



Important information



Your reference
BB00455442



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0800 316 9800
Our lines are always open

Vegetation work in your area

February 2024

Hello,

We're planning to build a new clean water trunk main to help transfer water from Pewley Down Reservoir to Netley Mill Water Treatment Works. This new water main will help improve the resilience of our supply.

Before we do this, we need to carry out some vegetation clearance around the new pipeline route. This work needs to be completed before the end of March 2024 to avoid impacting on nesting birds in the area.

When we're working

The vegetation work is due to start on **early February and will last approximately 6 weeks**. Our working hours will be **Monday to Friday 8am to 5pm**. If this changes, we'll let you know in advance.

How you're affected

- There may be some noise disturbance, although only during our designated working hours as we undertake the vegetation clearance.
- We will be removing identified hedgerows and overhanging tree branches that may be damaged during the project. It is better for the tree to proactively remove branches at risk.

All landowners have been consulted and have agreed to the required vegetation clearance. The necessary legal permission have been issued and these works will be carried out under the legal provisions in the statutory Water Act held by Thames Water. Experienced and licensed arboriculturists have been appointed to carry out this work.

Queries or concerns

You can get in touch with us on **0800 316 9800** – please select option one and quote the reference number at the top of this letter. Alternatively, you can contact Nicola Daniels from Galliford Try who are carrying out this work for Thames Water at nicola.daniels@gallifordtry.co.uk, mobile 07935 421764

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 understanding,

Nicola Beale
Major Projects Communications Lead