



Queen Elizabeth II

Inlet and outlet tunnel maintenance information

What we're doing

We'll be carrying out essential maintenance work on transfer tunnels that 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 level and help us prevent leaks.

We also need to drain down the reservoir, and we'll be doing this at the same time to save working hours and minimise disruption to our neighbours. This is essential work we're required to do under Section 10(3) of The Reservoirs Act 1975.

We'll take care of the fish in the reservoir, adding oxygen in to the remaining water to keep them healthy.

We're working closely with the Environment Agency to ensure there'll be no adverse effect on the River Thames and its tributaries, and we'll carry out all necessary environmental impact assessments before work starts.

What you need to know

We've put together this leaflet to give you all the information you need – or why watch the video of our virtual customer session? You'll find the video on thameswater.co.uk/queenelizabeth2



Before works



During works



After works

Where and when we're working

We're currently carrying out survey work that should finish in March 2021. Next we'll sink temporary access shafts onto the tunnel, then go in to the tunnel to clean out any waste, carry out any minor repairs and prepare to cast a new concrete liner to the tunnel.

We'll be working in phases:

Walton Road

- We established our site at QEII reservoir on Monday 1 March 2021
- First we'll sink the new access shaft onto the inlet tunnel where it crosses Walton Road in between the reservoirs. **This will require a two-month road closure on Walton Road, from April 2021 until June 2021.** When the road's re-opened to traffic, it will be controlled by temporary traffic signals. **The footpath will remain open at all times.**
- Next, we'll start tunnel cleaning, inspecting and relining work from the new shaft in Walton Road
- While the above work is ongoing, we'll sink a new shaft on the QEII reservoir site. We'll then be cleaning, inspecting the outlet tunnel in preparation for the relining works from this shaft

Boormans Field, Hurst Road

- We'll be setting up our compound mid-June 2021.
- First we'll use a large crane to remove the shaft cover for access to the tunnel. Then we can start our cleaning, inspection work on the existing tunnel.
- We'll reline the tunnel between late October 2021 and February 2022. During this time we expect to have up to six concrete lorries visiting site daily.

Reservoir Drain down

- We'll drain down the reservoir from mid-April 2021 to a depth of 6.5 metres. We'll also pump oxygen into the remaining water to protect the fish.

We're working closely with the Environmental Agency to ensure there is no adverse effect on the River Thames and its tributaries. All necessary environmental impact assessments will be carried out and reviewed before work starts.

Our working hours

We'll be working from Monday to Friday, 8am to 5pm, plus an extra hour at the end of each day for non-noisy activities like inductions and team briefings.

When the relining work starts it'll be a continuous operation – 24 hours a day, 7 days a week.

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

How this might affect you

We'll need to close Walton Road from **26 April 2021** for two months. Walton Road will then be reopened to traffic but will be controlled by temporary traffic lights.

We expect several concrete lorries visiting site daily.

None of our work will affect the 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.

This is vital maintenance work, and completing it now when demand is at its lowest will help us keep disruption to a minimum.

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

Want to know more?

Watch our recorded virtual customer session on our website.

You can find out more by visiting thameswater.co.uk/queenelizabeth2. If you have any questions please contact us either by phone (0800 316 9800) or email (customer.feedback@thameswater.co.uk) quoting the reference BB70008941.

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 in later life, 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 that too.

To sign up for our priority services or to find out more, just visit 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

Get in touch

Find out more on our website:
thameswater.co.uk/queenelizabeth2

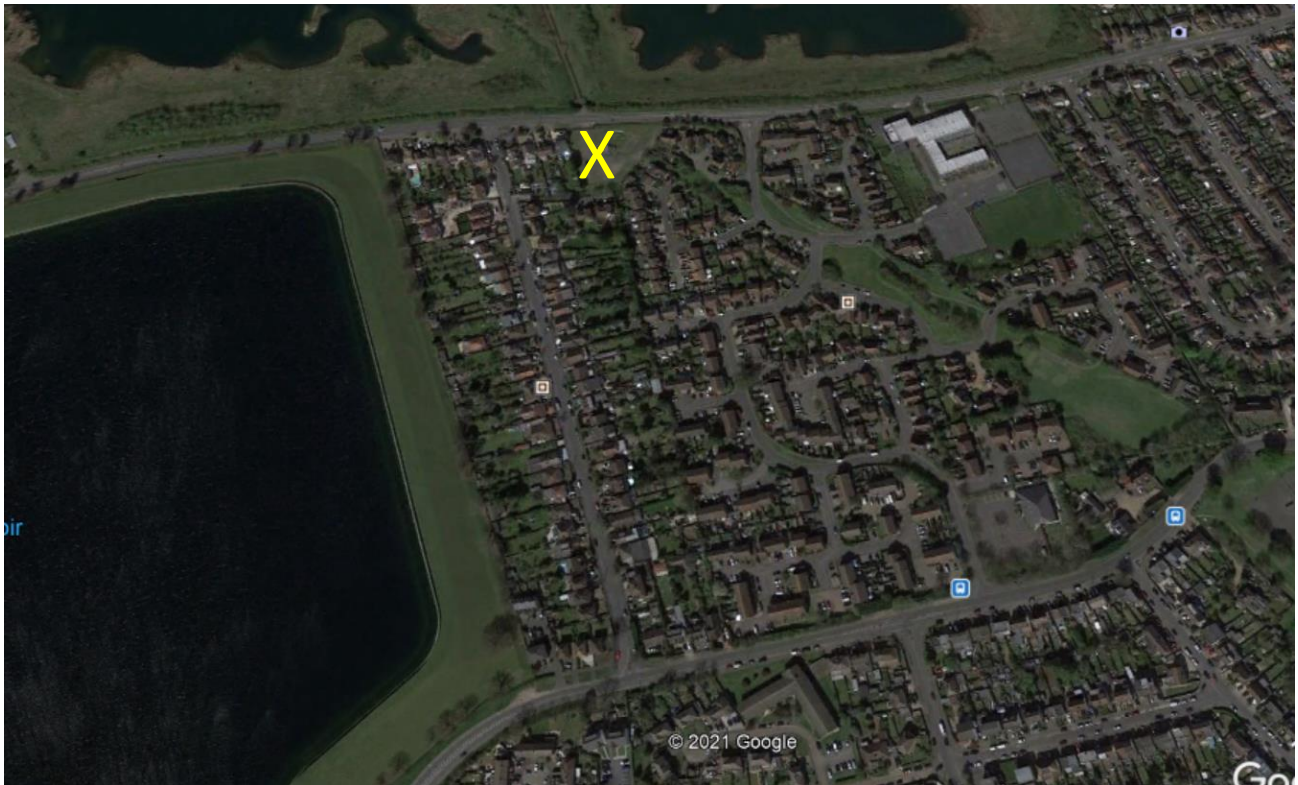
Call us and quote reference number
BB70008941:
0800 316 9800

