it's fine to use for washing, bathing, toilet flushing and garden use.

What if the water looks cloudy?

Your water may have a cloudy appearance at first because of air in the water system, this should disappear after a short time and is totally harmless. The aeration generally clears within one or two hours but if it goes on for longer, or you are concerned please contact us and we can advise you further.

We are working as quickly as possible to test and confirm your water supply has been restored to a high standard.

Visit www.affinitywater.co.uk/newpipes to find out more or call **0345 357 2407**

Scan this QR code for more information



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