

IMPORTANT INFORMATION

ABOUT YOUR WATER SUPPLY

Dear Customer,

Our Ref: The Street, Little
Waltham

Date: 5th June 2017

Essex & Suffolk Water – Continued Commitment To Improving Water Services

Essex & Suffolk Water is committed to ensuring we provide a reliable supply of excellent quality drinking water to our customers. As part of this commitment, Essex & Suffolk Water are intending to commence work in **The Street, Little Waltham**. This work will further improve the reliability of the water network and safeguard water supplies for future generations.

The work, a water mains renewal scheme, will be **commencing within the next 14 days** and will last for approximately **four** weeks. The purpose of this letter is to provide you with some advance notice and explain the process involved and the impact the work will have on your household.

During the work, there will be times when we will have to interrupt the water supply to your property. These interruptions may last for up to three hours but please be assured, you will receive at least 48 hours advance notice of any of these planned interruptions via a card which is hand delivered by the site supervisor. There will also be other water supply interruptions of less than 30 minutes that we will advise you of by knocking on your property door prior to the interruption taking place.

The installation technique identified as best suited to replace the water main in situ is 'pipe-bursting'. This method is far less disruptive than the more traditional open trenching method, but is more intense over a short period.

The key benefits of the 'pipe-bursting' technique are: -

- Excavations only take place at specific points of the existing mains, mainly at valves, hydrants, junctions and house connections.
- The old pipe is broken and expanded in its existing position and a new pipe is pulled into the void created.
- Connections are renewed and connected to the new main during the process.

The impacts on you are: -

- Excavations will be carried out in advance of the installation and the holes will be guarded with signs, cones, barriers and metal plates for several days before during and after the installation day.

- During the excavation, installation and reinstatement process there will be some inevitable noise and considerable labour and plant activity.

Essex & Suffolk Water will reduce the impact by: -

- Giving you advance warning of any disconnection of your water supply. There may be operational reasons for some short duration disconnections at some properties, again you will be advised if you are affected.
- Dedicating a specific project Supervisor to be available in the area to support our customers' needs.
- Using experienced contractors to minimise the time taken and disruption to you.
- Ensuring an 'out of hours' support is available to address any unexpected supply issues following the installation work.

How can you help us: -

- By being vigilant and taking extra care when walking or driving in the area whilst works are in progress. Civil Engineering is hard physical work and can be hazardous.
- By planning not to use washing machines, dish washers etc when you have been informed of a water disconnection.
- By advising ESW of any specific special needs you may have well in advance.
- By being patient with us, and our contractors, whilst the work is being carried out.

Every effort will be made to complete our work with the least inconvenience as possible; however total elimination of noise, vehicle movements, guarded excavations and accessibility is not practicable.

If you require any further information or advice now or during the work, please contact our **Customer Centre** on **03457 820 999**. We will be pleased to help.

Yours faithfully,



Daren Still
Mains Project Manager

Please be aware that BOGUS CALLERS (people who claim to be employed by Essex & Suffolk Water or "the water board", but who are only interested in stealing from your property) are known to operate in our supply area. If you are in any doubt about the validity of a caller claiming to be from Essex & Suffolk Water, DO NOT let them into your property, call your local police station immediately or our Customer Centre on 0845 782 0999. Essex & Suffolk Water employees WILL NOT object to you carrying out these checks.