



# Chlorine in your water

INDEPENDENT WATER NETWORKS



## Chlorine taste in your water

In order to guarantee that the water supplied to our customers is free from any harmful bacteria or viruses we have to ensure that it has been disinfected. This is a legal requirement.

A small amount of chlorine is left in the drinking water supply after it leaves the treatment works. The chlorine levels are checked continually at the treatment works, and right through to our customers properties. Sometimes chlorine in your water may be more noticeable.

## What causes chlorine to be more noticeable?



### Your location to the treatment works

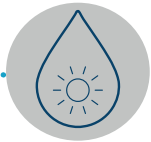
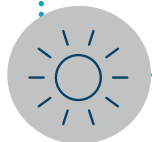
The concentration of chlorine in the water reaching customers taps will depend on how far you live from the treatment works. Generally the further away you live from the treatment works means lower levels of chlorine in the water reaching your property.

### The time of day

First thing in the morning and early evening is peak time for water use and may notice more chlorine during these times.

### Warmed or stagnant water

If water has been warmed or has been standing in the pipes for a while, for example overnight, you might notice that the water tastes different to normal.



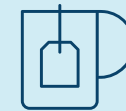
## What can I do about the taste of chlorine in my water?

Chlorine in drinking water is not harmful, but some people are more sensitive to the taste and smell of chlorine than others.

To help reduce the chlorinous taste and odour in the water try the following:

- Fill a jug with cold water and place in the fridge for a few hours before use.
- This will allow some of the chlorine to disperse and in a few hours the taste or odour will improve.
- The jug should be covered and any water left after 24 hours should be discarded.

A chlorinous or metallic taste in hot drinks, especially tea and coffee, is unlikely to be caused by the presence of chlorine. If you notice chlorine in hot drinks, please contact IWNL.



## How to contact us

You can call us, send us a contact form or chat to us live online to discuss chlorine 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.



**DID YOU KNOW?**

IWNL  
REGULARLY  
MONITOR THE  
CHLORINE  
LEVELS IN  
THE  
DISTRIBUTION  
SYSTEMS TO  
ENSURE OUR  
WATER  
IS ALWAYS  
SAFE TO  
DRINK.

## 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.

