




## Important Information

 [thameswater.co.uk](http://thameswater.co.uk)

 0800 316 9800  
Our phones are staffed 24/7

2 July 2018

Our ref: BB971398

## Oxford Road, Kirtlington

Hello,

I am writing to advise you that we have a break in our foul water sewer that runs in Oxford Road, between the two junctions of Troy Lane, which we need to repair to prevent any flooding.

### Our work

You may have noticed the presence of our tankers, which we have needed to use to help manage the flows in our network to prevent flooding. We will be installing an overpump on 3<sup>rd</sup> July 2018, alongside temporary traffic lights, to keep the sewer flowing until our repair is complete. This is a pump connected to a temporary overland sewer which will pump the sewage from a manhole, before the damaged sewer, to a manhole after the break. This will then remove the need for the tankers to be present.

In order to carry out our works safely we will need to close the road during the repair and a signed diversion route will be put into place. We hope to start our works on 9<sup>th</sup> July 2018 and anticipate the repair to take up to 14 days, but we will do our best to finish as soon as possible.

### How will this affect you?

You may notice traffic delays in the immediate area and an increase in noise, which we are trying to keep to a minimum. I am sorry for any inconvenience this may cause.

Your wastewater service and your drinking water will **not** be affected.

### Contacting us

If you need to contact us, please call our customer centre on 0800 316 9800 quoting your address and reference number BB971398. The lines are always open.

Yours faithfully,

Denise Kinsella

Customer Liaison Manager

Thames Valley Customer Field Services