

ANTISEPTIC, MEDICAL OR TCP

This taste or smell is often described as medicinal, antiseptic, mouthwash or disinfectant. It can also be described as having a chemical taste.

The chlorine can sometimes react with some plastics and rubbers in your plumbing or your kitchen appliances. This is harmless but does give a noticeable change to the taste and smell of the water.



The water from my cold tap tastes or smells like:

ANTISEPTIC, MEDICAL OR TCP

We are legally required to add a small amount of chlorine to the water supply at our water treatment works and at set points within the distribution system. This makes sure that the water supplied to your tap is the highest quality and free from any harmful bacteria.

THE TASTE OR SMELL IS MORE NOTICABLE IN HOT DRINKS

Have you bought a new kettle recently?

A new kettle may lead to an unusual taste or smell at first but this should settle down after the first couple of uses. Use fresh water every time you boil the kettle and only use the amount of water needed.

Is your kettle old or worn on the inside?

Try boiling your water in a saucepan or in the microwave. If this improves the taste and smell then your kettle may need replacing.

THE TASTE OR SMELL IS NOTICABLE IN BOTH HOT AND COLD DRINKS

Has the taste or smell been getting worse over time?

Plumbing fittings in your home can cause this type of issue if they are old, damaged, worn or made of unapproved materials.

Check that your tap washers, flexible hoses and other fittings are in good condition. If they are old, damaged or worn, arrange to have them replaced with WRAS (Water Regulatory Advisory Scheme) approved fittings.

Try disconnecting any appliance with a hose, then run your tap to flush out any water that has been in contact with the hose.

Leave disconnected for 24 hours if possible. If the taste or smell is no longer there then the hose may need replacing; arrange to have them replaced with WRAS approved fittings.

Have you had any plumbing work carried out recently?

New tap washers and hoses can cause taste or smell issues if they are not made of approved materials. Check that your tap washers, flexible hoses and other fittings are WRAS approved. If they are old, damaged or worn, arrange to have them replaced with WRAS approved fittings.

It is possible the way your dishwasher, ice machine or washing machine is plumbed in can cause taste or smell issues. This is because incorrect plumbing can lead to the water from your appliance returning to your tap. This can also happen if you have an external tap attached to a garden hose.

Look to see if your appliance has a 'check valve' (a small screw valve) on the end of the hose. This will prevent water flowing back from your pipework. If there is not a check valve in place, arrange to have a WRAS approved one installed. Your local DIY store or plumber will be able to advise you which fittings are approved by WRAS.