



Dear Customer

REPLACING WATER PIPES IN YOUR AREA!

What are we doing?

We will be replacing water pipes in your area over the coming weeks, to ensure we deliver a continuous supply of quality water to your tap. Affinity Water is investing £105 million between 2015 and 2020 on improving the water mains in our supply area. Our contractor Morrison Utility Services will be carrying out this work.

Berecroft, Harlow

Outside 264 to 279, Side of 279 to 256 & Outside 256 to 263

Works starting on (Approx.): 29 November 2017

Works ending on (Approx.): 12 December 2017

Please be advised this work will be carried out within Signage and Barriers

Access will be maintained for residents and businesses that are within the rolling works area wherever possible.

To replace water pipes, we may need to work directly outside your home. We understand that road works can be inconvenient and we would like to apologise for any disruption this may cause. Please be assured that we will do our best to keep this to a minimum.

How this work may affect you?

- **Water Supply:** Your water supply may be interrupted at times while this essential work is carried out. Before we do this we will deliver a red warning card through your letter box. This will give you the earliest start time of the interruption and the latest finish time when your water will be restored.
- **Access and Parking:** You will be able to use your driveway, but if you need access while a trench is being dug, please ask a member of our staff for assistance. Areas of the road and footpath will be coned off before we dig a trench. Please do not park vehicles in these coned-off areas. Furthermore, we may have to ask you to move your car in order to access the main, but will give you as much notice as we can.
- **Reinstatement:** We will ensure all roads and verges are put back to their previous condition. The area will be checked before our teams leave. If you have any issues with our work during or after it has taken place, please let us know. Speak to our supervisor on site and they will do all they can to assist you.