

HOW HARD IS MY WATER



HARD WATER CHECK LIST

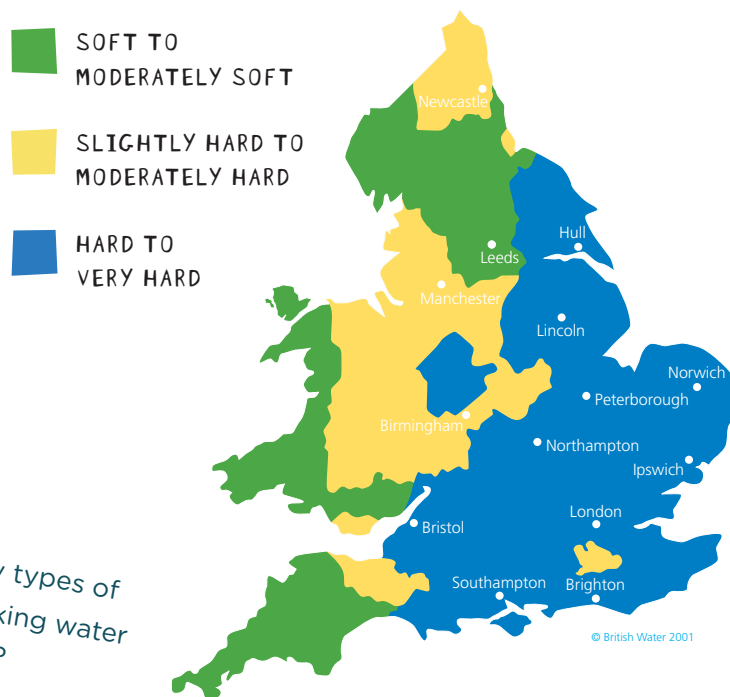
- scale forming in kettles, irons and internal plumbing
- white marks on stainless steel sinks, taps and basins. These can sometimes be stained green/blue from copper plumbing
- scum on the surface of hot drinks
- white, grey or greenish particles or flakes seen in your water



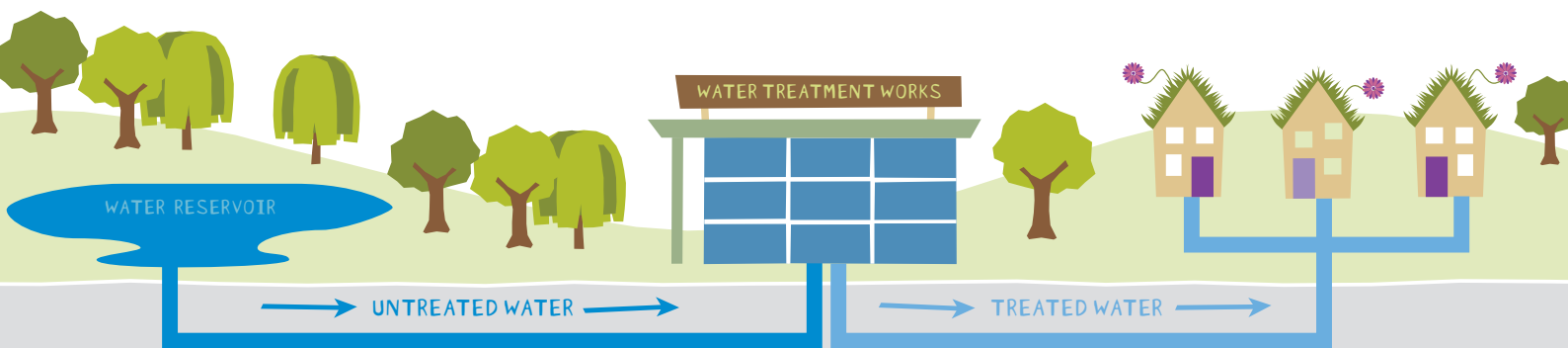
WHAT CAUSES IT?

All of the water in the Anglian Water region is classed as being hard to very hard (see map). The ground in this area contains rocks which have a high chalk (calcium carbonate) content. As water moves through these rocks it dissolves some of the chalk and this makes the water hard.

Hard water is perfectly safe and there is lots of evidence that it can even be good for our health.



Calcium is vital for healthy growth. It is found in many types of foods but did you know that in a hard water area drinking water can contribute towards your daily calcium intake?



MEASURING WATER HARDNESS



The salt levels in some dishwashers can be adjusted to suit the hardness of the area. Check the manufacturers' guidelines for which units to use:

	CALCIUM (MG/L OR PPM)	CALCIUM CARBONATE (MG/L OR PPM)	DEGREES CLARK	DEGREES FRENCH	DEGREES GERMAN	MMOL/L (MILLMOLES OF CA/L)
VERY HARD	140	350	24.4	35	20	4
HARD	100	250	17.4	25	14	3
SOFT	30	75	5.2	8	4	1

HOW HARD IS MY TAP WATER?

To find out how hard your water is, use the postcode checker on our website at www.anglianwater.co.uk/dwq, or you can call us on **03457 145 145**.

WHY DON'T WE ARTIFICIALLY SOFTEN WATER?

Not all customers want to have their water softened so we leave this decision up to you. Large scale softening of water supplies is expensive and can lead to water that is corrosive to metal pipes. If you would prefer to soften your water there are many devices available, but be aware that some of these lead to water with a high sodium content which should not be used for drinking or cooking.

Wire scale collectors can be useful in kettles and limescale removing products will help to keep your taps and basins free from limescale build up.

For independent advice on water softeners please contact British Water: **020 7957 4554**

Take a look at the consumer Guides on the British Water website www.britishwater.co.uk/Publications/consumers-guides.aspx

CONTACT US



You can get further information on water quality from our website www.anglianwater.co.uk/dwq or call our Contact Centre on **03457 145 145** 24 hours a day, 7 days a week.

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

GO WHAT CAN I DO?

Limescale can build up in kettles and react with the natural tannins in tea and coffee causing an oily brown scum.

This is not harmful but can be unsightly. The following tips will help to improve the appearance of your cuppa:

- Make tea in a pot rather than a mug
- Use a kettle or teapot with a spout at the bottom
- Add milk to your cup first (wholemilk produces more scum than semi-skimmed milk)
- Use tea leaves instead of tea bags
- Don't let tea 'stew'
- Try using a tea strainer even if you use tea bags.

