



# Cloudy Water

INDEPENDENT WATER NETWORKS



## What is cloudy water?

Cloudy water is caused by tiny air bubbles which make your water appear white.

If you fill a glass with water which is cloudy, you will see this will quickly clear as the bubbles rise from the bottom of the glass.

- If your water has been cloudy for a few hours or days, it could have been caused by something in the water mains.
- If the cloudy water has been present for longer, it could be caused by something inside your property.

## What causes cloudy water for a few hours or days?

If your water has been cloudy for a few hours or days, it may have been caused as result of us working on our water mains in your area.

A pocket of air may have become trapped and dissolved into the water. If it has been caused by trapped air, it shouldn't last longer than 24 hours but to help this clear quicker, please try running your tap for 30 minutes.



**Tip: You can collect this water and use it to water your plants.**

If your cloudy water does last longer than 24 hours, we may need to flush the water mains in your area to help it along its way. Give us a call and we will be happy to help.



Please check the IWNL website for any incidents or maintenance ongoing in your area, as burst mains or maintenance work can disrupt the water and cause it to become cloudy.



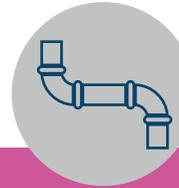
**CLOUDY WATER IS NOT HARMFUL TO YOU. THE AIR BUBBLES WILL QUICKLY CLEAR FROM THE BOTTOM OF THE GLASS UPWARDS.**

## What causes cloudy water for a few weeks or months?

If your water has been cloudy for a few weeks or months, it may be caused by something inside your property.

A quick plumbing check may solve the problem.

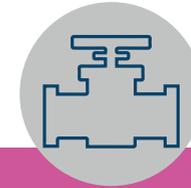
## Check your internal plumbing



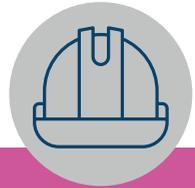
Heat from hot water pipes or boilers can sometimes heat up your cold water and make it look cloudy. Lagging your pipes can help to prevent this.



If there is cloudy water from all taps, make sure your internal and external stop taps are both fully open.



If only one tap is affected, check that your isolation valve under the sink is fully open



If you still have trouble fixing the problem, get some advice from an approved plumber. Further details can be found on our website.



## How to contact us

If you have any concerns about your water supply or cloudy water, please contact us and we will be happy to help.

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

T: 02920 028711  
W: [iwnl.co.uk/contact-us](http://iwnl.co.uk/contact-us).

## 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.

