

# Fact Sheet: Water filters

At Western Water, we are committed to providing the highest quality of water. While we do not believe filters are necessary for our water, we understand that some customers may choose to purchase a filter. The following information will assist you to select a filter that best meets your needs.

## The quality of your water

We operate within Victoria's *Safe Drinking Water Act 2003* to deliver a clean and healthy drinking water supply. Water samples are continually taken and analysed from all areas of our distribution networks to ensure the best possible quality.

We believe that you do not need to install a water filter. However, if you decide to purchase a filter, do your research! There is a wide range of water filters on the market, so product comparisons are necessary in order to choose the right product and get the best value.

## What type of filter should I buy?

If you choose to buy a water filter, you firstly need to decide which type of filter will suit your needs. Decide if you want the filter to:

- remove colour or sediment
- remove taste (chlorine)
- remove odour
- remove chemicals (both natural and added)

## Other considerations

### Independent accreditation

Filters should be certified to Australian quality standards and approved by a recognised national health authority.

### Filters must be maintained properly

Filters that are not maintained can cause concentrated materials to build up and enter your water supply or block the filter. Some filters and treatment systems wear over time and lose their effectiveness. Manufacturers will provide a guide as to the serviceable life of their products but there are many variables that may affect these recommendations. These include the amount of usage, water temperature and pressure. It is important that all filters be maintained and replaced at least as often as recommended by the manufacturer.

### Budget

The price of water filters will vary, depending on the quality of the product. Purchase the best value system for your budget. Also, consider well-known brands for ease of access to replacement filters and parts.

### Ongoing cost

Most filters will come with ongoing costs, such as replacement filters for disposable types, or after sales service for fitted units. Consider this cost before you buy.

## Manufacturer's instructions

Each filter has its own care and cleaning needs, so read the manufacturer's instructions carefully before purchase.

## Warranty and after sales service

Understand both the warranty conditions and terms of any after sales service before you purchase a filter.

## Advertised benefits of water filters

Some manufacturers claim that their filters remove substances such as pesticides, detergents and heavy metals from tap water. These substances have not been detected in Western Water's supply system.

We ensure that naturally occurring organisms are disinfected before they enter your water supply. If a manufacturer or salesperson claims that a filter delivers higher quality water, ask for technical information on how their filter has been designed for Western Water's supply system. If they cannot supply this information or clearly demonstrate the way the filter works, then the product may not be right for your needs.

## Door-to-door sales

While many water filter companies have established reputations, some customers have reported cases of door-to-door salespeople offering to conduct free water quality tests in order to sell consumers expensive water filter systems.

If you come into contact with a door-to-door salesperson using questionable tactics, please contact Consumer Affairs Victoria immediately on 1300 558 181.

**Western Water does not promote or endorse any water filter company.**

## Further information

**Water filters will only treat the symptoms of your water issue, not the causes. If you are unhappy with the quality of your drinking water supply, please contact Western Water on 1300 650 425. We can help to investigate the problem and determine the best course of action to take.**