



TCP and disinfectant

INDEPENDENT WATER NETWORKS



Why can I taste disinfectant/TCP in my water?

Sometimes your water supply may have a taste described as antiseptic, disinfectant or TCP.

This is normally caused when the small amounts of chlorine in the water reacts with the rubber and plastic fittings found in your kitchen appliances.

These plastic and rubber fittings are not installed in the IWNL network but are commonly found in kettles, tap washes or pipes and flexible hoses connected to dishwashers and washing machines.

Finding the source of the problem

Could it be your appliances?

If you have a washing machine or dishwasher, the hoses connecting your pipework and your appliance could be causing the taste. To find out if this is the cause, follow the below guidance.

1

Isolate the supply to your appliance.

2

Detach the appliance hose from the plumbing.

3

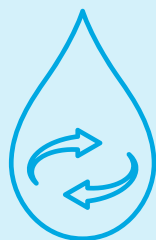
Run the taps to flush out any water which has been in contact with the hoses.

4

Before you reconnect the hose, see if the taste has gone. If it has, then the hose is the cause.

To fix this, where the hose connects to the cold water supply, install a "non-return valve". These prevent any water flowing back into your pipework.

If a 'non-return valve' is already installed, it could be faulty and may need replacing.



DID YOU KNOW?

WE ADD CHLORINE AT THE TREATMENT WORKS TO DISINFECT THE WATER TO MAKE SURE IT IS SAFE TO DRINK.

Is the taste in hot drinks only?



If you notice the taste is in hot drinks only, the kettle is probably the cause. Test this by boiling the water in a saucepan to see if the taste is still noticeable.

Most kettles have plastic parts which can react with the chlorine in the water. The taste may disappear after a while, but if it doesn't, you could contact the kettle manufacturer for advice.

Could the taste be coming from your taps?

If you don't think it is a kettle or an appliance hose causing the taste, it could be coming from a tap. If you notice the TCP taste or odour only occurs at one of your mains fed taps, this would suggest a problem with that particular tap.

This can be checked by flushing your taps for a few minutes before drinking the water. If the taste or odours disappears after running your taps, IWNL recommends that the washer is changed to one that is approved by Water Regulations Advisory Scheme (WRAS).

If the water tastes unpleasant at all your taps, then check the washer on your stop tap.



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.

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

TCP TASTES
ARE NOT
HARMFUL TO
YOUR HEALTH.

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.

