

# Discoloured water

That lasts for a few hours or days



**Discoloured water is caused by tiny iron sediments from the cast iron water mains we have in our network.**

The sediment settles inside the water main over time and normally doesn't affect anyone. However, a burst water main, for example, can stir up the sediment, causing the water to become discoloured.

Occasionally there may also be manganese present in the water supply, which comes from the natural water source. These particles settle inside water pipes and like iron can sometimes be disturbed making the water look black. Neither iron nor manganese are harmful at the levels which can be found in tap water.



## Quick checklist

- **Your tap water looks black, brown, orange, red or yellow in colour?**
- **Has it been discoloured for a few hours or days?**
- **Does it look clearer after you run it for a while?**
- **Has your water been turned off recently?**
- **Is your water pressure lower than normal?**
- **Is it discoloured at all the taps in the house?**
- **Is it discoloured at your house and at your neighbour's house too?**
- **Does it have more iron or manganese than normal?**

## Preventing future discolouration

We have a regular maintenance programme for our network of water pipes which is designed to help keep them free of iron sediment.

We do this by purposefully stirring up all the sediment and flushing it out. We'll always let you know before we do this in your area.

Discolouration can also be caused by your home's internal plumbing - please see [Water Quality Fact Sheet 04](#) for more info.

## What can you do?

Discoloured water is normally quite short lived and doesn't usually last more than 24 hours. The only way to clear it is to let it work its way through the system. You can run your taps to help flush the discoloured water through.

**Caution:** please don't do any laundry because the discoloured water may stain it. If this does happen, keep the washing damp and give us a call. We can deliver you some crystals which should take the staining away.

If it's been longer than 24 hours it may be that we need to come and flush the system to help it along its way. If you've had discoloured water for more than 24 hours then please give us a call on **03457 145 145**.

## Have you flushed your taps?

Running your taps can help clear cloudy water. If you're on a meter we will give you a £2 flushing credit towards your next bill. This is about the same amount of water it takes to fill five whole bathtubs. Call us to claim your credit.

### Tip

Collect the water you run off and use it to water your plants.

## Get in touch

You can get further information on water quality

Visit [anglianwater.co.uk/dwq](http://anglianwater.co.uk/dwq)

Call **03457 145 145**

24 hours a day, 7 days a week.

