

Discoloured water

INDEPENDENT WATER NETWORKS





What causes discoloured water

On rare occasions, it may be possible for your drinking water to become discoloured and this can range from a light straw yellow to a dark brown colour.

A sudden change in direction or flow rate of the water can disturb the minerals in the water and these can filter into the water pipes. Sudden changes in flow can be caused as a result of us working on your water mains, or by a change in demand for water.

Whilst the water may not look very nice, discoloured water is not harmful to you.

How can I fix the problem?

If it has been caused by works on the mains, don't worry, it shouldn't last longer than 24 hours.

To help this clear quicker, please try running your tap for 30 minutes. Discoloured water may stain your laundry, so do not do any washing during this time.



Tip: When running your water to help it clear, collect it and use it to water your plants.

What if it lasts longer than 24 hours?

If it 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.



If your water looks different to the descriptions in this flyer, or has a funny taste or smell, give us a call and we will investigate for you.

Whilst the water may not look very nice, discoloured water is not harmful to you.



How to contact us

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

T: 02920 028711

W: iwnl.co.uk/contact-us.

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



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 can cause discolouration.

Independent Water Networks

T: 02920 028711

W: 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.

