

Dear Customer

ADVANCED NOTICE – WATER MAIN WORKS IN YOUR AREA!

What are we doing?

As part of our investment programme to replace aging pipework that has reached the end of its useful life, we need to carry out some significant works in the Ottershaw area to ensure a reliable water supply for our customers in the future.

Our Chertsey Water Treatment Works supplies water to over 61,000 households through three large trunk mains pipes, which follow the A320 (Guildford Road) Ottershaw towards Woking.

These pipes carry 25 million litres of water a day and were laid between 45 and 75 years ago. They are reaching the end of their life and we need to replace sections of this pipework.

We are going to be installing new pipework between the Ottershaw roundabout and Anthony's Booster, to replace a 12 inch diameter pipe that is in very poor condition. The proposed route will be from Ottershaw roundabout, Murray Road, Brox Road and A320.

We have been working closely with Surrey County Council and the local Highways Agency to plan this work in phases, so we can reduce disruption as much as possible.

When?

We plan to commence work in January 2016. It is anticipated that the new pipeline work will take approximately 9 months to complete.

In 2017, we will carry out further works to extend the life of the two other large pipes that are situated within the A320 by inserting new lengths of pipe inside the old pipes, which is far less disruptive than digging up and replacing the pipes.

How can I find out more information?

We are holding a customer information session at Brook Hall (Ottershaw Village Hall), Brox Road, Ottershaw, KT16 OHG on Thursday 17 December between 12.00 midday and 8.00pm.

Our website contains further details of our proposed scheme – www.affinitywater.co.uk/newpipes

We will send you another letter with more details prior to work commencing.

How this work may affect you.

- **Water Supply:** Your water supply should not be affected whilst we carry out our works.
- **Access and Parking:** We will carry works on Brox Road within a road closure, whilst the road will be closed to through traffic, access will be maintained to residents and businesses. Works on the A320 which are programmed to start next summer will be carried out under temporary traffic lights.

We anticipate that road works may cause some disruption. Please be assured that we will do our best to keep this to a minimum.

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



Safeguard

- Look out for bogus callers who claim to be from Affinity Water. All our team members carry identification cards and will be happy to wait while their identities are checked.
- You can also register any special requirements you have by visiting our website:
www.affinitywater.co.uk/helpinghands
- To receive this leaflet in large print, audio or Braille, please call 0345 357 2406

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

Please read the enclosed leaflet “we’re working in your street” for further details.

Yours faithfully

Michael Beresford
Senior Project Manager
Affinity Water