

## **New advice film launched on taste and smell of tap water in Scotland**

A new film about the taste and smell of drinking water has been launched by experts in the water industry.

The film has been produced by WaterSafe, the national register for approved plumbers in the UK, and features advice from a water company quality expert. It is supported by the Drinking Water Quality Regulator for Scotland (DWQR) and offers an insight into different tastes and smells in tap water, the causes behind them and simple steps to help prevent them.

It features chlorine, metallic or antiseptic-tasting water, a musty or sewage smell and bitter water.

The film follows the release of the annual report of the DWQR, which shows that while tap water quality in Scotland remains among the best in the world, a very small number fail taste and smell tests.

In its annual report, the DWQR confirmed that 99.91 per cent of samples passed stringent water quality tests in 2017.

However, more than a quarter of consumers contacting Scottish Water, did so over concerns about taste or smell. The most common complaints were of an earthy or musty smell or taste, followed by chlorine.

While the number of sample failures and consumer contacts about water quality is reducing, sometimes problems can be linked to poor plumbing in the home, wrongly connected pipework, poor materials and fittings, inadequate protection from water 'flowing back' into internal pipework from dishwashers and toilet cisterns and poor tap hygiene.

The WaterSafe approval register, which is backed by the DWQR and Scottish Water, wants to help homeowners tackle these problems with its new information film.

Julie Spinks, Director of WaterSafe, said: "Households in Scotland enjoy fresh, healthy tap water which is among the best in the world and we want to make sure it tastes and smells fresh and healthy too.

"Many people don't realise there are many things which can affect the taste and smell of water inside their home so we're highlighting a few of the most common complaints, with advice on how to find out what's causing them and simple steps to put them right.

"This could be as simple as changing a washer on a tap, to wiping around taps regularly with disinfectant, to installing check valves on hoses connecting dishwashers and washing machines."



Sue Petch, The Drinking Water Quality Regulator for Scotland, added: “The number of complaints about taste and odour is a concern. Customers expect their water to be clear and bright and not to smell or have a strong taste, so they feel confident it’s safe to drink.

“We suggest watching this useful information film from WaterSafe and if you still notice an abnormal taste or odour, then don’t hesitate to contact Scottish Water for more advice. I’d also urge households not to take any chances and always be sure to employ a qualified plumber.”

Plumbers approved on the national WaterSafe register and operating in Scotland have specific training in the Scottish Water Byelaws designed to maintain the high quality of water and avoid the risk of contamination.

To find your nearest WaterSafe approved plumber, enter your postcode online at [watersafe.org.uk](https://watersafe.org.uk) or to watch the film and read more advice visit [watersafe.org.uk/taste](https://watersafe.org.uk/taste).