



Important Information



Your eight20 BB200060



thameswater.co.uk



0800 316 9800

Our lines are always open



customer.feedback@thameswater.co.uk

Site Upgrade

September 2016

Hello,

We'll soon be starting work in your area to install two new tanks and associated pipework at our Streatham water treatment works. This will ensure we continue to provide you with top quality water.

When we're working

We're planning to work from **Monday 17 October** for **approximately six months**. Our working hours will be **Monday to Friday 7.30am-6pm**. If that changes we'll let you know in advance.

How you're affected

On certain days during our works and when we're expecting deliveries, there will be an 8 hour road closure on Conyers Road at the junction of Gleneagles Road. Diversions will be clearly signposted to help you find your way. We'll clearly mark it out at the time and we'll make sure our work doesn't stop you from getting home.

On the days we expect lorries to our site there will be increased traffic movement in the area. We'll also be restricting parking on Conyers Road on the days we'll be installing the new tanks, but we'll inform you in advance before this happens.

You may hear increased noise but we'll make every effort to minimise disruption and inconvenience. We also hope to keep disruption to residents and road users to a minimum during this period and apologise for any inconvenience this might cause.

We're not planning to turn your water off, so our works shouldn't directly affect you. If you notice any changes like your water going off unexpectedly, let us know by calling **0800 316 9800** selecting option one and quoting your above reference number

Please ask our team on site as they're always happy to help. Or get in touch with us on [0800 3169800](tel:08003169800), selecting option one and quoting reference number **BB200060**.

Thank you for your understanding.

Yours faithfully

Aghogho Amelia Asagba
Customer and Stakeholder Experience Coordinator