





Important information

 Your reference  
BB00455442

 [thameswater.co.uk](https://www.thameswater.co.uk)  
[customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)

 0800 316 9800  
Our lines are always open

April 2024

Dear Resident,

## Site Set up work in the area

We will shortly be beginning our Guildford Resilience Pipeline Project, so you may notice more activity in your area while we start setting up and securing our site.

### When we are working

This work is due to **start on the 3<sup>rd</sup> April and will be completed by December 2025.**

Our working hours are **8:00am through to 5:00pm Monday to Friday** and any changes to these timings we will let you know.

### How you are affected

- You will see fencing being erected to establish the defined compound
- There will be an increase in working movements within the area.

### Queries or concerns

You can get in touch with us by calling **0800 316 9800**, selecting option one and quoting the reference **BB00455442**

### 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](https://www.thameswater.co.uk/priority-services) or call us on 0800 009 3652.

Thank you for your cooperation and understanding of this essential work.

Yours sincerely,

Kieron Kenny

Senior Project Manager