



Important Information



Our ref: eight2o BB267585



thameswater.co.uk



0800 316 9800

Our lines are always open



customer.feedback@thameswater.co.uk

Improving our water pipes. Public drop-in session.

November 2018

Hello,

We'll soon be starting work in your area to replace a section of our water pipes in **Church Street and Bicester Road, Marsh Gibbon**. The new large plastic pipes are much stronger and will ensure that we continue to provide a top quality service.

We'd like to let you know that for the duration of our work, there'll be a road closure and diversion route in place. Vehicles will continue to have access to our working area but will be unable to pass through our road closure, this will move along with us as we proceed with our work. Please plan your journey in advance, as you may need to follow the diversion route to reach your destination. Look out for our on street signage. **Please see the reverse side of this letter for further details of our working area.**

Before we start our work we'll be holding a public drop-in session, further details are included in this letter.

When we're working

We're planning to start our work at this location on **Thursday 29 November** and expect to be completed in approximately **ten weeks**.

You'll see us around during the following times:

- Monday to Friday 7.30am to 5pm
- Saturday 8am to 2pm (if required)

Please note, from Friday 21 December 2018 to Wednesday 2 January 2019 all of our traffic management will be removed for the Christmas period.

Drop-in session

Before we start our work we'll be holding a public drop-in session for anyone who would like to find out more about our work and ask questions to our project team. Further details of the drop-in session are below.

Date	Time	Location
Wednesday 14 November	5.30pm to 7.30pm	Marsh Gibbon Village Hall (committee room) Clements Lane Marsh Gibbon, Bicester OX27 0HG

How you're affected

You may notice an increase in noise and vehicle movements, we'll do everything we can to keep any disruption to a minimum.

While our team are working on site there may be a short period of time that vehicle access to your driveway isn't possible. We'll do our best to keep any disruption to a minimum and would appreciate your support during such times. Please do get in touch with us or speak to a member of our site team if you require constant access to your driveway. **Pedestrian access to your property will be maintained at all times.**

We may need to turn your water off, however we'll be sure to let you know in writing before it happens. But if you do notice any changes, like your water going off unexpectedly, please let us know by speaking to a member of our site team or calling [0800 316 9800](tel:08003169800), selecting option one and quoting reference number [BB267585](#).

Queries or concerns?

Please ask our team on site as they're always happy to help. Once again you can get in touch with us on [0800 316 9800](tel:08003169800), selecting option one and quoting reference [BB267585](#).

If you're a business customer you may wish to contact your retailer for any additional information relating to our work.

Thank you for your understanding.

Paula Walker
Customer Experience Coordinator

Drawing is not to scale and is provided for information purposes only

