



Important notice

Interruption to your water supply

-  Our ref
CCI Bulk Metering Project
BB 178822
-  0800 980 8800
We are open Mon – Fri 8am – 8pm
Sat 8am – 6pm
-  bulkmeteringproject@thameswater.co.uk
-  customer.feedback@thameswater.co.uk

20 January 2016

Dear Customer,

There will be an interruption to your water supply on Thursday 28 January 2016 for up to 4 hours between 9.00am and 5.00pm.

We have started a study in your area to locate leaking water mains, so we can stop water being wasted and plan what future investment is required.

We know how much water we put into individual areas of our supply network, but without measuring how much water our customers use, we can't accurately track how much water is being lost in transit through leaking pipes.

As part of this work, we need to temporarily interrupt your water supply so we can install a water meter to a pipe in your area. This meter will be used for monitoring purposes to allow us to check for any leaks.

Before the interruption to your supply

You are not required to take any action, however, you may wish to fill a kettle before this and/or store a jug of water in the fridge. This work will be done outside, so you do not need to be in.

If you have a medical condition which means you need a constant supply of water – please email the project team at bulkmeteringproject@thameswater.co.uk, or call the Revenue team on 0800 980 8800 quoting reference CCI Bulk Metering Project.

During our work

Please do not use any household appliances which require water, such as your washing machine, dishwasher or shower.

After our work has finished

You may notice that the water splutters out of the cold water tap, which is caused by trapped air. Sometimes our work may cause the water to initially appear cloudy or discoloured. This is quite normal and harmless, and will clear if you run the tap for a few minutes.

Pto

**If you experience any problems**

If your water does not come back on or your pressure is very low, please check with a neighbour. If their water is back on, check your inside stop valve (usually located under the kitchen sink) is fully open. If your water is not on, please call our Operations Centre on 0800 316 9800 quoting reference BB178822. We are always open.

General queries

If you have any questions about this work, please visit our website www.thameswater.co.uk/bulkmeteringproject and see a list of FAQs (frequently asked questions). If you do not have internet access please call our Revenue team on 0800 980 8800 quoting reference CCI Bulk Metering Project. We are open Monday to Friday from 8am to 8pm and on Saturdays from 8am to 6pm.

Yours sincerely

Sarah Grinney
Project Manager