



**Water Quality Customer Contact
Information for Retailers**

April 2021

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1 Water Quality Contacts Guidance Overview

Script Description	Investigation/Questions	Probable Cause	Advice to Customer	Further action required? Urgency
Aerated/ Cloudy Water	Is it from mains (cold water)? Duration & others affected. Linked with another event? Confirm if air (clearing from bottom of glass)? If cloudy when boiled see Scale/Scum.	Trapped air following a burst or problem with customers tap/internal plumbing.	If cause unknown (& within the property) contact a plumber.	
Animals/ Insects	Is it from mains (cold water)? + description? Washing vegetables in the sink?	Not usually from our mains often from other source like sink/toilet overflow or tank.	Keep the specimen for identification.	Immediately 0345 357 2407
Discoloured/ Brown Water	Is it from mains (cold water)??. Linked with known event (burst)?, or intermittent?	Iron deposits following burst or flow reversal in mains. If intermittent may be Customers galvanised/iron pipework.	Cause if known, isolate appliances & flush mains tap.	
Scale/Scum	After boiling? If yes , it is not unusual. If no may be associated with Aeration	Chalk (calcium carbonate in water) after boiling. Often noticed with new kettle.	Actions to reduce scale formation.	
Illness	Confirm nature of illness, how many affected & duration + has customer visited GP.	Unlikely to be due to quality of water supplied as tested regularly but still requires urgent investigation.	Recommend that Customer visit GP.	Immediately 0345 357 2407
Chlorine (TCP/Iodine) Taste/Smell	Is it from mains (cold water)??. Duration & others affected. Linked with another event? Taste or smell? TCP/Antiseptic? Duration? Any new appliances?	Sometimes a TCP/Antiseptic taste is noticed after fitting new washing machine or dishwasher hoses or if chlorine has been increased.	If not linked with other event, try isolating appliances.	
Taste/Odour - Other	Is it from mains (cold water)??. Smell in another room. Duration & others affected. Any new plumbing? Does cold water run warm at first?	Often associated with blocked drains, new copper pipework. Also, warm water - when hot & cold pipes are close together and are not lagged.	If new plumbing flush tap for a short time.	Immediately 0345 357 2407
General+ info requests	General & information requests including hardness/fluoride/lead (by postcode from AW Website), water quality data (Schedule 4) available on AW Website.	N/A	N/A	
Solvent, Petrol or Creosote, taste/smell	Description of taste/smell? Is it from mains (cold water)??. Duration & others affected. Linked with another event? Advise customer to retain sample & contact Wholesaler immediately	Solvent, petrol can be associated with spillage close to plastic pipes & creosote with mains disturbance	We will need to investigate further and advise you of our findings, as a sensible precaution, not to use the water for drink and cooking until you have been contacted by Wholesaler.	Immediately 0345 357 2407
Other discolouration & Deposits	Important to establish nature of discolouration. If staining what colour & where found? If deposits type colour and where found? Coloured water may indicate a serious problem.	Black staining usually copper. Deposits pipework corrosion. Black particles can be from filter cartridge. Coloured water could indicate serious problem possibly from back siphonage check if burst in area.	Depends on type of discolouration. If considered serious not to use the water.	Immediately 0345 357 2407

