

If you notice chlorine like tastes or odours in hot drinks such as tea or coffee, this may be due to TCP type compounds.

Despite the unpleasant taste or odour there is no risk at all to your health!

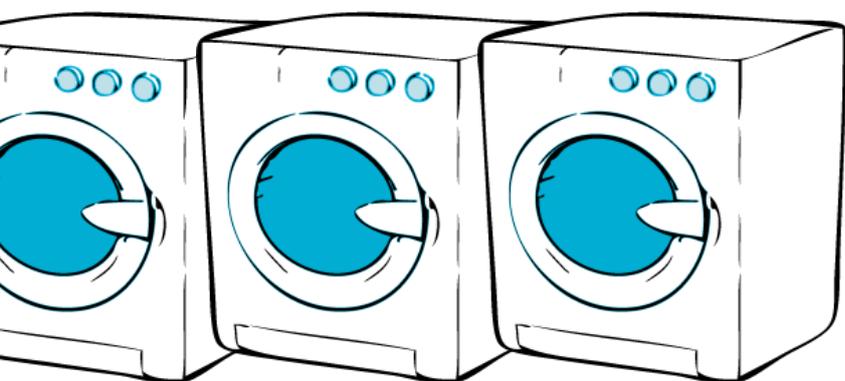
How to find the cause...

Is the taste in hot drinks only?

If this is the case then a part of the kettle may be reacting with the chlorine in the water to produce the TCP taste.

All types of kettles contain plastic and rubber parts that can cause this type of problem. To eliminate the kettle as a source of the taste, try boiling water in a clean metal saucepan. If the taste is no longer present then the kettle gasket that provides the seal between the heating element and the wall of the kettle is the most likely cause.

This problem may ease and eventually disappear as the kettle gets older. However if it persists then you may want to contact the kettle manufacturer for further advice.



Why can I taste TCP?

This problem can occur when the plastic or rubber parts in appliances or fittings start to react with the low levels of chlorine in the water.

These plastic and rubber fittings are not installed in the IWNL network but are commonly found around the house and workplace, for example in:

- Kettles (plastic and metal)
- Pipes and flexible hoses connected to drinks machines, dishwashers and washing machines
- Tap washers

Hose connections to appliances!

Flexible hoses that feed water to domestic appliances such as washing machines or dishwashers can deteriorate over time and release traces of chemicals that can cause 'chemical' type tastes and odours that are particularly noticeable with hot drinks.

When an appliance is not in use try isolating it. This can be done by using the valve that is installed on the cold water line at the back of the appliance. If this solves the problem we would suggest that:

- Where the hose connects to the cold water supply install a non-return valve.
- If a non-return valve is already installed it may be faulty and need replacing

Taps and plumbing!

If you notice the TCP taste or odour only occurs at one of your mains fed taps then this would suggest a problem with that particular tap. The most common cause of this problem is the washer in the tap.

This can be checked by running the tap for a short period to see if this improves the taste or odour. If it does IWNL would recommend that the washer is changed to a Water Regulations Advisory Scheme (WRAS) approved (non phenolic or synthetic) washer.

For more advice on approved plumbing fittings please visit the WRAS website:
www.wras.co.uk

It is worth noting that internal stop taps are also fitted with washers and that TCP tastes can occur when the internal stop tap has been operated to carry out any work or if the tap has been used for the first time in many years.



For information on more tastes and odours, see our useful factsheets on:

- Chlorine
- Diesel and Petrol
- Metallic
- Musty or stale
- Rotten egg or sulphurous

These can all be found on our website: www.iwnl.co.uk

Contact us...

If you are concerned about the quality of the drinking water, supplied to you by IWNL, please contact us on the below information:

Phone: 02920 028 711

Website: www.iwnl.co.uk

Check with your neighbours...

If your water has an unpleasant taste or odour it may be a good idea to check with a neighbour to see if they are experiencing the same taste and odour issues. If they are not then the problem is unlikely to be with the water supplied from the IWNL network.

