



Important information  
April 2024



Your reference  
BB00455442



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



0800 316 9800  
Our lines are always open

Dear Resident,

## Site Set up

We are getting ready to begin our Guildford Resilience Pipeline, which means preparing our site set up on the A25 will continue with site cabins being delivered.

### When we are working

This work is due to **start on the 29<sup>th</sup> April 2024 and we should have completed the installation by 3<sup>rd</sup> May 2024**, our working hours will be **Monday to Friday from 8:00am to 5:00pm**.

### Where this is taking place



This work is located adjacent to the A25 opposite Denis' Food Van.

This will be undertaken within our defined site area.

### How you are affected

- You will notice some groundwork in preparation for the site cabins
- There will be an increase in local vehicles as we deliver site equipment
- You will see some cabins being installed within our authorised site area
- There may be an increase in noise but only during our working hours
- Local Businesses will not be affected by the works

### Queries or concerns

If you do have any queries or concerns please contact our contractor liaison specific to this project by calling **Nicola Daniels** on **07463 417035** or emailing [nicola.daniels@gallifordtry.co.uk](mailto:nicola.daniels@gallifordtry.co.uk)

You can also 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://thameswater.co.uk/priority-services) or call us on 0800 009 3652.

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

Yours sincerely,

Kieron Kenny  
Senior Project Manager