



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

0800 316 9800

Our lines are always open

## Update of work

26 March 2018

Dear Resident

We are writing to update you on the work we are carrying out on our assets near the North Weylands Industrial Estate in Walton On Thames and at Esher Sewage Treatments Works.

### What we are doing

Following the collapse of a gravity sewer on 15 March 2018, emergency works have been ongoing to make the necessary repairs on our assets. There are still no interruptions to the wastewater service we provide in the area and the temporary tankering remains in place to ensure continuity of service.

Due to the heightened tankering activity in your area, we are realigning our flow management plans and will be rerouting some of the tankers to other treatment works in order to minimise any impact to you. You will still see a number of tankers as part of the wider operations, but the impact in your area will be reduced. We'd like to thank you in advance for your patience and understanding in this matter.

### Find out more

If you have any questions and need to talk to us about this, please contact our 24 hour Customer Contact Centre on **0800 316 9800**. Please quote your address and the reference number **0022/51WLHL**.

Yours faithfully

Thames Water