2 Aerated/Cloudy Water

<p>When air becomes trapped in water it can cause the water to become cloudy or milky in appearance. Confirm that the cloudy appearance is not after boiling if it is, see scale/scum script.</p> <p>To verify that milky water is being caused by air, ask the customer to draw off water in a glass. If the water clears from the bottom, there is air present. Air in water is harmless but it can result in a smell of chlorine, as the air being released from the water can bring dissolved chlorine with it. A scum can also result if aerated water is used to make fruit squashes.</p> <p>Excessive air in water can make the water spurt out of mains cold taps with great force. Air in water is usually caused by air entering mains after bursts. However, it can also be caused by plumbing problems, e.g. Leaking mixer tap seals, partially closed stop taps, defective pumping equipment and water warming in internal pipework.</p>	
<p>Check the cause is air.</p>	<p>Ask customer to fill a clean glass with tap water. If the water clears from the bottom, there is air present. Air in water is harmless.</p>
<p>Which tap?</p>	<p>Question the customer carefully to identify which tap is affected. If it is not the mains cold tap, then advise them to contact a Water Industry Approved Plumbers Scheme (WIAPS)/WaterSafe plumber. If after boiling refer to 'scale/scum' script. If just one tap in the property affected and other mains cold taps are okay then advise faulty tap washer, check if the taps are dripping or flow changes solve the problem. If so replace the washer with an approved product.</p>
<p>Are the neighbours affected?</p>	<p>If the answer is NO, it is probably an internal problem. Refer to 'Seek to find out further information on ongoing problem' below.</p>
<p>Does it relate to a known problem?</p>	<p>Is the complaint coming from near the site of a burst main or loss of supply? Check the Wholesaler website.</p>
<p>Advice to customer known problem.</p>	<ul style="list-style-type: none"> • They should be told what has caused the problem and remedial action being taken on their website. • Call the customer back to confirm the issue has been resolved. <p>In the meantime, letting water stand in the refrigerator will enable the air to vent and will reduce the effect of chlorine smell and scum on fruit drinks. If the problem is not getting any better prioritise as urgent pass to Wholesaler 0345 357 2407.</p>
<p>Seek to find out further information on ongoing problem.</p>	<ul style="list-style-type: none"> • Ask if running the tap for a short time clears the cloudiness? It may be that they need to lag their hot or cold pipes to prevent water warming up in the pipework as this will cause naturally dissolved air to come out of solution and cause cloudy water. • Ask the customer to go and check if the main internal stopcock is fully open. If it is not, open fully and see if it solves the problem? • If not a problem with the internal stopcock contact us again. • Did the problem start after some plumbing work? If so advise them to get in contact with the plumber who carried out the work.

3 Animals / Insects in Water

Very occasionally customers may report that they have seen animals/creatures in their water supply e.g. worm, insect. There are a limited number of animals/creatures that can live within water mains and although they are not considered harmful, it is recognised that customers will get very upset if they see them.

It is important to establish where the animals have come from. Have they fallen into the tank in the loft before coming out of the hot tap? Have they fallen into the sink when water has been used to wash vegetables etc? Have they really come from the mains cold water tap?

Animals/creatures in water are not usually from our mains but often from other sources like sink/toilet overflow or tanks.

<p>Which tap?</p>	<p>Question the customer closely to see which tap it came from. If it is the mains cold tap, usually in the kitchen, ask if it is a mixer. If it is, can they establish whether it came from the cold side or hot side? (cold and hot supplies are separated in some mixer taps).</p>
<p>Advise the customer to keep a specimen of the animal and pass to the Wholesaler</p>	<ul style="list-style-type: none"> • Question the customer on the appearance of the animal/creature. Its size, colour and appearance. • Ask the customer to keep the animal specimen in water for identification. • Contact the Wholesaler 0345 357 2407.
<p>Advise the customer to check their tank in the loft.</p>	<ul style="list-style-type: none"> • If it is suspected that the animal/creature did not originate from the mains, ask customer to check the tank in the loft. It should be fitted with a close-fitting cover. If it is not, insects, birds etc can fall in. Get the customer to check the tank and if necessary fit a cover or contact a WIAPS/WaterSafe plumber to update the tank to comply with the Water Regulations. • If there is evidence that the tank is contaminated, they should get the tank drained down and cleaned.

4 Discoloured Brown Water

Most of our mains are made of iron and in time and under certain conditions can rust internally. This rust may become detached and will fall to the bottom of the main. If the flow in the main changes, e.g. following a burst, the operation of a valve or fire hydrant, this deposit may become disturbed. This **disturbance of iron sediment** in the water mains is the most common cause of discoloration.

