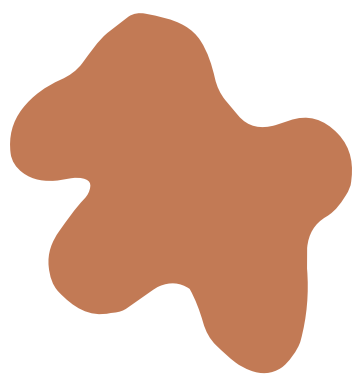


# "MY WATER IS STARTING TO LOOK DISCOLOURED"

**Water discolouration is commonly caused by a change in pressure to the flow of water within the pipe. This could be a burst water main or maintenance works in the area.**

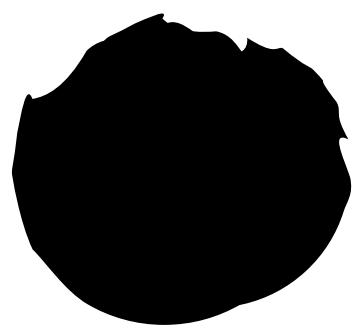
**Usually this results in a colour change for a short period.**

**Upon discovering discoloured water you should check to see if your neighbours have the same problem. If they do, then it is likely to be an issue with the water main. However if it is only your property affected then it could be an issue with your internal property.**



If you find your cold water looks slightly brown or orange, this could be due to a build-up of iron deposits. These deposits can be disturbed if a water main bursts. Brown water can stain clothes if used in a wash.

A bright blue/ green colour is caused by high amounts of copper. This often comes from the copper pipes within your home. High copper levels could be due to internal water softeners installed at the property. Another cause of blue water could be if you use a blue toilet freshener the water from the toilet could somehow cross wire back in to the property and enter the kitchen.



Black water is caused by naturally occurring manganese. This can be present in water due to a disturbance such a burst water main. Or due to broken carbon filters. If you notice black water in your home, do not put a wash on as this can stain clothing, but is safe to drink.



**The best way to clear discoloured water is to run the cold kitchen tap and can be cleared by running the cold kitchen to flush away discoloured water. If this does not work please contact us.**

**Get in touch with us**  
Visit [www.espwater.co.uk](http://www.espwater.co.uk)  
Call 0330 123 4201

Phone lines are open 24 hours, 7 days a week