



Important information



Your reference

BB00848003



thameswater.co.uk

customer.feedback@thameswater.co.uk



0800 316 9800

Our lines are always open

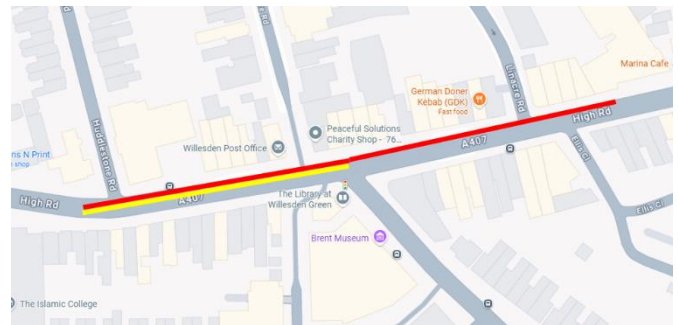
15 August 2025

Update on Our New Water Pipes Installation

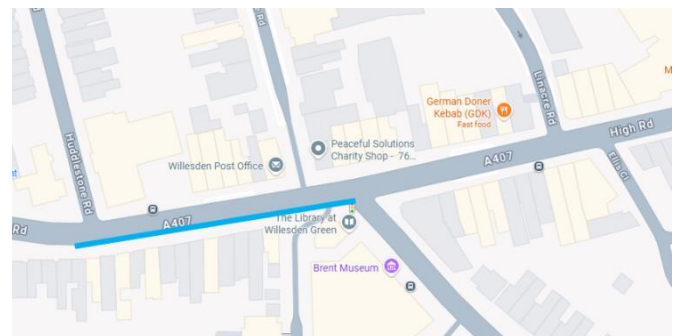
Hello,

We've been working on **A407 High Road** since April 2025, upgrading our network to reduce leakage and lessen the likelihood of burst pipes. We understand the latest phase of works between Ellis Close and Huddlestone Road have brought significant disruption to the local area. We've reviewed the current site set up and have continued to work closely with the local authority to **change the upcoming phases of work** to minimise disruption.

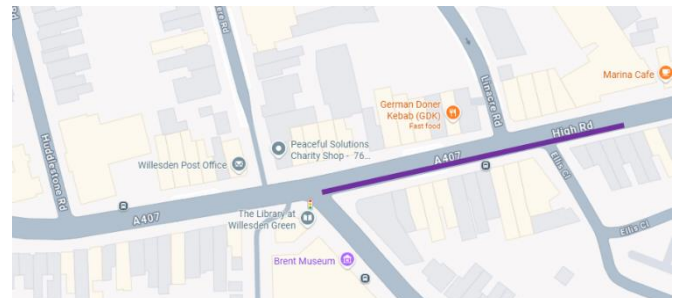
Our current site set up (identified by the red line) will be reduced **week commencing 18-August 2025** to ease traffic congestion and open the junction of Brondesbury Park. The new site set up (identified by the yellow line) will take effect from **week commencing 18-August 2025 until week commencing 25-August 2025**.



Week commencing 25-August 2025 the site will move to the opposite side of the High Road (identified by the blue line) to commence connections to properties on that side of the road. This phase of work will be completed **week commencing 08-September 2025**.



The site will then move back along the High Road **week commencing 08-September 2025** (identified by the purple line) to complete the connections to properties on that side of the road. This phase of work will have an expected completion date on **Friday 26-September 2025**.



Our next phase of work will be taking place between the junctions of Huddlestone Road and Maybury Gardens **week ending 26-September 2025 for a duration of approximately 5 weeks**.

The scheme will then be continuing along the High Road in 150-meter sections toward Dudden Hill Lane

Thames Water Utilities Limited, a company registered in England and Wales with company number 02366661.

Registered office address: Clearwater Court, Vastern Road, Reading RG1 8DB. VAT registration number: GB 537-4569-15

Benefits to the community

- The new plastic pipes we will lay, are much stronger than the cast-iron pipes they replace.
- This will provide you with a more reliable water supply by reducing the risk of disruptive burst pipes.
- By reducing leakage, we will need to take less water from the environment.
- The new, long-lasting pipes will help us continue to provide a reliable service now, and for future generations.

We are sorry for the disruption this essential work will cause and will do everything we can to keep this to a minimum. By renewing your pipes in a planned way now we will greatly lessen the chance of sudden, disruptive burst water mains.

Working Hours:

Our standard working hours will be Monday to Friday 8am to 6pm and Saturday 8am to 1pm.

How are you affected?

- There will be temporary traffic lights in operation on the High Road for the duration of the works.
- We will also need to suspend some parking bays and close junctions near to our site activity. Please see on-street signage for details of the parking suspensions and junction closures.
- Pedestrian access will be maintained for residents and businesses.
- Our site team will work with local businesses to ensure disruption is kept to a minimum regarding access and deliveries.
- You may notice an increase in noise and vehicle movements, but we'll do everything we can to keep this to a minimum by placing sound barriers around where necessary.
- We may also need to turn off your water supply for a short time. If so, we'll send you a letter with more details at the time.

If you have a special request, please ask the site manager or give us a call on 0800 316 9800.

Emergency Services Water Supply

As we replace our pipes it is essential that we reconnect all building services that are in use. This includes any mains the emergency services might connect to that are serving the property for example any sprinkler or misting systems. Due to the age of some of these systems our records are not always completely accurate. Because of this we would appreciate it if you could contact us on 0800 316 9800 (quoting your BB reference mentioned on the top right of the letter) if you have an emergency services main connection into the property and confirm the type of equipment it supplies. Your safety is extremely important to us, and this will ensure the correct supply is reconnected to the new water pipes and does not disrupt the safety within your building.

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 or call us on 0800 009 3652.

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. If you're a business customer, you may wish to contact your retailer for any additional information relating to our work.

Thank you for your patience while we work to make things better – it's all part of a multi-million-pound investment across our region to upgrade our pipes and ensure our water supply is resilient for future generations.

Marc Ashby - Thames Water
Customer Experience Coordinator