If the discoloration is due to mains deposits, these are mostly iron and sometimes manganese. Customers may not wish to drink the water because it looks or tastes unpleasant. It can also cause **staining on washing**. If customers complain of stained washing, advise them not to let the clothes dry out but to wash the affected items in water containing Calgon or use a product specifically designed to remove rust stains – e.g. Stain Devil. If the customer wishes to make a claim, ask them to write in, itemising the affected articles with age and an approximate purchase price. **They must retain the damaged clothes** for inspection to make any reimbursement possible.

Another possible cause for discoloration is the **internal corrosion of galvanised iron service pipes** (the small diameter pipe that connects a property to a main). This type of discoloration is sometimes apparent when water is left standing in ageing galvanised pipe and will usually clear very quickly but will reoccur frequently. The customer may receive discoloured water as a result of problems with their internal plumbing system. This sort of discoloration will not be present at the mains cold tap but may be experienced at other taps within the property.

How many properties are affected?	Are their neighbours affected? If several properties are affected by the problem it indicates that it is a general problem with the water mains and could be an emergency, if so call the Wholesaler on 0345 357 2407.
When does the problem occur?	<ul style="list-style-type: none"> • Has the problem been present for some time? • Does it appear if water has not been drawn for some time, e.g. in the morning? If so this is an indication that it is a problem with the service pipe. <p>Does running the tap resolve the problem? Once again if the answer is YES, this is indicative of a problem with the service pipe. NB: The longer the service pipe, the longer the problem will take to clear. In some rural areas the service pipes can be very long. (The distance from property to road will usually indicate length of service pipe).</p>
Which tap is affected?	If the cold mains tap (normally in the kitchen) is not affected, it is an indication that there is an internal problem with the plumbing.
Advise the customer to contact a plumber.	The Wholesaler is not responsible for internal plumbing works. See 'Need a Plumber' to find a (WIAPS)/WaterSafe Plumber. https://www.affinitywater.co.uk/approved-plumbers.aspx

Discoloured Brown Water

<p>Advise the customer that the service pipe needs replacing.</p>	<p>An old service pipe is probably causing the problem. Advise that supply pipe may need replacing.</p> <p>The customer should be advised that running the cold mains tap until clear, before using water, would control the problem. Remind them about doing this before using a washing machine.</p>
<p>Where the problem cannot be diagnosed over the phone</p>	<p>Advise your customer that you will now contact the Wholesaler to identify the next steps or action required.</p>
<p>Does it relate to a known problem?</p>	<p>Advise your customer that you will now contact the Wholesaler to identify the next steps or action required.</p>
<p>Advice to customer known problem.</p>	<ul style="list-style-type: none"> • They should be told what has caused the problem and remedial action being taken if known. • Call the customer back to confirm the issue has been resolved.
<p>How urgent is it?</p>	<p>If the water is very badly discoloured and shows no signs of clearing, or if a significant number of customers are affected, treat as urgent.</p>
<p>Advise the customer of remedial action. (Routine)</p>	<p>Advise the customer to turn off washing machines or other water using appliances until the water has cleared. Advise them to run any affected tap to waste for no more than 5 minutes (to flush the discoloured water from the supply pipe).</p>

5 Scale/Scum

The area supplied by Affinity Water has 'hard' water. The hardness occurs naturally and is characterised by high levels of calcium and magnesium.

Hard water will form 'chalk' on boiling (sometimes referred to as limescale) and will be visible as a scale build up in kettles or as white particles floating on the surface of hot beverages. These white particles are often noticed after kettles are descaled. De-scaling products can be used to remove scale on kettles or other surfaces, but manufacturer instructions must be followed.

Hard water also requires more soap to form lather and can lead to scum and scale in baths and basins.

