

What's really coming out of your tap?



Brisbane, QLD — 10th September 2026

South East Queensland homeowners are being encouraged to better understand the water coming through their taps, with Fallon Solutions saying common concerns such as chlorine smell, unusual taste, white residue and scale do not necessarily mean the region's drinking water is unsafe.

Fallon Solutions Plumbing Supervisor George Millas said tap water supplied across Brisbane, the Gold Coast, Sunshine Coast and surrounding areas is treated and regularly tested to meet the Australian Drinking Water Guidelines.

"SEQ has a highly monitored drinking-water supply, so homeowners should not assume that a chlorine smell, mineral deposits or a change in taste automatically means there is a safety issue," Mr Millas said. "What people are often noticing are characteristics of the water itself, such as naturally occurring minerals or substances used during treatment and disinfection."

South East Queensland's drinking water is treated before entering the regional water grid and is tested for a wide range of health and aesthetic parameters, including microorganisms, chlorine, fluoride, metals, minerals, pH and hardness.

Mr Millas said the interconnected nature of the South East Queensland Water Grid meant the characteristics of water supplied to individual areas could also vary slightly over time. "The source supplying a particular area can change depending on operational requirements, so homeowners may occasionally notice small differences in taste, smell or hardness," he said. One of the most common concerns raised by homeowners is a chlorine-like taste or smell.

“Chlorine and chloramine play an important role in disinfecting drinking water and protecting it as it moves through the network,” Mr Millas said. “Some people are simply more sensitive to the taste and smell than others, and that is often what leads them to start looking at drinking-water filtration.”

Water hardness is another area of confusion. Hardness is caused mainly by naturally occurring calcium and magnesium dissolved in water. For homeowners, it is usually noticed through signs such as white or chalky residue around taps, scale on shower screens, mineral deposits inside kettles, spotting on glassware or reduced soap lathering.

Mr Millas said homeowners should understand that filtration and water-softening solutions were not necessarily the same thing. “A standard filter will not automatically solve every water-quality concern,” he said.

“If your main concern is taste or chlorine, one solution may be appropriate. If you are concerned about hardness or scale, the solution may be different. “The important thing is to understand what you are actually trying to change before choosing a system.”

Mr Millas said home filtration should generally be viewed as a way of improving the water experience rather than making unsafe water safe. “For most South East Queensland households, filtration is about greater control,” he said. “That could mean improving drinking-water taste, reducing chlorine odour, dealing with sediment, or choosing to filter water throughout the whole home. “There are different options depending on what the homeowner wants to achieve, and that distinction matters.”

Fallon Solutions said homeowners concerned about their water should first identify what they are noticing and whether they want filtration at one tap or across the entire property. “Water is something every household uses every single day,” Mr Millas said. “Understanding what is in it and what your options are puts homeowners in a much better position to make an informed decision.”

For bookings or to learn more visit <https://fallonsolutions.com.au> or call 1300 873 105.

About Fallon Solutions

Fallon Solutions is one of Queensland’s largest and most trusted home service providers, offering electrical, plumbing, drainage, air conditioning, solar, and carpentry services for over 60 years. With more than 8,000 five-star reviews, a limited lifetime labour warranty, and a reputation built on reliability, Fallon keeps Queensland homes safe and comfortable all year round. We can be there today!

Media Contact:

Nicole Waters

Group Marketing Manager – Fallon Solutions

📞 1300 388 750

✉ nicole.waters@fallonsolutions.com.au