




Important update from Thames Water

 Your reference number:
BB 401725

 [thameswater.co.uk](https://www.thameswater.co.uk)

 **0800 316 9800**
We're open 24/7

1 September 2023

Our work in Back Lane

Hello,

I'm writing to provide you with an update on our work in Back Lane.

Our work

Our contractors have been carrying out preparatory work prior to commencing the planned pipe bursting activity, as detailed in our previous letter. Further surveys have confirmed pipe bursting isn't possible at this location. This is because there are more lateral pipes from homes joining into the main sewer than expected, meaning multiple digs would be needed to allow for this work. Due to this, considerations are currently being made to understand the best way forward to rehabilitate our sewer.

How this may affect you

You may start to see our contractors have started to reinstate the existing excavation, whilst we assess the best way forward. Once the new footage has been reviewed, we'll also review the current tankering and pump out requirements.

We'll provide a further update when we have more clarity on our next steps and again thank you for your patience during this time.

Next steps

Should you require any assistance, please contact our 24-hour Customer Contact Centre on **0800 3169800**, quoting reference **BB401725**.

Yours sincerely

Julie Moulton

Customer Liaison – Thames Valley Field Services