Customers can soften their own supply, but the installation must comply with Water Supply (Water Fittings) Regulations as amended. It should be noted that salt recharged softeners will increase the sodium level in the water. It is normally advised that one tap (usually the kitchen tap) should remain unsoftened for drinking purposes.

Simple jug type water filters will remove some hardness, but if they are not used properly may actually compromise water quality. Magnetic or electrical water conditioners (often clamped or connected to the rising main) may under certain circumstances reduce scale formation, but their efficiency can vary significantly, and they will **not** actually soften the water as a salt recharged softener will.

<p>Is the contact about scale, scum or a hardness enquiry?</p>	<p>For hardness enquiry see 'General + Info requests'</p>
<p>Advise customer of remedial action to reduce scale formation in kettles</p>	<ul style="list-style-type: none"> • Following boiling, white particles often appear floating on the surface of the water especially if the customer has a new or recently de-scaled kettle. • Pour water through a filter paper or use a kettle with a built-in filter. • Avoid re-boiling, especially for jug type kettles - always discard water that is left in the kettle. Rinse before filling. • A jug type filter will remove some hardness, but they must be used in accordance with the manufacturer's instructions. • Do not descale kettle too often as this will increase the amount of floating scale. <p>The problem can appear worse with a jug kettle because water boils more quickly, and the type of scale produced floats rather than being deposited in the kettle.</p>

Scale/Scum

<p>Advise customer on general scale / scum issues</p>	<p>Hardness should not be a problem for conventional boilers or central heating systems provided that the hot water is heated to no more than 60 degrees Centigrade. Running above this temperature is wasteful on energy and brings out more of the hardness of the water. (Water in heating radiators is re-circulated and is often treated with an additive to inhibit the effect of the hard water and prevent corrosion). Advise the customer to check with the person who services their boiler, if they are unsure about the above.</p> <ul style="list-style-type: none"> • To prevent scale formation in sinks and baths, they should mend dripping taps and use a cleaner containing 'lime scale' remover or dry surfaces immediately. • Scale may be coloured with green, blue or brown tinges, this is caused by small quantities of copper or iron being absorbed in the water from the internal plumbing system.
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6 Illness

<p>If a customer is concerned that the water supply is causing illness this should be regarded with concern. Illness is unlikely to be due to quality of water supplied as it is tested regularly but the contact still requires urgent attention.</p>	
<p>Advise the customer</p>	<p>We complete daily water checks at source, through the supply distribution system and random checks at customer's properties which confirms the quality of water supplied.</p>
<p>Establish the facts</p>	<p>It is vital that we catch as much information as possible</p> <ul style="list-style-type: none"> • What is the nature of the illness • How long has this been going on • How many people in your property are suffering from this problem • Have you recently been out of the country? • Have you visited your GP?
<p>Advise the customer</p>	<p>Recommend that the Customer contacts their GP and that the information will be passed as a priority to the Wholesaler to investigate 0345 357 2407.</p>

7 Chlorine Taste/Smell (TCP/Iodine)

Chlorine is an essential part of our treatment process and is added continuously at our water treatment works, the level is closely monitored, and a residual is left in the water supply to ensure that it arrives at our customers free from harmful bacteria.

Occasionally, you may be able to smell a trace of chlorine in the cold water supply, but customers are also sometimes aware of an unpleasant antiseptic TCP type taste. It is usually most evident in hot drinks and is caused by the chlorine reacting with rubber/plastic components in domestic appliances.

Washing Machine/Dishwasher Hoses

Traces of plasticiser (a rubber tasting compound) in the flexible hose supplying these appliances can react with the chlorine in the water to produce an antiseptic/TCP taste. In some cases, when the cold kitchen tap is turned on, a small amount of water is drawn out of the hose and mixes with the water carried on to the cold water tap.

The problem usually occurs when the flexible hose (usually blue) is connected directly to the rising main feeding the kitchen cold water tap and is often evident when the hoses are new.

