




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

17 August 2023

## Our work in Back Lane

Hello,

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

### Our work

We've completed the repair to the collapse on our sewer in Back Lane. We now need to carry out work to replace the remaining stretch of sewer to ensure future operational stability and so we don't repeat issues, causing further disruption. We had planned to line the sewer in September, however due to deterioration, a full replacement is now needed. We'll be using a new innovative method call pipe bursting, which will allow us to replace the sewer via smaller excavation points, as opposed to digging the whole road.

### How this may affect you

To manage the flows, while we complete this work, we'll have an over pump in place, which will run up the length of the road. The work to install the pump will start on 21 August. The majority of this will be buried, which will continue to allow access to the drives of most properties, however there will some restrictions. If this is the case and you need to notify your insurer of the change in circumstances, if there is an increase in the cost, please let us know and we can reimburse this if evidence is provided.

Our road closure has been agreed until 7 December, but we'll aim to complete our work sooner if we can. There will be an increase in activity and noise during this time, but we'll minimise this as much as possible.

Your clean water and wastewater services should not be affected. We'd like to thank you for your patience whilst we carry out this essential work.

### 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