



Important information inside



Your reference
BB279802



[thameswater.co.uk](https://www.thameswater.co.uk)



0800 316 9800
Our lines are always open

May 2020

Investigation work

Dear Resident,

We're writing to let you know that we'll soon be carrying out investigation work on our water pipe outside Elmcourt Health Centre property number 220-226 Norwood Road.

How we're working during coronavirus

As key workers, we're continuing our essential work on Norwood Road. Be assured that we're following strict guidelines and we'll keep all our work under review to ensure we can continue working safely.

How will this work affect me?

- From Saturday 16 May 8am to 7pm to Sunday 17 May 10am to 7pm, we need to carry out essential excavation works. We'll be installing two-way traffic lights during this time to control the flow of traffic along Norwood Road.
- From Sunday 17 May at 10.30pm, we'll be re-installing the two-way lights and working at night to carry out the removal and pressure testing on a valve connected to our water pipe for approximately 2 weeks. Our working hours will be Monday to Friday from 10.30pm to 5.30am. The two-way lights will be removed from site each day from 5.30am.
- The parking bays outside the Elmcourt Health Centre will also be suspended during our work.

We're sorry for any inconvenience you might experience but we'll do everything we can to keep noise and disruption to a minimum.

Can I find out more?

Once again you can get in touch with us on [0800 316 9800](tel:08003169800), selecting option one and quoting the reference BB279802. If you are a business customer, you may wish to contact your Retailer for any additional information relating to our work.

Yours sincerely,

Aghogho Asagba
Customer & Stakeholder Experience Coordinator