



## Cloudy or 'milky' water

**A cloudy or milky appearance is usually caused by millions of tiny air bubbles.**

The simplest way to check if the cloudy appearance is caused by air bubbles is to fill a clean glass with tap water and watch how it clears. You will notice that the water clears from the bottom of the glass as the bubbles rise slowly to the surface. Whilst this will affect the appearance of the water it is not harmful to health.



Mains water will contain a small amount of air. Air can also enter the supply system following a burst water main or after maintenance work we carry out on the distribution network. Under mains pressure the air dissolves in the water, but when you turn on your tap and release the pressure the air comes out of solution. This is similar to what happens when you open a bottle of lemonade.

In these circumstances the air will normally dissipate in a few days. If the cloudy water persists, check if your neighbours are experiencing the same problem. If they are, please contact us on 0345 702 3797 as we may need to come and flush the local mains supplying your property.



## My neighbour doesn't have a problem but I do.

If your neighbour isn't experiencing the same problem it may be because the air bubbles are caused by your internal plumbing system. The internal plumbing can sometimes heat up your cold water, which will cause tiny air bubbles to form. The following checks can help to determine if the problem is developing in your home:

- The water is not cloudy at all taps.
- The problem is worse first thing in the morning or when the tap has not been run for some time.
- The water runs slightly warm to start with.
- The water is clear after running the tap for a long period.

If the warming is caused by hot water pipes running next to the cold water pipes the problem can be resolved by lagging the cold and hot water pipes.

If the water is cloudy at all your taps then you should check that the internal and external stop taps are both fully open.

You may notice a similar problem in your hot water if your home has a combi boiler.