



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

3rd March 2016

Dear Customer,

There will be an interruption to your water supply on Thursday, 10th March 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.

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