WHAT CAUSES IT?

Some types of water softener add salt to the water and high levels of salt in your diet can cause health problems.

The extra sodium in the water can give a salty taste so if this happens you need to check whether you are drinking from a softened tap or if your softener is functioning properly.

If the softener is faulty or has broken, it can release the orange resin beads into your water supply and that is why you notice them coming out of the taps.

If you don’t think you have a water softener, but are noticing any of the problems described above please contact us.

To learn more about hard water please read our Water Quality Fact Sheet 11 ‘How hard is my tap water’.

WHAT CAN I DO ABOUT IT?

A plumber will be able to check that your softener is working correctly and that you have a non softened tap available for drinking and cooking.

A plumber can help you find the cause of the problem and advise on what to do next.

Keep your softener maintained and service regularly. Also check salt levels regularly and top up when required.

Look at our list of Approved Plumbers and Underground Installers online, at www.watersafe.org.uk

CONTACT US

You can get further information on water quality from our website hartlepoolwater.co.uk/dwq

or call our Contact Centre on 01429 858 050

24 hours a day, 7 days a week.

Non household customers may also choose to speak to their retailer.