



Discoloured water

What causes discoloured water?

Discoloured water which is yellow, orange, brown cloudy or black is caused by particles of iron or manganese, which have usually come from cast iron water mains, and have settled over time in the network.

A burst water main, high demand during hot and dry periods, or improvement works on our water mains will increase the water flow and can stir up the sediment.

Discolouration doesn't usually last more than 24 hours. The only way to clear it is to let it work its way through the system.

Is my water safe to drink?

Although it doesn't look nice, the levels of iron and manganese found in discoloured tap water are unlikely to be harmful to your health. However, we wouldn't recommend using it to make up infant feeds or babies' bottles.

Useful tips

- You might like to run your taps to help flush the water through. If you're on a water meter though, don't worry, we'll give you a credit towards your next bill.
- Don't do any laundry as the discolouration may stain the washing. If this happens, wait until the water is clear and wash your clothes as normal.
- If you've had discoloured water for more than 24 hours then give us a call, we may need to come and flush the system to help it along its way.

Sometimes discoloured water may be due to a problem with the pipes or plumbing inside your property. If your neighbours' water is clear, and water from your kitchen cold tap is clear, any discoloured water from any other taps is usually a sign of an issue inside your property. If this is the case, you should contact your plumber for advice,

Don't worry, if you don't have your own plumber, there's a list of approved plumbers on the Water Regulations Advisory Service website (wras.co.uk).



Need more information or advice?

dwrcymru.com
0800 052 0130

You can also visit the Drinking Water Inspectorate website at dwi.gov.uk