



# What is hard water?

**INDEPENDENT WATER NETWORKS**



## What is hard water?

The hardness of your water depends on how many naturally occurring minerals are present in it.

When rain falls and flows over land and rocks, it dissolves minerals such as calcium, and magnesium and these enter the water. The more calcium water contains, the harder it becomes.

How hard the water is depends on the geographical features of where you live in the UK.

To find out how soft or hard your water is, please use our post code checker online at [www.iwnl.co.uk/protecting-you-and-our-environment/](http://www.iwnl.co.uk/protecting-you-and-our-environment/)

## How can hard water affect me?

There is no UK or European standard for the hardness of drinking water. Hard water is perfectly safe to drink and will not have a negative effect on your health.

In fact, minerals such as calcium and magnesium benefit your health, and drinking hard water could be good for you.

You may notice harmless limescale building up in some of your hot-water appliances, such as your kettle.

Limescale is caused by deposits of salts of calcium found in hard water.

Hard water can also reduce the amount of lather produced by soap, washing-up liquid and washing powder.



Calcium and  
magnesium in water may  
benefit your health.

## What can I do about hard water?

We don't soften water before it reaches your taps as the water is not harmful to you.

However, if you did consider buying a water softener to make your appliances last longer, it must be fitted in a way that meets the Water Supply (Water Fittings) Regulations 1999.

If you are installing a water softener, you must keep one tap that supplies unsoftened water for drinking and cooking, as some softeners can increase the level of sodium in the softened water.

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safe to drink and  
will not have a  
negative effect on  
your health.



## How to contact us

You can call us, send us a contact form or chat to us live online to discuss water hardness or anything else.

T: 02920 028711

W: [iwnl.co.uk/contact-us](http://iwnl.co.uk/contact-us).

We are available 8am to 8pm Monday to Friday, and 9am to 1pm on Saturdays.

## Independent Water Networks

T: 02920 028711

W: [iwnl.co.uk](http://iwnl.co.uk)

### Our office hours

#### **GENERAL QUERIES AND BILLING:**

Monday – Friday 8am – 8pm

Saturday 9am – 1pm

#### **WATER OR DRAINAGE EMERGENCIES:**

Available 24 hours a day, seven days a week.

