



## Queen Elizabeth II

### Inlet and outlet tunnel maintenance information



#### What we're doing

We're carrying out essential maintenance work, relining transfer tunnels which feed water in to and take water out of the Queen Elizabeth reservoir.

Relining these tunnels will help us keep our drinking water at its current top-quality standard and help us prevent leaks.

We've now drained down the reservoir to its lowest depth. This is essential work we're required to do under Section 10(3) of The Reservoirs Act 1975.

## Queen Elizabeth II Reservoir



### Reservoir drain-down

We started the drain-down of the reservoir in mid-April till June 2021 to reach a depth of 6 metres. We've been pumping oxygen into the remaining water to protect the fish.

We've been working closely with the Environmental Agency to make sure there'll be no adverse effects on the River Thames or its tributaries. We carried out all necessary environmental impact assessments before we began these works, and we review regularly.

### How we're progressing

#### Walton Road

- We established our site at QEII reservoir on Monday 1 March 2021.
- We started work in April 2021 to sink the new access shaft onto the inlet tunnel where it crossed Walton Road between the reservoirs. To do this we had to close Walton Road to traffic for two months.
- We reopened Walton Road in June 2021, but we're controlling traffic with temporary traffic lights until mid November 2021.
- Next, we started tunnel cleaning, inspecting and relining work from the new shaft in Walton Road. We're relining to strengthen the tunnels and prevent future leaks.
- While the above work was ongoing, we cleaned and inspected the outlet tunnel in preparation for the relining works from this shaft.

## Boormans Field, Hurst Road

- We set up our compound in mid-June 2021.
- First we used a large crane to remove the shaft cover for access to the tunnel. Then we started our cleaning, inspection work on the existing tunnel.
- We'll start relining works on Boormans Field to the QEII shaft in September 2021 to December 2021. During this time we'll be working continuously, 24 hours a day, 7 days a week. We expect to have up to six lorries visiting daily.

## Outlet Shaft (accessed from Moseley Road)

- While the above work was ongoing, we sank a new shaft on the QEII reservoir site. We've been cleaning and inspecting the outlet tunnel in preparation for the relining works from this shaft.
- We've started relining works on the Walton Road shaft to the reservoir. This will be completed mid-October 2021. Once we've finished, we'll move on to the QEII reservoir shaft, where we'll be relining from early October 2021 to December 2021. During this time we'll be working continuously, 24 hours a day, 7 days a week.

We can't stop this work for hours at a time, as it could cause problems at joints in the lining. Working continuously will protect the integrity of the tunnel.

We apologise for any inconvenience caused by the works. We'll keep any noise to a minimum, using acoustic barriers for above ground activities.



## How this might affect you

The temporary traffic lights on Walton Road will be removed mid-November 2021.

While we're relining, we'll be working continuously for 24 hours a day, 7 days week. The majority of this work will be below ground, but we've put acoustic barriers up to keep noise to a minimum.

We expect several concrete lorries to visit site daily.

None of our work will affect the water supply to your property or business.

## Working during the pandemic

We've been identified as key workers by the government, and our customers can still expect to see us in their communities providing their essential services.

We're following official health advice and taking all precautions to protect our staff and your wellbeing. We'll keep our work in your area under review to make sure we're always working safely.

## Here to help

We help thousands of people every year through our priority services. If you or someone you know could use a little extra support, we're here to take care of you, too.

Whether you're of pension age, living with a medical condition or experiencing a change in your personal circumstances, we'll be on hand in case your water stops flowing. And if you have specific communication needs, we can help with those too.

To sign up for our priority services or to find out more, just visit [thameswater.co.uk/priorityservices](https://thameswater.co.uk/priorityservices)

If you don't need priority services, but you're self-isolating or have coronavirus and need us to know, please visit [thameswater.co.uk/coronavirus](https://thameswater.co.uk/coronavirus)



## Where we'll be working

Yellow dots: compounds

Red dot: shaft on Walton road



Yellow dot: compound position





## Frequently Asked Questions

### How long will the project take?

We started the main work in April 2021. We expect to be finished and off site in April 2022.

### Will there be lots of large vehicles around?

There'll be 3 light vans, 2 or 3 cars and roughly 6 concrete trucks on-site each day.

### Will the work affect my property?

No, the shafts are 100 metres away from any properties on Walton Road and 40 metres away from any properties on Molesey Road.

### Will there be lots of noise?

No. We've planned our work to have minimal impact on quality of life, whether you're working from home, caring for small children or working night shifts.

There'll be an increase in noise during the day and some noise at all times during our continuous working phase. But it will only be teams arriving, going to work in the tunnel and taking breaks during the working shift. We'll perform only the least noisy activities during the night time.

### Will I feel any vibrations?

You shouldn't do – we're not digging tunnels or breaking up any hard materials, either in the tunnel or when sinking the shafts.

### Will my water supply be affected?

No, this is a raw water tunnel with no connection to domestic or commercial supplies.

### Will there be lights on at night?

At times, but it will be low-level, facing towards the ground and around the shaft.

### Why are you doing this work?

This is routine maintenance to help us make sure we can maintain the quality of your water and that the tunnels and reservoir meet current legislation.

### Why do you have to work continuously for 24 hours on the relining?

If we stop this work for hours at a time, it could cause problems where there are joints in the lining. Working continuously protects the integrity of the tunnel.

### Why are you digging in Walton Road?

To give us access to the inlet tunnel – we can't dig too close to the reservoir, or its structure could be compromised.

### Where's the water from the reservoir going?

We'll transfer the water we drain to Hampton Water Treatment Works, where it'll be put in to service after treatment.

### Will the reservoir be completely empty?

No, the reservoir will remain around 8 metres deep.

### What will happen to the fish in the reservoir?

The fish will stay put, and we'll look after them by removing as little water as possible and pumping oxygen in to keep them healthy.

### I'm worried this will affect my business

We'll do all we can to minimise disruption to residents and businesses while we work, but we understand your business could be affected. Find out what to do if this happens at [thameswater.co.uk/lossofprofits](https://thameswater.co.uk/lossofprofits)

## Get in touch

Find out more on our website:  
[thameswater.co.uk/queenelizabethh2](https://thameswater.co.uk/queenelizabethh2)

Call us and quote reference number BB70008941:  
**0800 316 9800**