

Water that tastes or smells of chlorine



We add chlorine to the water at our treatment works as a disinfectant to clean the water.

The levels are low, and we add it to also keep the water in tip top condition when it arrives at your tap.

We monitor the quality of our water carefully and check levels daily at customers' taps across the region.

5 Water Quality Fact Sheet



Quick checklist

- Your water tastes like chlorine, bleach, water in a swimming pool.
- Is the taste or smell more noticeable first thing in the morning or early evening?
- Is the taste or smell of chlorine in cold drinks?
- If the taste is only in hot drinks, please see [Water Quality Fact Sheet 06](#).

Why do you notice the taste or smell of chlorine at certain times more than others?

This could be because:

- We add chlorine to the water at our treatment works and some of our underground storage points to help keep it in tip top condition so the closer your home is to these works the stronger the taste or smell may appear.
- The temperature of the water.
- Where your water originally comes from.
- The time of day - first thing in the morning and early evening more people are using water so water travels through the mains quicker.
- Burst water pipes in your area or emergency services drawing water from a hydrant can mean water is travelling quicker through the pipes.

What can you do?

If you're sensitive to the smell or taste of chlorine, you can easily remove it by placing water in a jug in the fridge for a few hours before you drink it. However, you should replace the water if you haven't used it within 24 hours.

If you feel this doesn't help or you notice a taste or smell in hot drinks as well, this may be because the chlorine is reacting to an appliance like your kettle or part of the plumbing in your home and causing what we call the 'TCP effect', where water tastes metallic or like medicine or disinfectant.

Sorting this out is quite straightforward and there's more information on our [Water Quality Fact Sheet 06](#).

Fact

Chlorine has been used to disinfect public water supplies for more than 100 years.



Get in touch

You can get further information on water quality



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



Call **03457 145 145**

24 hours a day, 7 days a week.

