



25th September 2017
Ref: 620007

Invite to public drop-in: High Street – Whitwell

Dear Customer,

I am writing to let you know about essential water main renewal work that Southern Water and Clancy Docwra will be carrying out in your area. The old water pipes along High Street and Ventnor Road, Whitwell, have suffered a number of bursts in recent years and have reached the end of their operational life.

We are replacing 900 metres of the old main with a new, highly durable pipe to safeguard water supplies for the community effectively into the future.

How will this affect me?

Work is due to begin on **Monday 16th October** on a section of Ventnor Road to the south of Whitwell and will progress north; finishing near the junction with Nettlecombe Lane. Work will be completed in sections to minimise disruption. We will be working 7 days per week to get the work completed as quickly as we can, and the work is expected to be fully complete by spring 2018.

Will my access be affected?

Temporary traffic lights will control vehicles using Ventnor Road until we reach the junction with Kemming Road, where a closure of a section of High Street will be required, with a short local diversion in place for through-traffic. This road closure will take place after the schools October half-term.

Access for residents, businesses and their customers will be maintained at all times along this section of High Street during the road closure.

How can I find out more?

Southern Water and Clancy Docwra are holding a public drop-in session at the **White Horse Inn** on Whitwell High Street on **Thursday, 5th October**, from **4pm – 7pm**. Please come along if you would like to find out more about the work and how it will affect you. There will also be the opportunity to talk with us if you have any specific needs or concerns.

If during the scheme we need to interrupt your water supply for a short time, for example to connect your property onto the new water main, we will give you at least 48 hours' notice. If you or someone you look after have any special requirements for water supply, please contact us, so we can do our best to help.

We will be working hard to ensure that disruption is kept to a minimum and appreciate your support during this essential work. Please do not hesitate to contact the customer service team on 0330 303 0368 if you would like more information. Calls are charged at local rates.

Yours sincerely

A handwritten signature in black ink that reads 'P. Simmons'.

Peter Simmons
Water Infrastructure Project Manager
Southern Water