



Important Information



Your BB70013637



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



0800 316 9800

Our lines are always open



customer.feedback@thameswater.co.uk

15 January 2021

Installing new Pipes

Hello,

We sent letters last week informing you of upcoming works installing new water pipes and improving our water network in your area. We have been informed by Royal Mail that the delivery of these letters may not have taken place. As a result, we have changed the start date of the works.

The work will taking place on the following roads: **Broxholm Road, Glennie Road, Egremont Road, Ivymount Road, Canterbury Grove, Chatham Grove, Pymont Grove, Waldeck Grove, Royal Circus, Lansdowne Hill and York Hill**

When we'll be working

We will be working in your area from **Monday 25th January for approximately 23 weeks**. You'll see us around at the following times:

- Monday - Friday from 8am until 6pm.
- Saturday – 8am until 1pm.

How you're affected

On **Monday 25th January 2021** we will be commencing work on **Broxholm Road** to install new water pipes. Road closures and temporary traffic lights will be in place throughout the duration of works. Please avoid parking inside the cordoned off area within our site. **We will do everything we can do to keep noise and disruption to an absolute minimum during this time.**

COVID-19 Update:

We've been identified as key workers by the Government and our customers can still expect to see us in their communities providing the services they expect. We're following official health advice on coronavirus and we'll keep our planned work in **Broxholm Road** under review to ensure we can continue working safely.

Questions or concerns

You can ask our team on site as they're always happy to help. Or get in touch with us by calling **0800 316 9800**, selecting option one and quoting your reference number: **BB70013637**. If you are a business customer you may wish to contact your Retailer for any additional information relating to our work.

Thank you for your understanding

Amie Longhurst
Customer & Stakeholder Experience Coordinator