You can test for this by checking the taste after turning off the supply to the appliance by closing the isolating valve

The problem may be solved by the following methods:

- Closing the isolating valve
- Replacing the hose with one approved by Water Fittings and Materials Directory.

Fitting a check valve between the isolating valve and the flexible hose attachment may help.

Tap and stopcock washers - The interaction of compounds in tap washers with chlorine in the water can cause an antiseptic TCP type taste. It can follow damage to washers by worn tap seatings. The problem is usually linked to the kitchen tap or stopcock and can be remedied by renewing the washer and, if necessary, repairing the seating.

Tap fittings (anti-splash devices) - As with washers, an antiseptic taste may be caused by the interaction of the chlorine with the rubber type fittings. The growth of bacteria on a fitting can also be detected by taste. Removing and replacing the fitting can solve these problems.

Kettles - Taste problems can arise from the interaction of chlorine in the water with the seal around the element of some kettles. Advise the customer to try boiling the water in a different container, like a saucepan, to establish if the taste is still evident to confirm that the kettle is the cause of the problem.

Rinsing the kettle each time before use may help but, if the problem persists, you may need to change the kettle.

Water for drinking - Letting water stand in a refrigerator for a few hours helps reduce chlorine tastes.

Chlorine Taste/Smell (TCP/Iodine)

<p>Are the neighbours affected?</p>	<p>If several properties are affected by taste and odour issues, it is an indication of a general problem. If the problem is acute it may be an emergency and should be passed immediately to the Wholesaler 0345 357 2407.</p>
<p>How long has the problem been occurring?</p>	<p>If the problem has been present for some time it is unlikely to be an emergency.</p>
<p>Is it related to a known problem?</p>	<p>Contact Wholesaler on 0345 357 2407 to clarify if there is a known issue.</p>
<p>Advise the customer of a known problem</p>	<p>Advise the customer of the cause of the problem and explain that the levels of chlorine added are not considered harmful. Advise the customer how they can reduce the taste – i.e. letting water stand in a refrigerator etc.</p>
<p>Advise the customer on a long-standing taste problem or a non-acute problem affecting more than one property</p>	<p>Advise the customer that chlorine is not harmful, advise the customer how they can reduce the taste – i.e. letting water stand in a refrigerator etc.</p>
<p>How bad is the taste?</p>	<p>It is important to establish the intensity of the taste e.g.</p> <ul style="list-style-type: none"> • Mild – noticeable • Strong – unpleasant may or may not be drinkable • Very strong – undrinkable
<p>Advise the customer about a serious taste problem affecting more than one property</p>	<p>Where there is an acute taste problem affecting more than one property it should be passed to the Wholesaler to investigate 0345 357 2407.</p> <p>Make sure that you obtain the customer’s telephone number and when they are available for contact.</p>
<p>Which tap is affected?</p>	<p>Confirm if that the taste/smell problem associated with the cold mains tap or is it from the hot water tap. The chlorine smell is usually less apparent in hot water as it evaporates when heated. Customers may notice a smell of chlorine when filling up containers e.g. washing up bowl etc. as a small amount of chlorine may be released (this is not unusual).</p>
<p>Advise the customer of remedial action</p>	<p>Establish whether the customer has any new appliances e.g. washing machines, dishwashers or kettles etc. Hoses to washing machines and dishwashers will often cause problems in individual properties. Advise the customer to isolate the hoses when the appliances are not in use or use a food grade hose.</p> <p>If the problem only occurs in hot beverages advise the customer to try boiling water in a saucepan. If this resolves the problem, advise the customer that changing the kettle may solve the problem.</p> <p>If the problem is not resolved pass to Wholesaler to investigate 0345 357 2407.</p>

8 Taste/Odour - Other

There are instances when customers may report other types of taste/odours in their water supply that are not Chlorine/TCP or Solvent.

Examples of these are rotten or stagnant type smells that can seem to come from the water supply but are usually coming from a sink/plug hole. If there is a blockage or build-up of waste materials in the drain, running the water can push bad smelling air into the room making the drinking water appear as if it has an odour.

