

<Contact Name>
<Street Name>
<Town/City>
<County>
<Postcode>

Making new connections in your area

When new homes are built, we have a duty to connect them to our water and sewerage networks - while ensuring we protect existing residents and the local environment.

We're writing to let you know about vital work we'll be carrying out in your area to supply new homes.

Ours is a growing region. We've been working closely with local authorities and other agencies to plan ahead and ensure there is enough water to go around for everyone. We're making sure existing residents like you will continue to receive reliable and resilient services, and there is enough water for the local environment.

This often takes years of planning and investment in engineering and environmental work but it's all part of our commitment to our region's people and wildlife.

What's happening in your area?

New homes are being built nearby. We will be laying a new water pipe between Warkton and Barton Seagrave to serve these properties, you can see a map on the overleaf. We'll use a technique called open cut to install the new pipeline.

We'll be starting this project on **18 March 2024** and expect to finish by the end of **June 2024**, as with any engineering scheme there is always the potential for unforeseen delays.

How will the work affect you?

When we're completing projects like this there is always likely to be some disruption for local residents, and we would like to thank the whole community in advance for bearing with us while we work.

Once the new pipes are installed, they need to be connected to the existing water network. To do this we may need to shut off your water supply for a short period. If you're affected, you'll be notified well in advance of this work via letter.



anglianwater.co.uk



Email us at
onealliancecustomers@anglianwater.co.uk



Got a general question?
03457 919 155

8am-8pm Monday to Friday,
8am-4pm Saturday.



Emergency?
03457 145 145

Lines open 24 hours a day



Letter date
00 Month 0000



Reference number
63641998

Finding it hard to pay your bill?

Our specially trained Extra Care Support team can help you find a way forward. The events over the last few years have meant lots of changes to finances and millions of people are now feeling more worried about money.

Our team can make sure you're on the right tariff, look at setting up a payment plan or guide you to help from other organisations.

Head to
anglianwater.co.uk/extra-care or scan the QR code for more information.



Turn over for more info.

Traffic management

While we aim to reduce disruption to pedestrians and traffic as much as we can, our top priority will always be the safety of our staff and the public. This means we'll have traffic lights in operation on Warkton Lane from the 25 to 28 March.

We also need to close a section of Warkton Lane in April for around two to three weeks. We'll let you know the exact dates nearer the time. You can see the diversion route by visiting our website.

How can you find out more?

You can find information about this scheme and see any updates at anglianwaterproject.com/Ketteringgrowth.

If you have any questions about our work, you can also email us at onealliancecustomers@anglianwater.co.uk or call us on 03457 145 145. You'll just need to mention the reference number that you'll find at the top of this letter.

Yours sincerely,

Libby Saunders
Customer Experience Coordinator

