

ADVICE FOR USERS ON PRIVATE WATER SUPPLIES

In light of recent heavy rainfall and flooding there is the potential for private water supplies to become contaminated. There are risks of animal and human waste contaminating these supplies where there is flooding. If a private supply has been covered by floodwater, or if you notice a change in water quality, such as the water becoming discoloured or there is a change in taste or smell please follow the advice below:

BOIL WATER- *The water should be brought to the boil and left to cool before it can be drunk, used for food preparation or given to pets.*

- If there is no gas or electricity available to householders to boil water, then bowser or bottled water should be used in all these circumstances.
- If you believe the supply may be contaminated by any chemical contamination an alternate source of water must be provided.
- Do not rely solely on treatment systems. Treatment systems will be under a lot of pressure - any treatment systems should be checked and serviced where applicable. For advice regarding treatment systems please contact your water engineer.
- If safe to do so the distribution system should be checked for any damage or ingress. Manhole covers for boreholes/Wells should be sealed to prevent ingress from surface water or vermin
- There is the potential for the water to be contaminated even after the water levels have subsided.
- If your property is served by mains water, please contact your local water provider

Please note whilst the water levels remain high, testing is not being carried out at this time. If you require any further advice, please contact the Customer Resolution Team on 0345 678 9067 (option 7) or pws@shropshire.gov.uk

Private supplies, even when well protected, can remain vulnerable to contamination.

Therefore, constant vigilance and regular maintenance will always be required.