



What is manganese?

Manganese is one of the most abundant elements in our natural environment where it is present in the form of oxides, sulphides, carbonates and silicates.

As a result it is routinely detected in water and drinking water supplies. It's prevalence in raw waters is increasing due to the effects of climate change.

This factsheet provides you with information on:

- **Where the manganese in your tap water comes from**
- **Where we sample**
- **Why your water may sometimes appear coloured**
- **Are there any health implications of manganese in water?**
- **What you should do if you experience discoloured water**
- **Washing machines and discoloured water**
- **What we are doing to reduce the levels of manganese in water**
- **How to contact us**

1 Where the manganese in your tap water comes from

We treat water from three different sources for drinking purposes: ground water, upland catchment water and lowland river water. Water from some sources contain significant concentrations of naturally occurring manganese which can give a black/brown tint to the water.

2 Where we sample

Water is sampled regularly at our treatment works, service reservoirs and at our customers' taps to monitor the quality of the drinking water. In addition to this, some water quality parameters are continuously monitored at major treatment works. Across Scotland laboratory tests are carried out on water samples each year for regulatory purposes. Many more samples are taken by staff for operational reasons (e.g. bursts, new mains, complaints). The percentage of all regulatory samples complying with the relevant standards in Scotland is over 99%.





3 Why your water may sometimes appear coloured

All our water is treated at our water treatment works where every effort is made to reduce the natural colour of the raw water. Some of the treatment processes we use are more efficient than others at reducing colour in the water.

If you suddenly experience discoloured tap water this may result from a seasonal increase in manganese in the raw water source, or simply from the disturbance of manganese deposits that have settled in the pipes following a burst main, a change in demand for water usage or from a change in the flow within the pipe itself.

4 Are there any health implications of manganese in water?

Discoloured water caused by manganese is unlikely to be harmful to health from short-term or long-term exposure.

Discolouration and dirty water problems are likely to occur above a concentration of 50 µg/l, which is the limit set in the Drinking Water Regulations for Scotland. Drinking water contributes to only a small proportion of your dietary intake of manganese. The major source of manganese intake is from food.

* 1 microgram per litre (µg/l) is one part per billion

5 What you should do if you experience discoloured water

Discoloured water can often be cleared by allowing your cold water tap to run for a short period of time. If this does not clear the discolouration, please check with your neighbours to determine if their water is also discoloured and contact our **Customer Helpline** on **0800 0778778** for more information.

