

# Making your water safe to drink: what we've done

Since cryptosporidium was detected in our network we've worked as fast as possible to make your water safe again.

To do that, our teams have:

- Identified, removed and replaced the source of the contamination – an air valve casing
- Drained and cleaned the supply tanks and cleansed the pipework using a range of cleaning techniques including flushing, ice pigging and swabbing
- Put further protections in place, including microfilters at both the Hillhead and Boohay supply tanks, and UV treatment at the Hillhead supply tank, to provide additional barriers to cryptosporidium

We're confident that our actions will prevent this happening again, and that the water we're supplying to your property is safe to drink.

**This leaflet guides you through the steps you need to take before using the water as normal.**

## Need further help?

We have lifted the boil water notice after extensive cleaning and with the support of our public health partners. But, we recognise you may continue to have worries about the safety of your water supply. That's why we'll:



Continue to provide bottled water whilst you regain confidence in your tap water.

Offer advice and support to customers in completing the steps in this leaflet. Please call: **0344 346 2020** if you have any questions.



Visit customers on our Priority Services Register over the next few days to help them with any of the advice in this leaflet, and to arrange other support if needed.

## Got a question?

Scan here for our Frequently Asked Questions or visit: [southwestwater.co.uk/brixham](https://southwestwater.co.uk/brixham)



You can also call us on **0344 346 2020**, and we'll be happy to help.



## How to: Look after your plumbing after a Boil Water Notice



Please follow these instructions to ensure your internal pipework is ready to use.

# 5 key steps you need to take before using your water as normal

Make sure you complete all the steps relevant to your property before using your water as normal. Thank you. If you have been away, or your property is a holiday home or let please follow these same instructions.

## Step 1. Flush cold water tanks

Cryptosporidium can be removed from pipes by flushing water through them.

If you have a cold water storage tank, or have been away from your property during the Boil Water Notice, please run all your cold taps on full for 30 minutes. This will flush the system through.

If you don't have a water storage tank, your water is fed directly from the mains. This means that as you used the water for things like washing and toilet flushing, you will have been flushing your system already.

We will automatically apply a run-off allowance to all our measured customers' accounts for this.



If you have a drinking water network on your premises that includes a drinking water storage tank, we advise you to contact an appointed water hygiene partner. They will be able to advise on any actions you need to take in relation to your business, and we will reimburse the costs associated with this.

Please call us on the claim helpline detailed below. If you don't have a water hygiene partner, please contact us on **0333 234 3293**.



## Step 2. Replace water filters

This applies to filter jugs and plumbed-in water filters. Please replace all filters with new ones.



## Step 3. Make fresh ice cubes

Please discard all ice cubes. Wash any containers that held the ice, and remake.

If you have a plumbed-in ice machine, discard the stored ice. Create a fresh batch of ice (this will flush the plumbing). Repeat. The second batch of fresh ice will be safe to use.

## Step 4. Flush out boats and caravans

Please drain your water tank and system. Then fill the tank with clean water. Turn on all the taps and empty the tank again – this will flush the system. Once you've done that, you can refill the tank and use as normal.



## Step 5. Contact us if you have a swimming pool

If you have a private pool and need advice, please contact us on **0344 346 2020** and we can help support you.