



## Important Information

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

 **0800 316 9800**  
Our phones are staffed 24/7

24 October 2018

Our ref: BB971748

## Oxford Road, Kirtlington

Hello,

As you may know, we have been working in Oxford Road. This is because of a break in our foul water sewer that runs in Oxford Road, at the junction of Hatch Way.

We initially anticipated having this work completed within 10 days. However, due to the condition of the ground it has become apparent that we can no longer continue with our initial plan to work under the road. Therefore, we will now need to close the road and continue our repair by digging above the pipe. This is not how we wanted to proceed as we appreciate the impact closing the road has on traffic, but we need to ensure the safety of our staff while we complete these essential repairs.

I appreciate we have only recently closed the road and remain conscious of the inconvenience this caused. While this latest information may come as unwelcome news, I wanted to reassure you that the repair and impact that we're having on the area continues to receive our careful attention.

We will be closing the road on Monday 29 October and expect our repairs to take up to two weeks to complete.

We continue to have our overpump in place 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 removes the need for the tankers to be present.

### 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 BB971748. The lines are always open.

Yours faithfully,

Kelly Skuse

**Customer Liaison & Stakeholder Engagement**

**Thames Valley Customer Field Services**