Where we'll be working

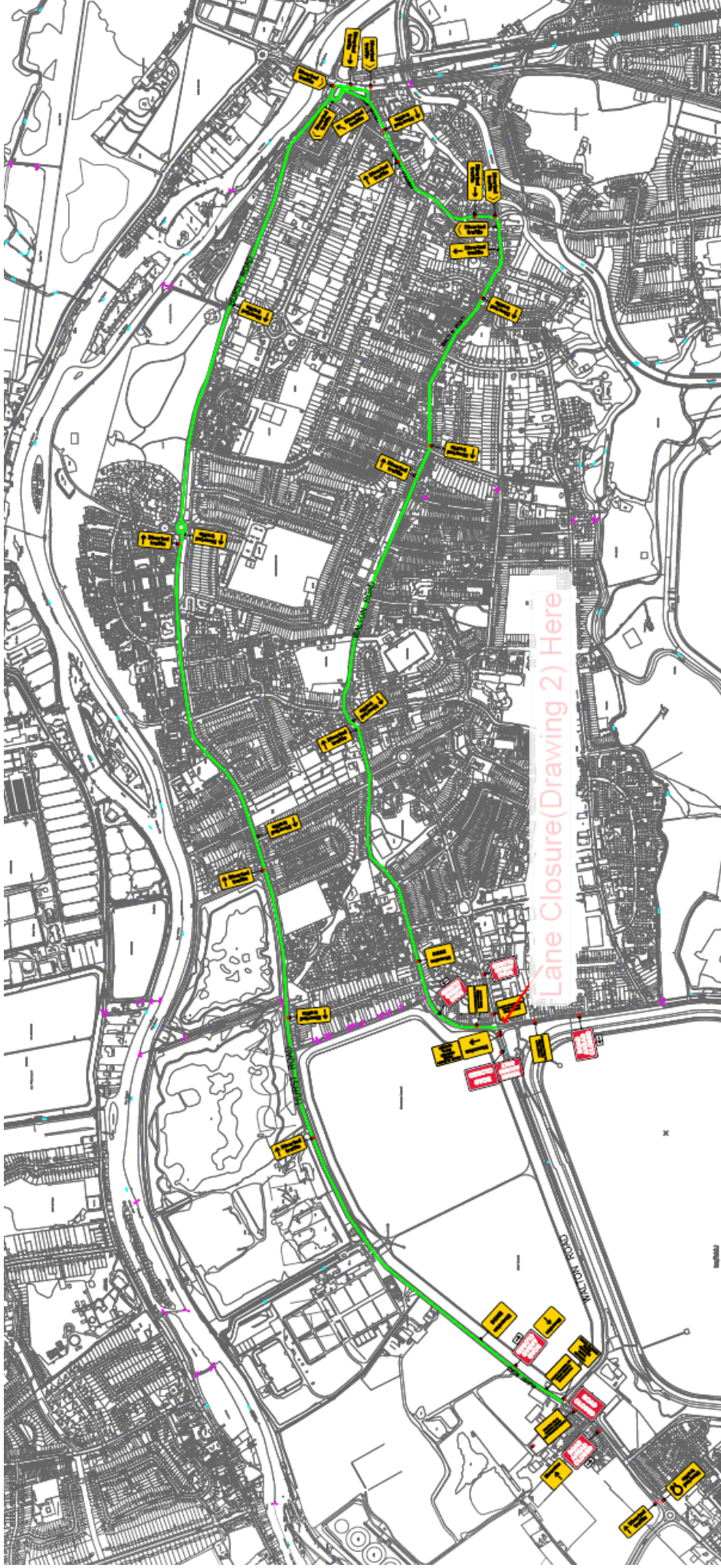
Map 1 yellow dots compounds, red dot shaft on Walton road



Map 2 yellow dot is compound position



Where we'll be working - Phase 1 Traffic Management Plans



Traffic management plan for Walton Road



Frequently Asked Questions

How long will the project take?

We'll be finished with the initial enabling work in April 2021. We'll then start our main works in April 2021. We expect to be finished and off site in June 2022.

Will there be lots of large vehicles around?

Initially we won't need any large vehicles – there'll just be some light vans and cars on site. When we're shaft sinking, we'll need two lorries for around 16 weeks.

When our main work starts, 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 excavate 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 6.5 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/lossoprofits

