

Following a burst pipe or the restoration of water supply NI Water have the following advice for customers:

- Customers may experience some discoloration of the water following a repair / restoration of water supply but NI Water will flush the network as appropriate. Discolouration will be short-lived, and running the tap for a while should help clear the private service pipe to the property.
- Water quality is a priority for NI Water and strict disinfection procedures are adopted during any repair and water samples will be taken following a repair to our water network.
- The level of chlorine in the water supply may be boosted temporarily. The amount of chlorine is carefully controlled and monitored at our treatment works and strategic points in the distribution system. Water quality samples are taken following burst mains repairs to ensure that a satisfactory water supply is restored to customers.

Further information can be found on

<https://www.nidirect.gov.uk/articles/water-services>

[Print](#)