

What is Legionella?

Legionella is a type of bacteria found in freshwater. The bacteria multiply when temperatures are between 20–45°C and nutrients are available, putting household water at risk if systems are not regularly checked and controlled.

Legionella bacteria can cause serious illness, including Legionnaires' disease – a type of pneumonia. It spreads when you breathe in tiny water droplets containing the bacteria, not from drinking water.

Around 200–400 cases of Legionnaires' Disease affect people in the UK each year. While anyone can get it, people who are older, smokers, and those with certain health conditions are most at risk. The disease has flu-like symptoms and is not contagious.

When to contact us

- Your boiler or hot water cylinder are not working properly, especially if the water is not coming out of the taps at a high enough temperature.
- The cold water is still running warm even after you have run off any water which may have accumulated in the pipes. Your cold water should not go above 20°C.
- You notice any debris or discolouration in the water.

You can report issues with your boiler on our website, using our solve an issue tool or email us:



livewest.co.uk



enquiries@livewest.co.uk

What should you do to protect yourself?



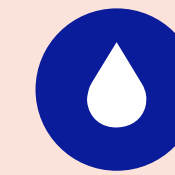
Run taps for five minutes

When you first move into your home or return after a few weeks away, first flush the toilets, run the bath, shower and sink taps continuously for at least five minutes to flush through any bacteria.



Avoid altering boiler settings

You should not interfere with the settings on your boiler or hot water cylinder. Beware of burns and scalding and take extra care if you have children. The hot water must be heated up to 60°C. Remember, Legionella thrives at temperatures between 20°C and 45°C.



Raise a hot water repair

If you have concerns about whether your hot water system is working correctly, let us know so we can inspect and repair if necessary to keep water temperatures where they should be.



Flush out the hosepipe

After using the hosepipe, ensure you drain any remaining water out of it and store it out of direct sunlight. You should also flush your hosepipe through for a couple of minutes before filling paddling pools, as bacteria may have built up inside.



Do not use sprinklers...

If the temperature of stored water is above 20°C, you must not use it in sprinklers or mist irrigation.



Clean out water containers

You should keep water storage containers clean by emptying them and scrubbing them out once a year. You can also insulate or paint them with a light colour to reflect the heat and prevent the water heating up in the summer.



Clean shower heads regularly

Ensure you keep your shower head and taps clean and free from a build-up of lime scale, mould or algae growth. You should fully disinfect your showerhead every three months, or if it's been unused for two weeks or more. If unused for one week or more, run the shower for two minutes. To ensure no spray escapes from the showerhead, run it through a bucket of water or full bath.

