




Important update from Thames Water

 Your reference number:
BB 303408

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

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

2 February 2023

Our work in Back Lane/Evans Road

Hello,

I'm writing to provide you some information about work need to carry out in your area.

Our work

Our foul water sewer in Back Lane currently has a defect, which we're in the process of arranging a repair via our contractor's Cappagh. This work will require a road closure and we'll need to work in consultation with the local authority to confirm a date for this to take place. It's important to mention, as the dig required to undertake the repair is approximately 4 metres, it won't be a straightforward fix, and therefore I'm unable to confirm a timeframe currently.

How this may affect you

As we need to manage the flows in our sewer to prevent out customers from flooding and ensure you can still use your facilities, we're currently carrying out pump outs three times a day. This is from a manhole chamber at the end of Back Lane near the car park.

Regrettably, these pump outs aren't working as effectively as we'd hoped. Therefore, we need to implement two over pumps in Back Lane as an alternative option. Cappagh will look to set this up on Monday 6 February, with the aim to progress with our repair as quickly as possible following this.

Your clean water and wastewater services should not be affected, and we appreciated 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 **BB-303408**

Yours sincerely

Julie Moulton

Customer Liaison – Thames Valley Field Services