

Drinking Water Taste and Discolouration

FACT SHEET

Occasionally, water from the tap may appear dirty or discoloured, or taste different. Here are the common causes and what to do about them.

Dirty or Discoloured Water

Occasionally, drinking water may appear dirty, cloudy, or discoloured (for example yellow, brown, or milky). While this can be concerning, it is not always a risk to health.

Dirty or discoloured water is most commonly caused by disturbance of pipes during maintenance or high demand, naturally occurring minerals such as iron and manganese, air bubbles, or internal plumbing issues.

Discoloured water is generally safe but may be unpleasant. As a precaution, do not drink discoloured water until it clears.

If discolouration persists after flushing cold taps, or is widespread, please contact Fraser Coast Regional Council on 1300 79 49 29.

Chlorine Taste or Smell

Some people may notice a chlorine taste or smell in their drinking water at certain times.

Chlorine is added to drinking water at a sufficient level to control the risk of microbiological contaminants throughout Fraser Coast Regional Council's drinking water networks.

Council ensures the chlorine level in the water remains safe to drink by carrying out continuous monitoring throughout the network, and undertaking extensive verification monitoring that is analysed by National Association of Testing Authorities (NATA) accredited laboratories to ensure water is within specification.

Occasionally variations in demand, flow or temperature can make chlorine more noticeable.

Chilling water, leaving it uncovered, or using a filter jug can reduce chlorine taste and smell.

Earthy or Musty Taste and Smell

An earthy or musty taste or smell can sometimes be noticed, particularly during warmer weather or after rainfall.

This can be caused by naturally occurring compounds produced by algae and bacteria in water sources.

These compounds are detectable at very low levels and do not pose a health risk. If you don't like the taste, a carbon based water filter is generally effective at removing these compounds.

If you notice that the earthy or musty taste is persistent or increases dramatically, please contact Fraser Coast Regional Council on 1300 79 49 29.

Cloudy or Milky Water

Cloudy or milky water is usually caused by tiny air bubbles in the water, which gives the water a milky white appearance. This is typically due to maintenance occurring in the water network.

To check if this is the case, fill a glass or jug of water and leave to sit for around 10 minutes. The water should become clear.

If water does not clear or has other changes, contact Fraser Coast Regional Council on 1300 79 49 29.

Low Water Pressure

Low water pressure is when water flows more slowly than usual from taps, showers, or appliances.

Low pressure can be caused by maintenance or repairs on the water network, high demand during peak times (typically 6am-9am and 6pm-9pm), leaks, or issues with internal plumbing such as blocked pipes, partially closed taps or valves, or faulty pressure limiting devices.

Low water pressure does not usually affect water quality and is not a health risk.

If low pressure affects multiple properties or continues for an extended period, contact Fraser Coast Regional Council on 1300 79 49 29.