Bitter taste may be associated copper in water can cause a bitter to the water supply. This usually only happens on new plumbing installations or if recent plumbing work has been undertaken. The problem is normally confined to one property; more than one complaint should be regarded with concern. Copper may also be evident when there are long lengths of copper pipework in situations where water becomes warm (e.g. pipework extended in property not insulated).

The problem is usually remedied in the short term by flushing the pipe before use. In the longer term a chalk coating will usually form on the new pipe to prevent copper dissolving into the water.

<p>Which tap is affected?</p>	<p>Ask the customer to try filling a glass with water and smelling it in a different room, away from the kitchen sink. This will help to show whether the smell is genuinely from the water or not. If the water smells fine away from the sink, they could try cleaning their sink/plug hole with a normal domestic cleaner. However, if the mains water still smells away from the sink, it could indicate a problem.</p>
<p>Are the neighbours affected?</p>	<p>If the answer is NO it is probably an internal problem. If neighbours are affected and it appears suddenly, pass to Wholesaler to investigate 0345 357 2407.</p>
<p>Has plumbing work been carried out recently?</p>	<p>New pipes are usually the cause of this problem.</p>
<p>Problem affecting only one customer not associated with new pipes or plumbing works.</p>	<p>Advise the customer to run affected taps before use. If the problem persists, pass to Wholesaler to investigate 0345 357 2407.</p>
<p>Advise the customer to run taps before use.</p>	<p>If the customer has new pipes or plumbing work that has been recently undertaken, or if cold water seems warm to the touch, advise them to flush the affected tap before use. The problem will resolve itself in time as a chalk coating will usually form inside the pipe. Lagging pipes may also improve the situation.</p>
<p>Is this a new problem?</p>	<p>If the answer is yes, check again to see if any plumbing work has taken place. If the customer is still certain that they do not have new plumbing, pass Wholesaler to investigate 0345 357 2407.</p>
<p>Advise Water Wholesaler of an</p>	<p>If more than one property is affected pass to Wholesaler to investigate 0345 357 2407.</p>

urgent problem.	
Non-acute problem, present for some time affecting more than one property.	Pass to Wholesaler to investigate 0345 357 2407.

9 General and Information Requests

Introduction

General WQ enquiries/contacts not covered by the other event scripts can include information requests for hardness, fluoride, lead and water quality data (sometimes referred to as a Schedule 4).

Hardness level

The area supplied by Affinity Water has 'hard' water. The hardness occurs naturally and is characterised by the high levels of calcium and magnesium, which are considered to be good for healthy teeth and bones.

Customers often want to know the hardness to set up their dishwasher, most of which have a built in softener.

For specific hardness data by Customers post-code refer to AW Website Hardness/Fluoride <https://www.affinitywater.co.uk/check-hardness.aspx>

It should be noted that these are average levels that do fluctuate.

The general range of hardness in our wholesale supply area is as follows:

- 300 to 350mg/l; 21 – 24 Degrees Clark, 30 – 35 French Degrees or 16 – 20 German Degrees.
- The area around Saffron Walden is partially softened and is about 180mg/l; 13 Degrees Clark, 18 Degrees French or 10 German Degrees.

Fluoride

Affinity Water does not add Fluoride to any of its supplies, although our water does contain some naturally occurring Fluoride. Customers sometimes contact us to find out the level of fluoride in the water if they intend to provide their children with a fluoride additive. Some water companies do add Fluoride to improve the condition of children's teeth but only at the request of the Health Authority.

The levels of Fluoride across the company area are generally below 200 micrograms per litre ($\mu\text{g/l}$) or 0.2 milligrams per litre (mg/l) but some areas can be higher (for specific information see **note** below).

Note For specific fluoride data by Customers post-code refer to Hardness/Fluoride database below. (It should be noted that these are average levels that do fluctuate).

