

Water Safety



These simple tips will help your tap water stay safe for drinking, cooking and washing.

Your tap water

The tap water in your home meets very high standards. We regularly test communal stored water to check its quality. Poor water quality can cause bacteria to form, which can cause Legionnaires' disease.

Taps and showers

If you've been away from home for a week or two, run the water for a couple of minutes to allow fresh water into the pipe. Regularly clean your taps and showerhead to get rid of the bacteria that lives in scale deposits. If your tap water ever runs brown or yellow, call us.

Hot water cylinders and immersion heaters

Bacteria can grow in water cylinders and tanks. Setting your thermostat to 60°C will kill almost all harmful bacteria, including those that cause Legionnaires' disease. If you or a member of your household has sensory loss, using water at 60°C could cause scalding, so please contact us.

Cold water storage tanks

Some homes are supplied with cold water from a water tank, often in cupboards or the loft. If you have a water tank, make sure it's insulated and covered with a lid to prevent dust, insects, mice or birds from getting into it.



Helpful tips

- Make sure you know where to turn off your water. If you have a leak, turning off the water quickly will minimise the damage.
- Lag any exposed outside water pipes, for example garden water supplies, to prevent the pipes from freezing.
- If there's a leak from upstairs and the ceiling is bulging, clear under the leak or bulge and call us immediately.
- To prevent blocked pipes and nasty leaks and smells, only ever flush the three Ps down the loo: paper, poo and pee! Wessex Water ask that even 'flushable' wet wipes should be binned.
- Head to Wessex Water's website for lots of water- and money-saving tips and to ask for their free water-saving pack:
www.wessexwater.co.uk

Get in touch.

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