

## Water is one of life's essentials and we all need to play our part to help ensure that we can continue to enjoy this most precious resource

We're giving away thousands of water saving packs to help our customers save water in their homes. To order your free water saving devices visit [yorkshirewater.com/save](http://yorkshirewater.com/save)



If you'd like to learn more about what we do to make sure Yorkshire has a constant supply of clean, high quality drinking water and why fresh water is such an important part of a healthy diet visit [yorkshirewater.com/waterquality](http://yorkshirewater.com/waterquality)

### Check your caller's identity

All our staff wear a uniform and carry photo identity cards which you can ask to see. If you're at all unsure and want to double check the caller's identity, call us before letting them in. You can also arrange for our employees to use a password when they visit – simply let us know your chosen password and we'll make sure all our employees use it. To set up your password or check the identity of a caller, please call **0800 1 38 78 78**.

### Our Water Quality Sampling Team

Each year our dedicated Water Quality team collect over 10,000 samples from customers' properties in order to ensure your water is safe to drink.

We investigate all samples that do not meet the regulatory standards and we make sure that customers are contacted, informed of the results of our investigations and issued with appropriate advice.

If you would like to have the results from the samples collected from your property please contact us on **0845 1 24 24 24**.

### How was our visit?

We always want to offer our customers the best possible service, so please let us know how our visit to your property went. If you'd like to give us your feedback, use the online form on our website at [yorkshirewater.com/contactus](http://yorkshirewater.com/contactus) or please drop us a line.

### If you need to get in touch...

-  Visit our website [yorkshirewater.com](http://yorkshirewater.com)
-  Write to us Yorkshire Water, PO Box 52, Bradford, BD3 7YD
-  Call us **0845 1 24 24 24**
-  Tweet us @YWHelp
-  Find us on facebook [facebook.com/yorkshirewater](https://facebook.com/yorkshirewater)
-  Download the Yorkshire Water App  
Get in touch on the move.

WQS-2014

# Making sure everyone has safe, great tasting drinking water

It's part of our  
Blueprint for Yorkshire



# Checking your water quality all year round to ensure you always enjoy safe, great tasting drinking water.

## What to expect from our visit

### We won't keep you long



Our sampling will only take between 5 and 10 minutes to carry out.

### Locate your water



We collect samples from the cold tap in your kitchen. The tap will be run for a short period.

### How much water do we use?



The average cost of the water has been measured at less than 4p per sampling visit.

### Testing times



Samples are taken to our laboratory to be analysed. Test results can take up to 20 working days.

### What happens next?



The majority of regulatory samples collected meet quality standards. For any that don't, we'll be in touch to arrange further investigations.

## How we carry out our sampling

We collect a number of samples from the cold tap in your kitchen. We will run the tap for a short amount of time to allow fresh water to be sampled.

Before taking any samples, we need to make sure there are no bacteria in the tap which could affect the result. To do this, we squirt diluted bleach into the spout of the tap. The tap is then run again before more samples are taken. Don't worry, we make sure the water is run thoroughly afterwards to get rid of the solution and ensure the water is as it was before our visit.

Sometimes, the results from samples need further investigation, which we'll do straight away.

These are mostly due to bacteria that suggest the quality of water is not as high as it should be. They aren't always harmful but finding them in drinking water may be a sign of possible environmental contamination.

Normally there is nothing to worry about and you can carry on using your tap as you usually would. We'll then give you any advice you might need.

## Top tips for quality water

We like to make sure our water looks and tastes great, but once it has left our water pipes there's a few things you can do to help keep it perfect.

Why not try some of these helpful tips?



Keep kitchens and bathrooms well ventilated to prevent the build-up of moulds and stains on tiles and other surfaces which are often in contact with water.

Ensure hot water pipes aren't too close to cold water pipes to prevent cold water pipes becoming warm, which can lead to water developing a cloudy appearance due to the presence of air bubbles.

Inspect water tanks and other storage tanks regularly, checking for adequate covers, vents and ventilation to help prevent tastes, smells and slimes.

Briefly run off any water which has stood in your pipes overnight before the water is drunk (very important if your pipes are lead). Save this water for house plants or your garden.

Always use an approved plumber with a good reputation. To find an approved plumber visit: [watersafe.org.uk](http://watersafe.org.uk)



Look out for the WRAS logo on all plumbing materials, this means they've been approved by the Water Regulations Advisory Scheme and will minimise taste, smell and discoloration problems.

