





Important information inside

 Your reference
BB279802

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

 0800 316 9800
Our lines are always open

24 April 2020

Upgrading pipes for the future

Dear Resident,

We hope you're keeping safe and well at this time.

Since 27 May 2019, we've been busy upgrading the water pipes on Norwood Road and we'd like to give you an update on our work.

How we're working during coronavirus

As key workers, we're continuing our essential work on Norwood Road. Be assured that we're following strict guidelines and we'll keep all our work under review to ensure we can continue working safely.

What's been happening?

We've laid over 630 metres of pipework, but as our engineers uncovered challenging ground conditions, this progress has been slower than expected. This means we're working towards a new completion date of August 2020. Our engineers are hard at work to shorten this timescale where we can, but we're sorry for the frustration this will cause.

We're now building a new connection point for our pipework outside of these ground conditions, to ensure we don't endanger your water supply or other key services. We'll therefore replace around 80% of the pipe we set out to, though we're installing state-of-the-art monitoring units which cover the entire length of the pipe. This marks the end of a significant programme of works in which we have spent over £20m in upgrading the water network in your area.

How does this affect you?

To complete the final stages of this work as safely and quickly as possible, we're making important traffic management changes:

- From 10pm on 2 April 2020, we started using four-way temporary lights to control traffic on Norwood Road at the junctions of Lancaster Avenue and York Hill. A signalised crossing point within this section has also been provided to maintain pedestrian safety. The temporary four-way lights will be in the place until the end of June 2020.
- From 6pm on 24 April 2020, Norwood Road will be re-opened to two-way traffic at the junction of Robson Road to the junction of Chestnut Road. Robson Road will continue to have a westbound directional closure in place until August 2020, only allowing southbound traffic from Norwood Road to turn into Robson Road.
- From 5am on 27 April 2020 until the end of June, there will be lane closures in place on Tulse Hill to enable us to carry out our works safely at this location.



All bus stops on Norwood Road will be reopened from 26 April 2020, except the following bus stops below which will be closed from 24 April 2020 until the end of June 2020:

- Tulse Hill Station (Stop F) bus stop number 3388 (outside Di Jerk Shark).
- Lancaster Avenue (Stop K) bus stop number 26402 (outside M and M fried chicken).
- Lancaster Avenue (Stop L) bus stop number 13266 (outside KFC).

- Robson Road (Stops Q and R) bus stop numbers 478 and 476 (next to Tesco Express) will also be closed, until August 2020.

Footpaths, pavements and pedestrian crossings will not be affected, and our normal working hours remain Monday to Saturday from 7.30am until 7.30pm, and on Sunday from 10am until 5pm.

Thank you for your support

We're really grateful for your patience and understanding while we carry out this essential work, and we're thinking of all our customers who may find themselves in vulnerable circumstances at this difficult time.

We're here to help, so if you've been financially impacted by the coronavirus outbreak and you're worried about paying your bill, we're offering eligible customers temporary financial support in addition to our existing services. Visit thameswater.co.uk/help-and-advice/coronavirus to find out more, or thameswater.co.uk/norwood, for the latest on our work.

You can also get in touch with us on 0800 316 9800, selecting option one and quoting the reference BB279802. If you're a business customer, you may wish to contact your Retailer for any additional information relating to our work.

Yours sincerely,

Aghogho Asag
Customer & Stakeholder Experience Coordinator