

Water softeners



Some types of water softeners add salt to the water.

Extra sodium in the water can give a salty taste and could cause health problems.

We always advise you to use water from an unsoftened supply/tap for drinking and cooking. Check if your softener is working properly or if you're drinking water from a softened tap.

If the softener is faulty or has broken, it can release orange resin beads into your water supply, and you may notice them coming out of your taps.

If you don't think you have a water softener, but are noticing any of the problems described, please contact us.

12 Water Quality Fact Sheet



Quick checklist

- Your water has bits in that look like beads or sugar crystals.
- Your water tastes salty and may have more sodium in than normal.
- Check under your sink for any appliances plumbed in. Is there a softener there or any unusual fittings?

What can you do?

A plumber will be able to check that your softener is working correctly and that you have a non softened tap available for drinking and cooking.

Remember to keep your softener maintained and service regularly and also to check the salt levels and top up when required.

A plumber can help you find the cause of the problem and advise on what to do next.



Find an approved plumber or underground installer on our website

anglianwater.co.uk/approved-plumbers



Alternatively, call our Water Regulations Team on **01480 326 917** (office hours).

To learn more about hard water in your area please read our **Water Quality Fact Sheet 11**.

Tip

We always advise having a non softened tap for drinking and cooking.



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.