General and Information Requests

Hardness and fluoride data can be obtained on the AFFINITY WATER website by the following:

Hardness/Fluoride on the Website

To find out the hardness and fluoride levels of water in a particular area:

On the main <http://www.AffinityWater.co.uk> website, click **'My Water Supply'** → **'Water Quality'** → **'Check the hardness for a dishwasher'**.

Input the postcode of the address you are looking for the hardness for, and then click 'Search'.

Calcium in milligrams per litre (mg/l)

Total hardness in milligrams per litre (mg/l) calcium carbonate

Hardness in degrees English (Clarke)

German (degrees hardness)

French (degrees hardness)

Millimols per litre

And Fluoride in milligrams per litre (mg/l)

Customers can also obtain information on hardness and fluoride (including the hardness/fluoride database) on the Affinity Water web site www.affinitywater.co.uk.

Water Quality Data

If customers request water quality data or want to know what is in their water we can provide a printed copy of the of the regulatory water quality data (Schedule 4). The data relates to the customer's water supply zone and is available from the AW Website here: <https://www.affinitywater.co.uk/water-quality-in-your-area.aspx>. If a more frequent report is required contact the Wholesaler.

Lead

There is no lead in the water when it leaves our treatment works. However, in some areas the communication pipe, supply pipe and internal plumbing of a property can be made of lead, which can result in a higher level of lead being present in the water.

Following any intrusive work on lead communications or supply pipes on restoration of supply the consumer should be asked to run their tap at a steady rate for 10 minutes and then for 2 minutes at the first use of the kitchen tap for the next three days.

We carry out thousands of tests every year at our customers' kitchen taps. Where we have identified areas with higher levels of lead, we carry out treatment so that less lead dissolves in the water. This treatment has been very successful and our monitoring confirms that the vast majority of tests comply with the current water quality standard (10µg/l).

If customers are concerned about lead in the water supply the Wholesaler can arrange for the water to be tested. There will be a charge for this visit, please refer to the 'Wholesale Tariff Document'.

10 Solvent, Petrol or Creosote Taste or Odour

Taste or odours which can be described as Solvent, Petrol, Creosote, White Spirit or Turps in water should be regarded with concern. If any consumers mention this as an issue **pass to the Wholesaler immediately as an emergency 0345 357 2407.**

Some chemicals can have health implications and therefore we need to respond to these quickly to assess the situation and provide any health advice if it is required. In general solvent taste or odours can be associated with permeation of MDPE service pipe. MDPE pipe is now the most commonly used material for underground service pipes supplying properties. Spilt petrol on the soil or driveway can permeate into the pipe. If there is any suspicion of a petrol spillage close to plastic pipe or a petrol smell or taste or any other description as above in the water, **contact the Wholesaler 0345 357 2407.** This problem may only be solved by removing the contaminated soil and renewing the pipe.

<p>Are their neighbours affected?</p>	<p>Have we had any other calls of a similar nature from the area that the consumer is calling from? Does the consumer know if neighbours are affected?</p>
<p>Establish the facts</p>	<p>It is important that we capture as much information on the situation as possible. We need to know:</p> <ul style="list-style-type: none"> • What is the taste or smell like - petrol, diesel, a solvent or something else? • When did the problem start and is it continuous? • Which tap is the problem coming from, the cold mains tap in the kitchen, the hot taps, or all taps? • Has anything happened recently that may have caused the problem e.g. spilling of petrol in the front garden, plumbing or building work (e.g. skips on driveway), or a letter informing of planned work on behalf of Affinity Water?
<p>Which tap?</p>	<p>Which tap is the problem coming from, the cold mains tap in the kitchen, the hot taps, or all taps?</p>
<p>Advise for consumer (Whichever tap is affected)</p>	<p>If the customer says that the taste/smell is coming from a mains fed cold tap, other tap or from all taps, tell the consumer:</p> <p>"We are not aware of any issues in the area, however we will need to investigate further and advise you of our findings, as a sensible precaution, not to use the water for drinking & cooking purposes until you have been contacted by Wholesaler, who will 'phone you back within the next 2 hours".</p> <p>Request that the customer retains a sample of the affect water in a clean container.</p> <p>Contact Wholesaler as a priority urgent 0345 357 2407.</p>

11 Other Discoloration and Deposits

There are instances when customers may report coloured water and deposits not covered in 'brown discoloured water', 'aeration/cloudy water' or 'scale scum'.

