

# CHLORINE

The taste and smell of chlorine is often described as like bleach or a swimming pool.

We monitor chlorine very carefully, from it leaving our water treatment works, right the way to your tap to make sure that the level is enough to kill any harmful organisms.

We appreciate that some people are more sensitive to chlorine than others and may detect the occasional changes in chlorine levels in their tap water.

Chlorine may taste or smell stronger during cold weather.



The water from my cold tap tastes or smells like:

## CHLORINE

We are legally required to add a small amount of chlorine to the water supply at our treatment works to kill any harmful bacteria so that your drinking water is of the highest standard. Chlorine helps to maintain hygienic conditions throughout our distribution network.

Chlorine is added to your water at very low levels which are not harmful. When the water leaves our treatment works, the chlorine level is normally around one part per million.

### **THE TASTE OR SMELL IS MORE NOTICEABLE AT DIFFERENT TIMES OF THE DAY OR CHANGES FROM TIME TO TIME**

Chlorine can sometimes taste or smell stronger depending on:

- Where your water is being supplied from.
- The distance you live from the treatment works.
- The time of day.
- The temperature of the water.
- If water is travelling faster than usual through our network, such as following a burst or during times of higher demand for water.

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### **THE TASTE OR SMELL IS PRESENT IN HOT DRINKS OR BOILED WATER**

This may be due to the chlorine reacting with rubber components in your kettle. Please take a look at the factsheet on antiseptic, medical or TCP tastes and smells.

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### **WHAT YOU CAN DO**

You can try filling a jug of water, covering it and then leaving it in the fridge for a few hours. Chlorine levels will reduce over time, so do not leave it for longer than 24 hours as the disinfectant effect of the chlorine will also reduce over time and will no longer be protected from bacterial growth.

