Tap washers – occasionally, the washer inside kitchen taps and stop-taps may be the cause of an unusual taste in your drinking water. This is likely to be increased if it doesn't conform to British or equivalent European standards. The Water Regulations Advisory Scheme (WRAS) can provide advice on appropriate tap fittings.

You can call them on **01495 248 454.**

If there's a second mains fed tap in the house try using water from this. If no taste is noticeable then the cause is probably the tap washer in the original tap. If no other suitable tap is available then run the tap for a short time before tasting the water. It's worth noting that internal stop taps are also fitted with washers which should be approved (non-phenolic or synthetic).

Other hoses and fittings – many modern kitchen tap fittings use flexible hoses and other rubber-like materials. Some of these fittings can create taste problems. The best way to eliminate these is to ensure that all your drinking water fittings are approved by the Water Regulations Advisory Scheme (WRAS). Products that are approved should be clearly labelled.

Although it's against the Water Fittings Regulations to install any unapproved product to your drinking water supply it isn't illegal to sell them and unfortunately many are freely available.

Why does the taste come and go?

Taste issues can be intermittent due to one or a combination of the following factors:

- **Changes in pressure** – the pressure of your water supply is slightly higher at night and when fewer people are using water. This increased pressure can cause a slight expansion in rubber hoses (like a long thin balloon) attached to washing machines and dishwashers. When a tap in your property is used, the pressure reduces and the expanded rubber pipe collapses and "squirts" water back into the incoming supply.
- **Standing water** – water left in your pipes overnight or whilst you're away is more likely to "adsorb" any taste-causing compounds from unapproved materials. Running your tap for a few minutes prior to use will solve this.
- **Washer deterioration** – Certain types of washers degrade with time. Because the "break-up" of these washers is not a continuous process, the taste may be intermittent and unpredictable.

How can I contact you?

Our contact centre is open 8am-8pm Monday to Friday, 9am-5pm Saturday

We're open 24 hours a day for emergency calls

Call us	
All enquiries	0845 1 24 24 24
Request other information or leaflets	0845 1 24 24 24
Bogus caller checks on identity cards	0800 1 38 78 78
Leakage	0800 57 35 53
Additional services	
Asian language	0845 1 24 24 21
Text telephone/minicom	0845 1 24 24 23
24 hour automated services	0845 1 24 72 47
Fax	01274 372 800
Visit our website	yorkshirewater.com
Or write to us	Yorkshire Water PO Box 52 Bradford BD3 7YD

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Registered in England and Wales No.2366682

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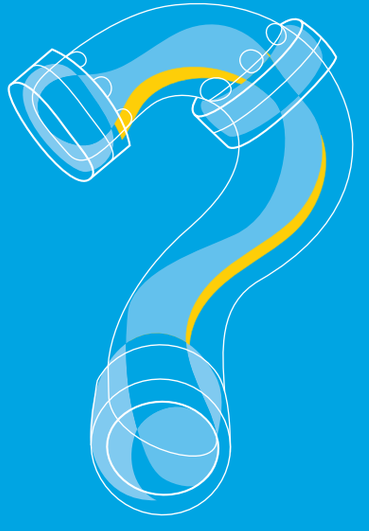
servingcustomers

The taste and smell of your drinking water



YorkshireWater

We do all we can to ensure your drinking water isn't only safe but tastes good too. Occasionally, some of our customers can detect a taste they describe as being similar to chlorine or disinfectant. This leaflet explains why this happens and how you can help reduce or solve the problem.

Chlorine tastes and smells

Why is it used?

By law we must disinfect all public water supplies to ensure water is safe to drink and contains no organisms which could cause illness. The vast majority of water supplies are disinfected using chlorine. We only add enough chlorine to disinfect, whilst minimising taste and smell.

How is it added?

Chlorine is continuously added at all of our treatment works which are monitored 24 hours a day at our central control room.

Why is chlorine more noticeable at certain times of the day?

The level of chlorine in water supplies can vary slightly depending on the distance the water has to travel through our network. Customers who live closer to the treatment works may notice higher levels of chlorine.

At times of high demand, such as first thing in the morning and late afternoon, more people use water meaning the water travels to you more quickly and may contain more chlorine. With time, the concentration of chlorine in the water pipes reduces.

What can you do to reduce the taste?

We cannot promise that your water will never taste or smell of chlorine and we do know some customers are more sensitive to its taste. To minimise the problem we suggest filling a jug or bottle with tap water, covering it, and leaving it in the fridge for an hour or so to chill it. We recommend using chilled water within 24 hours.

Chlorine-like tastes and smells

What are they?

Some of our customers occasionally detect a distinctive taste (described variously as "medicinal", "disinfectant", "swimming pool" or "TCP-like") to their drinking water that's often most noticeable in boiled drinks such as tea and coffee. Chlorine is removed by boiling so these tastes aren't directly due to chlorine.

Where does the taste come from?

Our experience and independent research has shown this taste is likely to be due to rubber and plastic materials used in domestic appliances and fittings. These include kettle gaskets/seals, tap washers and hoses fitted to the inlet of washing machines and dishwashers.

These plastic and rubber materials contain 'phenols' and related compounds which can cause unpleasant tastes or odours. Additionally, low levels of chlorine may react with these chemicals to produce other taste-causing compounds.

Although these compounds can cause unpleasant tastes in hot drinks at very low levels (parts per trillion in some cases) they aren't harmful to health.

What can I do to find the cause?

Kettles – if you only notice the taste in hot drinks, try boiling water in a clean saucepan. If the taste is no longer present then the likely cause is the kettle gasket that seals the elements to the side of the kettle. This is often most noticeable with new kettles.

The problem may well go away with time if the kettle is new. Boiling fresh water each time may also help to keep the taste to a minimum. If prior to boiling you fill a container (jug or bottle) with tap water, cover it, and leave it in the fridge for an hour or so, this will help to reduce the likelihood that any reaction will take place. We suggest that if the problem persists, you might like to contact the manufacturer for their advice.

Washing machines and dishwashers – "chlorine-like" tastes can sometimes relate to the flexi-hose, also known as an inlet hose, which transfers water from your supply pipe to dishwashers and washing machines. Increases in water pressure can result in the flexi-hose expanding like a balloon – when the pressure is released by opening a tap in your home, the hose collapses and can squirt water back into your supply pipe. This water can then mix with your incoming water.

To eliminate this, try isolating the flexi-hose by turning off the valve that supplies your cold water to the appliance when it's not in use. This advice is also given by many manufacturers.

If the location of the valve makes it difficult to access or operate easily, you might like to consider asking a plumber to do one or more of the following:

- Relocate the valve to a more accessible location so that operation is easier
- Relocate the valve to a position after the draw-off point of the kitchen tap
- Install a non-return valve at the start of the hose

We'll send you a check-valve free of charge for you to install at the connection of the hose and your mains water supply. The check-valve prevents any water that has been in contact with the flexible hose from coming back in to your water supply (ie: it lets water in to the machine but not out).

Our experience is that check-valves resolve many of these type of taste complaints.