

Dear Customer,

ADVANCED NOTICE – WATER MAIN WORKS IN YOUR AREA

What are we doing?

As part of our investment programme to replace ageing pipework that has reached the end of its useful life, we recently completed installation of a new water main network in your area.

On Monday 20 November, we will be transferring the village water supply from the old network to the new network. To enable us to do this, we will need to shut off parts of the old network whilst permanent connections are made to the new network.

The old network was laid up to 60 years ago and due to the complexity of the old network and historical utility maps, there is a possibility that some connections to properties could have been missed.

If you experience a problem with your water supply, please contact Affinity Water Customer Team on AWCustomerEnquiries@morrisonus.com or **07710 964569**, with your name and address. You will be visited as quickly as possible to have your water restored.

If the connection to your property has been missed, we will provide a temporary supply whilst this is located and transferred to the new main.

Please be assured that this work is absolutely essential in order for us to continue to supply you with a reliable and wholesome supply of water and we would like to thank you in advance for your patience.

Customers with advance care needs which require the use of water, such as those on dialysis are encouraged to sign up to our Safeguard register. Please visit www.affinitywater.co.uk/safeguard or call 0345 357 2401.

How this work may affect you

- **Water Supply:** During the shutdown you may notice a reduction to your normal water pressure and flow. If your water supply becomes cloudy or discoloured, this can be resolved by running the first tap in your property, usually the kitchen tap, for a short period of time before drinking. In most cases, such discolouration is not harmful to health. Rest assured, we will be constantly monitoring the water supply throughout the shutdown to ensure the water is of high quality.
- **Noise:** At some critical network points our technicians will be operating valves, and monitoring equipment. All steps will be taken to minimise any noise at these locations.



Keep up to date

For more information please visit our website at www.affinitywater.co.uk/newpipes

If you are a non-household, business customer and would like more information about these works, you should contact your water retailer, details of which are on your bill.

You can also visit our website on: www.affinitywater.co.uk/wholesale

Safeguard

- Look out for bogus callers who claim to be from Affinity Water. All our team members carry identification cards and will be happy to wait while their identities are checked.
- You can also register any special requirements you have by visiting our website: www.affinitywater.co.uk/helpinghands
- To receive this leaflet in large print, audio or Braille, please call 0345 357 2406

More info

- We are interested in hearing from you to help improve our service. Let us know at: www.tellaffinity.co.uk/newpipes
- Alternatively you can call us on 0345 357 2407

Yours faithfully

Affinity Water