

# Water that has a woody taste or smell



**Black plastic pipe, called alkathene, was some of the first plastic pipework used in the 1960s and 1970s to bring water from the water main into your property.**

Over time, this plastic pipework can sometimes make the water have a woody taste or smell. These are not harmful.

# 9 Water Quality Fact Sheet



## Quick checklist

- The water tastes or smells woody or like pencil wood.
- The water tastes or smells better after the tap has been left running for a few minutes.

## What can you do?

Running the taps for a few minutes before using water for drinking should reduce the taste and will flush through any water that has been standing in your pipework.

However, you can only really get rid of the taste by replacing the water pipe that brings the water from the water main into your property. A plumber or underground installer (who can help replace the pipework) can help you identify if you have alkathene pipework and give advice on what to do next.



Find an approved plumber or underground installer on our website

[anglianwater.co.uk/approved-plumbers](https://www.anglianwater.co.uk/approved-plumbers)



Alternatively, call our Water Regulations Team on **01480 326 917** (office hours).

### Tip

Collect the water you run off and use it to water your plants.



## Get in touch

You can get further information on water quality



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



Call **03457 145 145**

24 hours a day, 7 days a week.

