



Important update from Thames Water

 Your reference number
BB974347

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

0800 316 9800
We're open 24/7

02 July 2020

Emergency sewer works

Hello,

I'm writing to you today as you may have noticed tankers at our Ascot Road Holyport Sewage Pumping Station (SPS).

We've located a break on our specialised pressured foul water sewer located in the field near to our SPS, which we need to repair to prevent flooding and pollution to our customers. During this time, we're using tanker vehicles at our SPS to manage the flows to allow us to carry out our repair safely.

How will this affect you?

You may notice an increase in noise and movement in the area, especially near where our work is situated and whilst our tanker vehicles are in operation. These vehicles will need to be operating 24 hours a day and this because we need to control the flows in our network for us to be able to complete our repair safely. They may also be using their warning beacons and this is due to health and safety whilst they are pumping the waste water into their vehicles.

Please be assured, we will be working to complete this important repair as soon as possible. We're hoping to have the repair completed by 10 July 2020 or sooner, however if this changes we will be sure to let you know.

We'd like to reassure you that your drinking water and your wastewater services will **not** be affected – you'll be able to use water and flush your toilet as normal.

We appreciate your patience throughout this time, and we will try and keep any disruption to a minimum.

Why we're still working during Coronavirus

As an essential service, we're dedicated to keeping our water and wastewater services running smoothly. Delaying routine repairs and maintenance can increase the risk of more serious issues such as burst pipes. This would result in greater interruptions and problems for customers, at this already difficult time.

The safety and wellbeing of our customers and our staff is of the utmost importance to us. Our teams are constantly adapting to follow the latest government advice to keep themselves and others safe, while ensuring we deliver our critical services. We are rescheduling non-essential work on customers' boundaries and are happy to consider any other requests that give peace of mind.

[We're here to help](#)

If you have any questions, please call our 24-hour customer centre on **0800 316 9800** quoting your address and reference number **BB974347**.

Yours faithfully

Bell Kelly

Customer Liaison – Thames Valley Customer Field Services