



Advice Note

Drinking Water Quality in Bramley

Why has Thames Water been investigating?

We were made aware of a potential issue in Bramley village during August 2023. An investigation was completed into the drinking water quality at this time, which did not highlight any issues.

During October 2023, Thames Water received a complaint from a resident about an unusual odour from their drinking water. As a result, a further sampling investigation was initiated and two individual properties in Bramley village were issued with advice not to drink their tap water. The nature and location of their water supply pipes in relation to petrol contamination meant their water supply was being affected by the contamination. Levels of hydrocarbons in their drinking water were affecting the taste and odour of the water.

The individual supply pipes serving these two properties have now been replaced with barrier pipes, which protect against this kind of contamination.

Tests carried out since the pipes were replaced have shown a significant improvement, such that the quality of drinking water is back to normal and is within expected limits.

Should I be concerned about my drinking water?

Much like when we can smell petrol in the air, the detectable threshold of petroleum products dissolved in water is very low. That means people can smell dissolved hydrocarbons in their drinking water at very low concentrations.

We are now regularly monitoring the drinking water quality in the wider village. Results have shown the drinking water is safe to drink. We will continue to monitor drinking water to check water supplies.

All the sampling data has been shared with Waverly Borough Council and the UK Health Security Agency.

What should I do if my drinking water has a hydrocarbon odour/taste?

If anyone is ever concerned that their drinking water has a petrol like odour or if there is any other aesthetic concern with your water, please contact our customer centre on 0800 316 9800 so we can investigate further. Should you have any health concerns we recommend you visit your GP or contact NHS 111.