

How hard is my water?



The water in this region is classed as hard to very hard.

The ground in this area has a high chalk (calcium carbonate) content. As water moves through or across this ground, it dissolves some of the chalk making the water hard.

Hard water is perfectly safe and there is lots of evidence that it can even be good for our health.

To find out how hard your water is, use the postcode checker on our website at [anglianwater.co.uk/dwq](https://www.anglianwater.co.uk/dwq), or you can call us on **03457 145 145**.

11 Water Quality Fact Sheet



Quick checklist

- You see scale forming in kettles, irons and internal plumbing.
- White marks appear on stainless steel sinks, taps and basins. These can sometimes be stained green/blue from copper plumbing.
- Scum appears on the surface of hot drinks.
- You see white, grey or greenish particles or flakes in your water.

What can you do?

Limescale can build up in kettles and react with the natural tannins in tea and coffee causing an oily brown scum. This is not harmful but it's not that nice to look at. The following tips will help to improve the appearance of your cuppa:

- Try using a wire scale collector in your kettle.
- Make tea in a pot rather than a mug.
- Use a kettle or teapot with a spout at the bottom.
- Add milk to your cup first (wholemilk produces more scum than semi-skimmed milk).
- Use tea leaves instead of tea bags.
- Don't let tea 'stew'.
- Try using a tea strainer even if you use tea bags.

Why don't we soften the water?

Not all customers want to have their water softened so we leave the decision to add a water softener up to you. There are many water softener devices available on the market, but be aware that some of these can create water with a high sodium content which shouldn't be used for drinking or cooking.

Measuring water hardness

Use our postcode checker on the drinking water quality page of our website anglianwater.co.uk/dwq to help understand how hard the water is where you live. This is particularly useful when setting or adjusting the salt levels in some dishwashers, but you should check the manufacturers' guidelines for which units to use before making that final adjustment.

	calcium (mg/l or ppm)	calcium carbonate (mg/l or ppm)	degrees clark	degrees French	degrees German	mmol/l (millimoles of ca/l)
Very hard	140	350	24.4	35	20	4
Hard	100	250	17.4	25	14	3
Soft	30	75	5.2	8	4	1

Get in touch

You can get further information on water quality

Visit anglianwater.co.uk/dwq

Call **03457 145 145**

24 hours a day, 7 days a week.

