

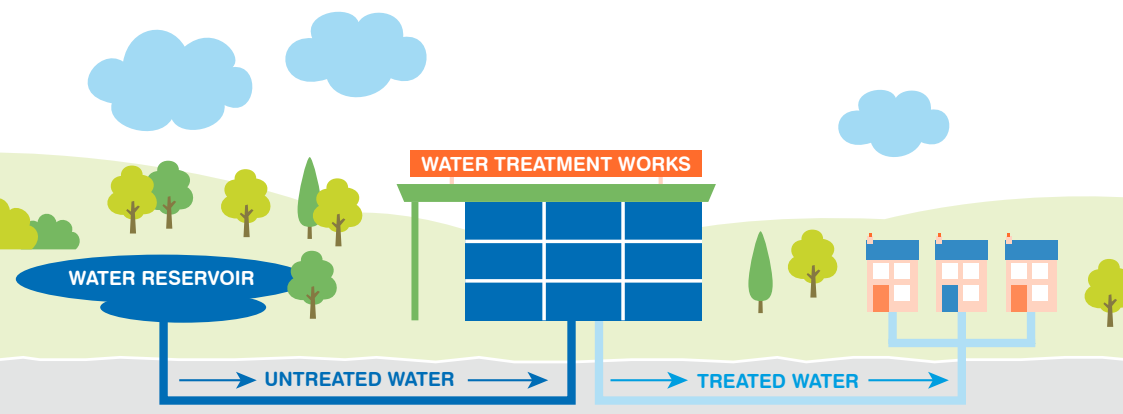


Water Quality

“I’ve noticed bits, stains or slime in my water. Is there anything wrong with it?”

Drinking water is normally clear and bright in appearance but occasionally, some customers advise they have “tiny particles” or “bits” in their tap water.

This leaflet will provide advice of what you can do.



We add chlorine at the treatment works to make sure the public water supply water is safe to drink.

Staining of fixtures and fittings

Do you see?

- bits in the water which are slimy to touch
- black or orange stains on the grouting, between tiles or where water sits in the bathroom
- black or orange stains/slime on taps and shower head
- black or orange stains/slime in the washing machine soap drawer or around the door seal
- black or orange stains/slime on sponges or flannels
- black or orange stains in my toilet cistern or around my toilet rim

Pink / Red Stains

The reddish-pink colour sometimes seen on shower curtains, bath sealant, or around taps is not caused by the water itself, but by the growth of common bacteria or other microorganisms. These can thrive in moist, warm environments like those found in bathrooms. Their presence does not indicate a problem with the quality of the mains water supply.



The solution to the problem is to wipe down wet surfaces and increase air circulation by opening a window or fitting an extractor fan to ensure that affected areas are quickly dried out after use.

Mould / Slime

Black or grey staining around taps in the kitchen, bathroom or showers, on the grout between tiles and in washing machine powder drawers is quite common. This can also appear as a thin **black film or jelly like substance** from your tap. It can be caused by the presence of airborne mould that can grow in damp areas.

Regular use of a **dilute bleach** solution will help minimise problems. Make sure you follow manufacturers cleaning instructions to ensure you don't cause any damage.

Remove any residues left by cleaning products, soap, shampoo, hairspray or deodorants as they can provide a source of food which encourages growth of bacteria or other microorganisms. Make sure affected areas are **well ventilated**.

Repair dripping taps to avoid staining on baths and basins.

Beads, sand or sugar crystals

The tap water has bits that look like beads, sand or sugar crystals

Do you have a water filter or softener? Water filters can either be connected to the domestic plumbing (plumbed in) or separate such as jug filters. Filter cartridges in softeners or jugs can get damaged and tiny beads or small black particles may appear in the filtered water.

A plumber can check your softener's working properly and that you have a non-softened tap available for drinking and cooking.

Keep your softener well maintained and serviced regularly.



Black particles

Hard Black Particles

These can be caused by carbon filters in your water jug or broken washers in your taps. Filter cartridges in the water jug or the washer may need replacing.

Soft Black Particles

Black film or jelly like substance from your tap can be mould. It can be caused by the presence of airborne mould that can grow in damp areas.

Regular use of a **dilute bleach** solution will help minimise problems.



Contact us...

If none of these suggestions solve your problem please contact us and we will test your water supply.

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www.watersafe.org.uk