If your water tastes or smells of any type of fuel or solvent then you should call us as soon as possible. Sometimes the chemicals that cause these tastes and smells can be harmful.

• If the land is contaminated (such as from a fuel spill) then any underground plastic water pipe needs to be replaced in a protected material, e.g. plastic coated copper pipe or special plastic barrier pipe.

• We can then investigate whether your service pipe and our water mains are affected and advise if your service pipe needs replacing in a protected material.

• If you know of any fuel spills you should contact the environmental health team at your local council as soon as possible to try and prevent any further damage.

• Even if the water hasn’t been contaminated yet, it can still become contaminated through the plastic pipe in the future.

Contact your insurance company about replacing your service pipe.

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

Alternatively, call our Connections Team on 01429 858 050.

**WHAT CAUSES IT?**

Fuel tastes or smells can be caused by fuel or heating oil which has been spilled on the ground. These chemicals can travel through plastic water pipes if they are nearby and contaminate your water supply.

It may take days, weeks or even months to notice the taste to your water supply.

**WHAT CAN YOU DO?**

- If the land is contaminated (such as from a fuel spill) then any underground plastic water pipe needs to be replaced in a protected material, e.g. plastic coated copper pipe or special plastic barrier pipe.
- We can then investigate whether your service pipe and our water mains are affected and advise if your service pipe needs replacing in a protected material.
- If you know of any fuel spills you should contact the environmental health team at your local council as soon as possible to try and prevent any further damage.
- Even if the water hasn’t been contaminated yet, it can still become contaminated through the plastic pipe in the future.

Contact your insurance company about replacing your service pipe.

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**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.