


DOES YOUR TAP WATER TASTE OR SMELL LIKE PETROL, SOLVENTS, CREOSOTE, TURPENTINE OR DIESEL?


This kind of taste or smell is mostly associated with heating oil or petrol which has spilled or leaked on the ground near to your water pipes. Over time it can pass through plastic pipes and cause this smell or taste at your tap. Also are you aware of any historic fuel spills?

Then here's how to diagnose the source of the problem.

Check a few things out and it will help sort out the problem:

1.  **Have you had work done on the heating system or accessed/filled the fuel storage tanks?**

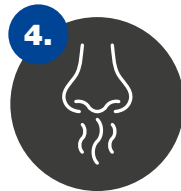
If you have oil filled heating or oil storage inside or outside your property, check for signs of a leak. If you park your vehicle on land close to the property e.g. your drive, check for leaks under the vehicle. Fuel can soak down through hard surfaces like cement, to the ground underneath. It can take some time after a spill for the taste or smell to be noticeable.

2.  **Does the water still have the taste or smell when you move away from the sink?**

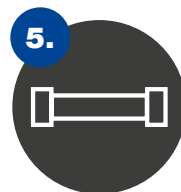
You can check this by taking a glass of water to another room to taste and smell. If you have been cleaning paint brushes in the sink or using solvent and turpentine to clean, then the air in the u-bend or waste pipe can be disturbed when running the tap causing a smell.

3.  **Do you know of any spills nearby?**


Contact your local council's Environmental Health team as soon as possible to prevent any further damage and call us on **0345 782 0999**.

4.  **Has the smell or taste got worse over time?**

This could suggest that some of the land around your water pipe has fuel present in it.

5.  **Is part or all of your water pipe plastic?**

If it is then any spill could contaminate your water now or travel through the plastic pipe in future.

6.  **Are your neighbours experiencing the same issues?**

Do your neighbours have an issue as well, please ask them to call us immediately on **0345 782 0999** so that we can investigate.

If you have done all the checks and fixes but need further advice please visit our website at www.eswater.co.uk or contact us on **0345 782 0999** so that we can help.

GREAT WATER TIPS Tap and sink

- Avoid performing a car oil change on land next to your property as fuel spills can leach into your water pipes.
- If you have oil storage try to keep it away from your water supply pipe and we recommend installing specialist pipes called barrier pipes.
- Make sure taps and valves on oil storage are banded to collect any drips, leaks or spill and check they are fully closed after use.
- Check that any fittings you have replaced are approved.