

Dear Customer

Notification of works – Renewing water mains in your area

What are we doing?

As part of our investment programme to replace ageing pipework that has reached the end of its useful life, we need to carry out some essential works in your area to ensure we continue to supply high quality drinking water both now and in the future whilst supporting our customers who need us the most. We will achieve this through proactively maintaining our network and equipment whilst ensuring the safety, health and wellbeing of our people and our communities to ensure a reliable supply of water to your community for many years to come.

We will be installing new water mains in your area over the coming weeks and this work will be carried out by our contractors Morrison Utility Services. To carry out this work, we may need to work directly outside your property. We understand that road works can be inconvenient, and we would like to apologise for any disruption this may cause. Please be assured that this work is absolutely essential and we will do our best to keep disruption to a minimum.

LONDON ROAD, Bagshot

From junc of School Road to outside The Cricketers

Works starting on approx: 01 May 2020

Works ending on approx: 11 June 2020

Please be advised this work will be carried out under multi way lights, and standard signage and barriers.

The Railway Bridge

Works starting on approx: 12 June 2020

Works ending on approx: 27 July 2020

Please be advised this work will be carried out under a road closure, and standard signage and barriers. Access will be maintained for residents and businesses that are within works area where possible

Covid-19 Precautions

While we carry out this essential work our teams will be observing the two metre social-distancing rules, we ask that this is respected and adhered to for the safety of our customers and colleagues.

In the unlikely event of a problem with the water supply inside your house requiring a visit to fix, our plumber will have full protective clothing and sanitiser and will observe the safe distance and contact rules.

We understand that this is a difficult time for some of our customers. For more information on how we can support you, please visit www.affinitywater.co.uk/corona-virus.

How this work may affect you?

- **Water Supply:** Your water supply may be interrupted at times for up to three hours while this essential work is carried out. Before we do this, we will deliver a red warning card through your letter box stating the earliest start time of the interruption and the latest finish time when your water will be restored. If the interruption to the main supply is likely to be longer than three hours, we will provide a temporary supply to your property while the old pipe is replaced. You may notice a drop in pressure while on the temporary connection. There will be a second short interruption to the water supply as your service is transferred onto the new main. This should take no more than 15 minutes to complete.
- **Is my water safe to drink while on the temporary supply?**
Your water is safe to drink with no need to boil it while you are connected to the temporary service. You will receive a cautionary boil notice once you are connected to the new water main while the samples are being tested.
- **Access and Parking:** Areas of the road and footpath will be coned off before we dig a trench. Please do not park vehicles in these coned-off areas. Furthermore, we may have to ask you to move your car in order to access the main, but will give you as much notice as we can.
- **Reinstatement:** 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. Speak to our supervisor on site and they will do all they can to assist you.

Keep up to date

If you have a smart device, why not scan the QR barcode to see the latest information about these improvements in your area?

Or visit our website at: www.affinitywater.co.uk/newpipes

If you are a non-household, business customer and would like more information about these works, you should contact your water retailer, details of which are on your bill.

You can also visit our website on: www.affinitywater.co.uk/wholesale



Priority Services

- You can register any special requirements you have by visiting our website: www.affinitywater.co.uk/priorityservices
- Look out for bogus callers who claim to be from Affinity Water. All our staff carry identification cards and will be happy to wait while their identities are checked.

More info

- We are interested in hearing from you to help improve our service. Let us know at: www.tellaffinity.co.uk/newpipes
- Alternatively, you can call us on 0345 357 2407
- **This information can be supplied in large print, Braille or audio on request. Please call us on 0345 357 2406**

Please read the enclosed leaflet 'We're working in your area' for further details.

Yours faithfully

Heather Scholtz
Senior Project Manager