



BB01335374



[thameswater.co.uk](https://www.thameswater.co.uk)



0800 316 9800

Lines always open

16 October 2025

We're starting work near you soon

Hello, I'm Luke from Thames Water and I'm writing to let you know we are investing in a programme of work to upgrade our water pipes and we'll soon be starting work in **Rochester Drive**.

This is to reduce leakage, lessen the likelihood of burst pipes and reduce impact to your water supply to ensure we can give you a more reliable service.

- The new plastic pipes 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.

When does work start

Our work starts on **Monday 27 October 2025** until **March 2026**. If that changes, we will write to you to keep you updated.

Working Hours

Monday – Friday from 08:00 until 20:00

Saturday 09:00 until 16:00

Sunday 10:00 until 16:00. Weekend works when required.

How are you affected

- To complete these works, we will set up a **road closure**. A signed **diversion route** will be in place to help drivers around our works.
- To reduce disruption, we will complete these works in 50 – 100 metre sections.
- There will be **parking restrictions** in place around our working areas during our works and we kindly ask residents to park elsewhere to minimise disruption.
- Pedestrian access will be maintained for residents and businesses.
- Access will be maintained for emergency vehicles.
- We are working with the local authority to assist with bin collections.
- 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.

While we're working, there may be an increase in noise, but we'll do our best to keep disruption to an absolute minimum.

I need some extra support

If you need a helping hand, our priority services team can support you. For more information, go to [thameswater.co.uk/priority services](https://thameswater.co.uk/priority-services) or call 0800 009 3652.

I have a question

If you need to talk to us, please call 0800 316 9800 (choose option 1) and quote your reference number. If you're a business customer, please contact your retailer.

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.

Luke Breakspear
Customer Experience Co-ordinator

Phase	Location of works	Date
1	Gravel Hill to Rye Close	Monday 27 October – Friday 14 November
2	Rye Close to Newick Close	Monday 17 November – Friday 28 November
3	Newick Close to Cranleigh Close	Monday 1 December – Friday 12 December
4	Cranleigh Close to Henfield Close	Monday 5 January 2026 – Friday 16 January 2026
5	Henfield Close to Midhurst Hill	Monday 19 January 2026 – Friday 30 January 2026
6	Midhurst Hill to Arundel Close	Monday 2 February 2026 – Friday -13 February 2026
Upon completion of the above phases, we will test the new water pipe before switching you onto the new water pipe.		Wednesday 11 February 2026 – Monday 2 March 2026

Please note: the above dates are subject to change depending on progress of our works