



Important Information



Our ref: eight2o BB249359



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



0800 316 9800

Our lines are always open



customer.feedback@thameswater.co.uk

Improving our water pipes.

June 2018

Hello,

Firstly, we'd like to thank those of you that attended our recent drop-in session. It was a great opportunity to meet with you, and discuss our work in more detail.

We'd like to let you know that our mains replacement work on **Sydenham Road, Plough Corner and Stert Road** will now start in August and not July as originally planned. Additionally, our traffic management has also changed. **Further details are provided within this letter.**

When we're working

Sydenham Road, Plough Corner (shown as location A on map on the reverse side of this letter)		
Start date	Duration	Traffic management arrangements
Friday 17 August	Six weeks	Signage only (vehicles can pass through our working area)

Sydenham Road, Stert Road (shown as location B on map on the reverse side of this letter)		
Start date	Duration	Traffic management arrangements
Monday 20 August	Six weeks	During these works we'll be using our directional drilling equipment which will require a road closure to be in place for approximately five days. Please note, the closure will only be in place during our working hours. Don't worry, we'll write to you in advance with further information. At all other times vehicles will be able to pass through our working area.

You'll see us around during the following times:

- Monday to Friday 7.30am to 5pm
- Saturday 8am to 2pm (if required)

Please note, we'll be back in touch nearer the time to remind you of our start date.

How you're affected

You may notice an increase in noise and vehicle movements, we'll do everything we can to keep any disruption to a minimum.

While our team are working on site there may be a short period of time that vehicle access to your driveway isn't possible. We'll do our best to keep any disruption to a minimum and would appreciate your support during such times.

Please do get in touch with us or speak to a member of our site team if you require constant access to your driveway. **Pedestrian access to your property will be maintained at all times.**

We may need to turn your water off, however we'll be sure to let you know in writing before it happens. But if you do notice any changes, like your water going off unexpectedly, please let us know by speaking to a member of our site team or calling [0800 316 9800](tel:08003169800), selecting option one and quoting reference number [BB249359](tel:08003169800).

Queries or concerns?

Please ask our team on site as they're always happy to help. Once again you can get in touch with us on [0800 316 9800](tel:08003169800), selecting option one and quoting reference [BB249539](tel:08003169800).

If you're a business customer you may wish to contact your retailer for any additional information relating to our work.

Thank you for your understanding.

Paula Walker
Customer Experience Coordinator