6 Washing machines and discoloured water

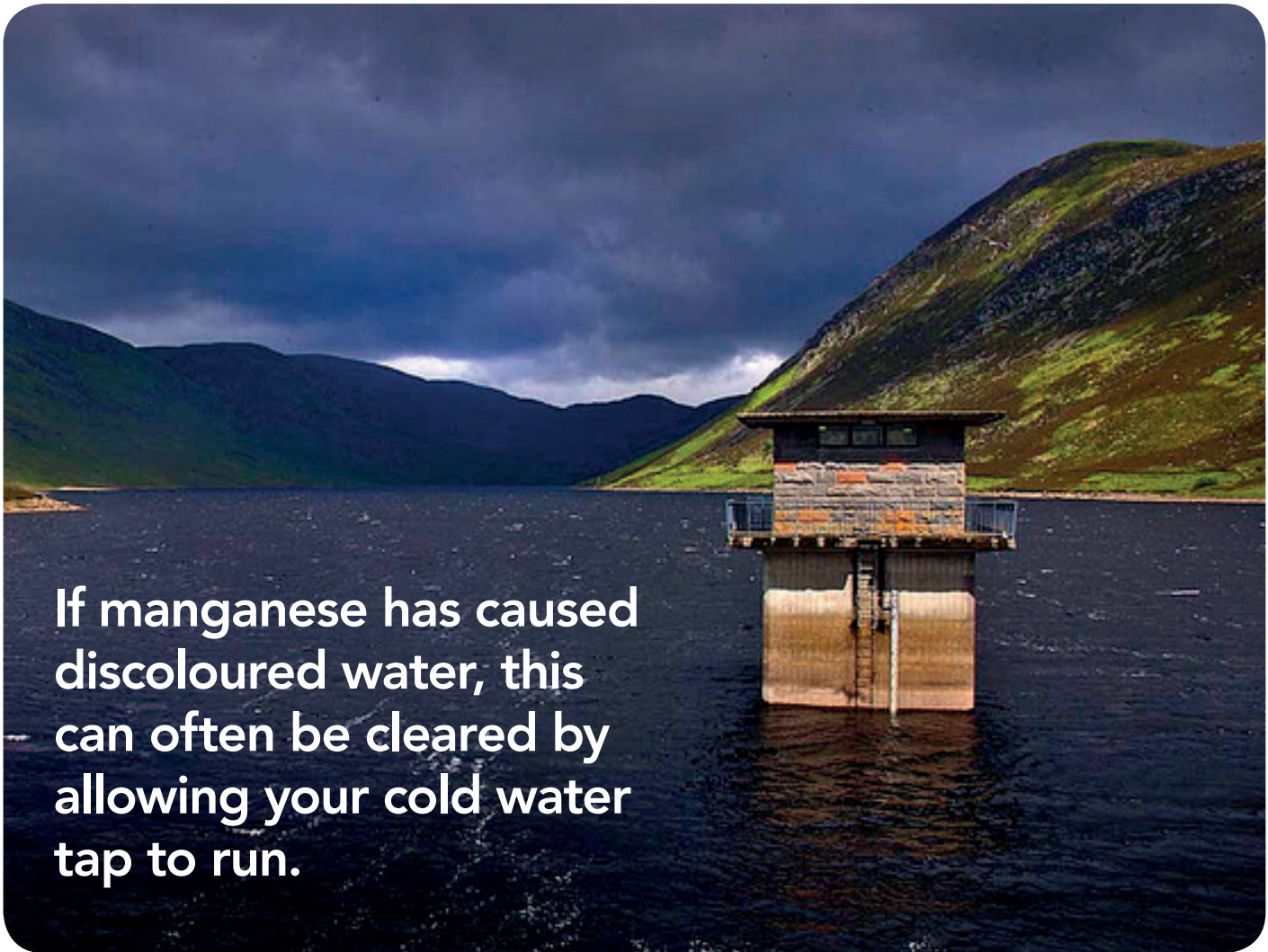
If your washing has been discoloured because of the water, repeat the wash without adding fabric softener. If it is still discoloured then please contact our **Customer Helpline** on **0800 0778778** for more information.

7 What we are doing to reduce the levels of manganese in water

We know from regular sampling of drinking supplies and listening to our customers, that seasonally there are certain areas within Scotland where the presence of manganese can cause inconvenience.

In these known areas we are working hard to reduce manganese by the introduction of manganese removal stages at our water treatment works. We are also undertaking controlled flushing of the distribution system to reduce the build-up of any manganese deposits in the pipes. After we have been working in these areas and have flushed the water mains, you may experience a slight discolouration to your tap water. We would advise that you run your cold water kitchen tap for a short period of time until the water is running clear.





If manganese has caused discoloured water, this can often be cleared by allowing your cold water tap to run.



We want to make it easy to contact us – here's how:

We always have someone here to take your call, you can write to us or alternatively you can contact us through our website.

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please contact us.

If you have a disability, medical condition or other reason where you will need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Priority Services Register.

We record all calls for quality and training purposes.

-  www.scottishwater.co.uk
-  help@scottishwater.co.uk
-  facebook.com/scottishwater
-  [@scottish_water](https://twitter.com/scottish_water)
-  Customer Helpline **0800 0778778**

Please quote this reference code when contacting us: **SWFact ME5 05/20**