



H2O QUALITY

THE FREE APP THAT
ALLOWS YOU TO CHECK
THE QUALITY OF WATER
WHEREVER YOU ARE



EPAL'S WATER

Frequently Asked Questions



EPAL is proud to deliver quality water to your house every day!

The quality of the water supplied by EPAL is guaranteed by the quality of the sources (surface water and groundwater), by the various treatment processes to which the water collected is submitted and also by the quality control of the water carried out throughout the supply system right up to the customer's tap.

This control is achieved through continuous monitoring equipment installed at strategic points in the supply system and through laboratory analyses carried out by qualified technicians and with recourse to advanced technology.

Annually, EPAL carries out more than 300 thousand analyses in the control of the quality of water, with over 99% compliance with national and European legal requirements. The number of analyses carried out is greater than that stipulated and controls complementary (non-obligatory) water quality parameters, aimed at ensuring the highest quality of water supplied.

However, the quality of the water delivered to the customer at the entrance to their building can suffer alterations due to a lack of maintenance on the building and domestic network, particularly in the case of old or cast-iron pipes.

EPAL PHONE NUMBERS

24h per day, every day

Customer Help Line | 213 221 111
(cost of a call to the national fixed network)

Free phone call **Communication of meter readings** | 800 201 101

Free phone call **Loss of supply** | 800 222 425

Free phone call **Report a burst pipe in the street** | 800 201 600

Fax | 213 251 397

EPAL site www.epal.pt

EPALnet

myAQUA

EPAL SHOPS

EPAL Shop in Restauradores - Headquarters

Avª da Liberdade, 24 1250-144 Lisbon

from 8:30 am to 7:30 pm every working day

EPAL Shop in Laranjeiras One Stop Shop

Edifício Atlanta II, Rua Abranches Ferrão, 10-C

1600-001 Lisbon

from 8:30 am to 7:30 pm Monday to Friday

and 9:30 am to 3:00 pm Saturday

BY POST

Commercial Department - Headquarters



FREQUENTLY ASKED QUESTIONS

Why is tap water sometimes white?

The white colour is due to the presence of air dissolved in the water. This happens from time to time and passes quickly, but it is important to point out that the water is fit for consumption.

You can leave the water standing for a few minutes.

What is the importance of chlorine?

Chlorine is used safely and effectively in the disinfection of water for human consumption, guaranteeing its microbiological quality throughout its journey, from the Water Treatment Plant to the customers' taps. Levels of chlorine are controlled and monitored 24 hours a day, being adjusted whenever necessary.

Why does water sometimes smell of chlorine?

In spite of the minimal amount added to water, it is natural that people with greater sensitivity are aware of its presence because it is a substance with an intense smell and taste.

To minimise the smell and taste of chlorine, we recommend that you:

- Put the water in the fridge in a container with a lid, as the low temperature helps to neutralise the smell and taste
- Use, if possible, glass jugs or bottles. It is not advisable to keep water in containers for more than 24 hours, as the content of chlorine may diminish, making it difficult to guarantee the microbiological quality of the water

What does water hardness mean?

The "hardness" of water is caused essentially by the presence of calcium and magnesium salts, being considered "hard" when there are significant levels of these salts and "soft" when it contains small quantities.

The levels of hardness of EPAL's water lie between 40 mg/l and 170 mg/l of calcium carbonate (CaCO₃), the average value being 80 mg/l, meaning soft or moderately soft water. Within this range, water hardness does not present any risk to the consumer's health.

Note | The value of 80 mg/l of calcium carbonate corresponds to 8 French degrees (°FH), to 4.4 German degrees (°dH) and to 0.8 mmol/l.

To minimise the effects of limescale, we recommend that you:

- Regularly clean kettles, coffee machines and jugs to avoid build-up, which is unsightly and can alter the taste of the water
- Follow manufacturers' recommendations for washing machines. In dishwashers, ensure there is always "regeneration salt" in the respective compartment

Why do pipes make noise sometimes and the water comes out in "spurts"?

This situation occurs regularly after the loss of supply or a lengthy absence from the property (e.g., holidays), and is caused by air in the pipes. We recommend that you leave the water running for a few seconds.

What is the pH of water?

The value of the pH (potential hydrogen) means the acidity or alkalinity of the water. The pH scale contains values from 0 to 14, with a pH value of 7.0 indicating a neutral solution.

The pH of EPAL's water complies with the values stipulated by the legislation in force (≥ 6.5 and ≤ 9.5).

Why does the water sometimes have a yellowish or brownish colour?

This colour is associated with the presence of iron in the water, a situation that can be attributed to its presence in the water sources, as well as to the phenomena of corrosion in steel or cast-iron pipes in the distribution system or building networks.

The concentration of iron in water distributed by EPAL complies with the parametric values stipulated by law (200 µg/L) and does not represent any risk to public health.

To minimise the content of iron in the water, we recommend that you:

- After a long period of not using water (e.g.: holidays), refresh the water in the pipes in the house by letting the water run for a short time
- Let the water run for a short time on the first use of the day if the building/domestic network is old
- Clean and disinfect the taps regularly to avoid the deposit of sediment (e.g. limescale and iron) and/or the development of micro-organisms

Tip for Efficient Use: Use water that you don't drink for watering plants or cleaning

What should I do if I have lead piping?

We recommend that you replace it in order to minimise the water's lead content.

What is the legislation that regulates the quality of water for human consumption?

The legislation that regulates the quality of water, and with which EPAL complies, is Decree-Law no. 69/2023, of the 21th of August.

Check the results of the analysis of the quality of water at epal.pt