

Drinking water systems

Flushing advice for businesses



Since restrictions were placed on businesses to help fight the spread of Coronavirus (COVID-19), many premises have either closed temporarily or have been operating with reduced staff levels.

Many drinking water systems may have:

- Been left stagnant over this period.
- Had a very low turnover of mains water or water in storage.
- Been affected by the water getting warm, causing microbiological regrowth.

Follow our simple 'Returning to work' checklist overleaf.

Water Quality Fact Sheet



Returning to work checklist

- To ensure the water in your system is fresh, run all taps in the building one at a time, starting with the one nearest to where water enters the building to flush the water through. Run the tap until you can feel a change in temperature on your skin. Or, if water is supplied via storage cisterns, then these should be emptied and filled with water direct from the incoming supply prior to the flushing of any taps.
- Try and minimise aerosol generation by removing shower heads for example, prior to flushing, to reduce the risks of Legionella transmission. Safety considerations should be made for those flushing, including wearing appropriate PPE.
- Ensure all appliances are thoroughly flushed through before use, following the manufacturer's guidance.
- Ensure that if plumbers are required to make any changes or repairs to the plumbing system, that a competent plumber is employed for this work. Approved plumbers can be found through the Watersafe Scheme.
- Finally, if your property has any internal filters or water softeners, these should be checked to ensure they are fully operational.

What can you do?

As your local water company, we have continued to maintain our supply network and systems during this pandemic.

As building owners, managers and landlords, it is critical that you also take the relevant action, to make sure your water systems are safe before staff return.

There are some simple steps to follow opposite.

Larger premises

Larger premises with more complex pipework may require a much more extensive flushing programme followed by cleaning and disinfection. If you feel your business may fall into this category, please ensure you have a competent person to oversee the work.

Get in touch

If you still have concerns



Contact your water retailer or the Water Regulations Team at Anglian Water via email: waterregulations@anglianwater.co.uk



Alternatively, call our Water Regulations Team on **0345 600 1063** (office hours).

For more general advice



Visit [anglianwater.co.uk/dwq](https://www.anglianwater.co.uk/dwq)

