



Important information

 Your reference
BB70080020

 thameswater.co.uk
customer.feedback@thameswater.co.uk

 0800 316 9800
Our lines are always open

2 January 2024

Installing New Water Pipes.

Hello,

As part of our focus to reduce supply interruption and leakage, and improve water supply, it is important for us to replace our old pipes from time to time. We'll soon be starting work to replace the water pipes in your area. We are sorry for any disruption this may cause. The new plastic pipes are much stronger which means that we will continue to provide a reliable service now and for future generations.

When does work start?

Our work starts on **Warren Street on Monday 15 January 2024**. We will be working in phases firstly along Warren Street. The complete scheme will be completed in approximately 3 months.

Working Hours:

Our working hours will be Monday to Friday 8am to 6pm and Saturday 8am to 1pm.

How are you affected?

- Traffic management: phased road closures will be in place, commencing at the junction with Tottenham Court Road, please look out for our on-street signage for details. Parking bays will also be suspended in phases during the works.
- Pedestrian access will be maintained for residents and businesses.
- Access will be maintained for emergency vehicles.
- You may notice an increase in noise and vehicle movements, but we'll do everything we can to keep this to a minimum by placing sound barriers around where necessary.
- We may also need to turn off your water supply for a short time. If so, we'll send you a letter with more details at the time.

If you have a special request, please ask the site manager or give us a call on 0800 316 9800.

Emergency Services Water Supply

As we replace our pipes it is essential that we reconnect all building services that are in use. This includes any mains the emergency services might connect to that are serving the property for example any sprinkler or misting systems. Due to the age of some of these systems our records are not always completely accurate. Because of this we would appreciate it if you could contact us on 0800 316 9800 (quoting your BB reference mentioned on the top right of the letter) if you have an

emergency services main connection into the property and confirm the type of equipment it supplies. Your safety is extremely important to us, and this will ensure the correct supply is reconnected to the new water pipes and does not disrupt the safety within your building.

What if you need some extra support?

If you need a helping hand, our priority services team can provide support. For more information, please visit thameswater.co.uk/priority-services or call us on 0800 009 3652.

Queries or concerns?

You can get in touch with us on 0800 316 9800 – please select option one and quote the reference number at the top of this letter. 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 patience while we work to make things better – it's all part of a multi-million-pound investment across our region to upgrade our pipes and ensure our water supply is resilient for future generations.

Rabia Singh – Thames Water

Customer Experience Coordinator