

## Jug Filters

Occasionally customers use jug filters as they feel it improves the taste of their drinking water. Jug filters may present problems if they are misused or not hygienically maintained therefore, it is strongly recommended that users strictly follow the manufacturer's operating and maintenance instructions.

## Bacteriological / Algal Growth

To ensure the safety of drinking water, it is treated and disinfected at water treatment works and a low level of chlorine is maintained in the water in distribution to prevent the re-growth of microorganisms such as bacteria and algae. Jug filters are designed to remove chlorine from drinking water which means that the filtered water can be vulnerable to contamination. If the manufacturer's guidelines are not followed, it is possible that you might get significant bacterial or algal growth in the water, on the sides of the jug and actually in the body of the filter. If the filtered water is exposed to sunlight, it will promote the growth of algae and you may find the water turns green or the sides of the jug are coated in a green slime. Therefore, we strongly recommend that you keep filtered water out of sunlight, ideally in a refrigerator, and that you minimise the storage period.

## Things to Remember

- Always fill the jug with water from the cold water tap after running it first for a few minutes
- Ensure filtered water is not allowed to stand for any length of time in direct sunlight
- Always refrigerate any treated water that is not going to be used straight away and use within 24 hours
- Regularly wash the jug and lid with hot soapy water but not the filter itself
- Change the filter regularly in accordance with the manufacturer's instructions.

## Black/Spherical Particles

Customers sometimes report finding tiny black spheres or particles in the filtered water. These are the actual filter media that pack the filter cartridge and remove the chlorine from the water. If you find particles in the filtered water it means that there is either a fault with the filter or that it has deteriorated with use and needs to be replaced.

## Where can I get further information?

Please call us first on our operational helpline on **0800 052 0130**.

One of our regulators, the Drinking Water Inspectorate, is responsible for ensuring the high quality of public water supplies. You can visit their website at: **[www.dwi.gov.uk](http://www.dwi.gov.uk)**