It is very important to establish the nature of the colour and to confirm whether the problem is coming from our mains network or an internal problem within a customer's property.

Blue/green/black or staining-This can occur following corrosion of copper pipework resulting in blue/green or black lime scale or staining in baths, showers and toilets etc.

Sand like deposits-The presence of sand like material, particularly if it is present for a long period, may be indicative of galvanised iron corrosion in pipes and tanks.

Particles in Jug Filter- Can be found in top section of a jug filter prior to filtering. This is usually due to some of the material coming out of the filter cartridge when filled from the tap.

There are black particles, which is activated carbon, and small white spheres, which is the softening resin, in the filter. Advise the Customer to confirm that the particles are not directly from the cold water by filling up a clear glass from the cold mains water tap and examining for the particles.

Jelly like particles- This is sometimes described as frogspawn or fish eggs in appearance. It will be present if the customer has a domestic water softener. The jelly like particles are the resin softening beads from inside the unit. The mains fed cold supply will be clear. Advise customer to have softener checked. **If the customer does not have a water softener pass to Wholesaler as Urgent 0345 347 2407.**

Black residue/slime -. This is due to slime moulds or mildew which colonise damp surfaces which may be out of sight but still in contact with the air, such as the inside of the spout of your tap or the detergent draw of your washing machine. Advise customer to clean effected areas with bleach solution or anti-fungal agent.

Coloured water- Can be caused by back-siphonage, i.e. when the pressure in the main is reduced, probably as a result of a burst, in extreme conditions substances can be sucked back into the main. Any reports regarding unusual coloured water e.g. blue or green from a mains water tap should be regarded as being **very serious and the Wholesaler must be informed immediately 0345 347 2407.**

Is the customer complaining of coloured water or deposits not covered in other scripts?	It is very important to make this distinction. Coloured water may indicate a serious problem , whereas stained deposits are less serious.
Blue/Green/Black staining	The copper coming from customers pipe's being deposited and staining the lime scale causes this. There is nothing harmful in this and flushing the tap for a short while before use can reduce the amount of copper leaching. The problem is also more apparent when customers have a water softener.

Other Discoloration and Deposits

Sand like deposits	<ul style="list-style-type: none"> • Can be caused by corrosion of galvanised iron pipes or tanks. It may also indicate a plumbing problem where copper and galvanised iron are connected together, which will accelerate corrosion. • Advise the customer to flush their tap before use until the water is clear. If the problem persists advise to check pipework for presence of copper and galvanised iron pipework.
Jelly particles	<ul style="list-style-type: none"> • Does customer have a water softener? • Confirm that mains supply is clear. • Advise the customer about softener maintenance.
Black residue/slime	<ul style="list-style-type: none"> • Caused by mould or Mildew colonising damp areas. • Not from mains water, is present in the environment/atmosphere. • Advise customer to use household cleaner to remove deposits, in damp areas.
Particles in jug filter	<ul style="list-style-type: none"> • Obtain description of bits • Confirm that the bits are from the jug filter or the kitchen cold water tap by asking if bits appear in a glass of water. • Advise the customer about filter material.
Coloured water, other than brown and rusty	<ul style="list-style-type: none"> • Confirm that the affected water is from the kitchen cold water tap. • Find out if there has been a burst in the area. Has the water been off for a period of time? • Ask the customer to look at the water against a white background in a glass and describe the nature of the colour and any associated smell. • Find out if neighbouring properties are affected.