



Earthy, musty or stale water

INDEPENDENT WATER NETWORKS



What causes earthy, musty or stale tasting water?

These tastes and odours can be caused by a build up of water, or stagnant water in the water pipes.

If the water has not been used in a while, it can cause the water to smell or taste earthy, musty or stale. These tastes and odours often are more noticeable in the morning or when the property has been left for a period of time.

It can also arise if the cold water in the pipes has been warmed by an adjacent source of heat.

What can I do about this issue?

- Try cleaning your drain and sink trap.
- Flush your cold water systems for a minute before drinking it. Don't waste this water- collect it and use it to water your plants.
- If this doesn't work, contact IWNL as we may need to flush the mains to clear any water that is not being used properly.
- Lag your pipes to insulate the hot water pipework. This will help to prevent the cold water pipes being warmed.



How to contact us

You can call us, send us a contact form or chat to us live online to discuss the taste of your water, or anything else.

T: 02920 028711

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



IF YOUR TAP HAS NOT BEEN USED IN A WHILE, IT IS A GOOD IDEA TO RUN YOUR TAP FOR A MINUTE BEFORE USING THE WATER.

WHILST THE TAP IS RUNNING, YOU CAN COLLECT THE WATER AND USE IT TO WATER YOUR PLANTS.



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.

