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 [customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)

**October 2021**

## Important Information

### Improving our Water Network on Ivymount Road

Dear Resident,

We are writing to update you about the mains replacement works that will be taking place in the **Ivymount Road** area of Lambeth. We've prepared some additional information about the project, which we hope you find helpful.

#### Why is this work taking place?

In total over 2.8km of water mains will be replaced as part of this project. Thames Water are replacing the existing water mains, which in some cases may be 100 years old, upgrading to new, large plastic pipes which are much stronger. This improves the reliability of the water network for customers.

#### Where we'll be working

The area of the new main.



Work will begin on **Friday 5 Nov** for approximately **6 weeks**. To complete our work, a phased road closure will be in place, starting from the junction of Glennie Road and working towards Canterbury Grove.

#### What times we'll be working

- **Monday to Friday - 8am to 6pm**
- **Saturdays - 8am to 1pm**

### Will this work impact my supply?

There will be a short interruption to your service as your service is transferred onto the new pipework. We will notify all impacted residents in advance, stating the earliest start time of the interruption and the latest finish time when your water will be restored.

### Will refuse collection and deliveries be impacted?

We will work with local refuse collectors and any large vehicles requiring access to ensure that all collections and deliveries take place as scheduled.

### Will the road surface be impacted?

We will ensure all roads and verges are put back to their previous condition. The area will be checked before our teams leave. If you have any issues with our work during or after it has taken place, please let us know.

### What if I need extra help?

We intend for your taps to have a constant flow of water, 24 hours a day, 365 days a year. If things do go wrong with your water or wastewater services, we can offer extra help and support if you need it.

By signing up to our free priority services register, we can tailor our services to meet your medical or language needs. Find out more at [thameswater.co.uk/priorityservices](https://thameswater.co.uk/priorityservices)

If this service doesn't apply to you but you're self-isolating or have coronavirus, please visit [thameswater.co.uk/coronavirus](https://thameswater.co.uk/coronavirus)

### Can I talk to someone in person?

Please ask our team on site as they're always happy to help. You can also get in touch with us on **0800 316 9800**, selecting option one.

Thank you for your understanding.

Amie Longhurst  
Customer Experience Coordinator