



IWNL's networks are comparatively new and therefore, the risks of receiving discoloured water are very low.

However, on rare occasions your drinking water may still become discoloured or appear cloudy. This discolouration can range from a light straw yellow to a dark brown colour.

Contact us!

If you are concerned about the quality of the drinking water supplied to you please contact Independent Water Networks:

Phone: 02920 028 711

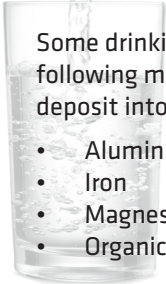
Website: www.iwnl.co.uk

Why discolouration happens

A sudden change in direction or flow rate of the water in the network can cause the disturbance and re-suspension of the deposits. The resulting discolouration can range from a straw colour to dark brown.

Sudden changes in flow can be caused by a burst main or by a sudden change in demand for water for example when fire-fighters tackle a large blaze.

The sudden appearance of discoloured drinking water is usually associated with the disturbance of the listed minerals depositing into the water pipes.

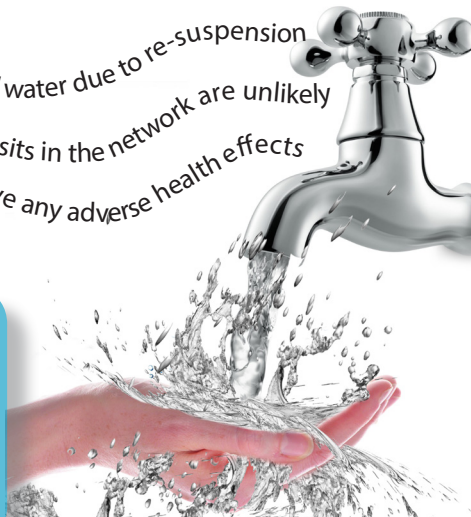


Some drinking water will contain the following minerals. Over time these can deposit into the distribution system.

- Aluminium
- Iron
- Magnesium
- Organic material

If Independent Water Networks requests you to flush water from your taps, we may make a discretionary goodwill payment to your account.

Discoloured water due to re-suspension of the deposits in the network are unlikely to have any adverse health effects



How to solve discolouration

Discolouration is usually solved by flushing the deposits from the water distribution system. This is achieved either by customers running their taps for an extended period or by Independent Water Networks Limited flushing the discoloured water from the network using hydrant standpipes.