

[Recipient's name]

[Recipient's address]

Dear Customer

New water main installation Finchampstead Road and Nine Mile Ride, Finchampstead.

As part of an ongoing programme to improve our water supply network we are planning a scheme to install more than three kilometres of water mains in Finchampstead Road, Billing Avenue, Gorse Ride South and Nine Mile Ride.

You may be aware the existing pipework along Nine Mile Ride has a history of bursts and is coming to the end of its working life. Therefore, we are taking the opportunity to replace this pipe. This scheme is also necessary to improve the capacity of the network and ensure we can continue to maintain water pressure to the area as the community grows.

Work is due to begin in Finchampstead Road during the summer holidays and the road will be closed here for approximately six weeks. We will confirm exact timings in due course.

At the same time as this closure, we will also install a pipe in Billing Avenue and Gorse Ride South. A mixture of two and three-way temporary traffic lights will be in operation in Gorse Ride South when we are near to the junction with Nine Mile Ride with priority working in Billing Avenue.

Once the first section is complete, we will then move our working area to Nine Mile Ride, working from the junction with Gorse Ride South to the junction with Park Lane.

Due to the amount of other utilities in the road and for the health and safety of our workforce and the public, a road closure will be required.

We anticipate that Nine Mile Road will be closed for approximately 10 months but this will be split into smaller phases to allow sections of work to be undertaken to reduce the impact to residents and businesses.

Customer enquiries: 0333 000 1122

Water supply - 24 hour emergencies: 0333 00 00 365

Business switchboard: 0333 000 2244

Web contact: southeastwater.co.uk/contact



Access to homes and businesses will be maintained at all times however residents' normal access route may need to be changed as the scheme progresses depending on where the roadworks are.

How can we ensure this work is done with minimum disruption to you?

A clearly signed diversion route which has been agreed with Wokingham Borough Council will be in place throughout the project.

In order to ensure this scheme is delivered in as short a time as possible work will take place Monday to Saturday.

There may be a short interruption to your water supply during this scheme as we connect our new pipe to the existing network. However we will write to you at least 48 hours in advance of this taking place.

Find out more

Residents are invited to attend our drop-in session at **Finchampstead Baptist Church between 3.30pm and 7.30pm on May 1** so that our project team can discuss the plans with you in more detail.

Who can I contact if I have any queries about this work?

Our contractor is Clancy Docwra and if you have any concerns during the work staff on site will be happy to answer any questions or concerns you may have. If you would like to speak to South East Water direct please call our Customer Technical Centre on **0333 000 1100**.

If we have any additional information or latest news on this project we will update our dedicated scheme web page: corporate.southeastwater.co.uk/finchampstead

If you would like automatic updates via text or email as the work progresses please sign up by clicking on the links displayed on the information panel about this scheme which can be found on our interactive In Your Area map at www.southeastwater.co.uk. Enter the name of the road or the postcode to get to the information panel.

On behalf of South East Water, may I thank you in advance for your patience and co-operation during these improvement works.

Yours sincerely



Jeremy Dufour
Project Manager