

The Occupier
First line
Second line
Third line
XXX

Our reference: 2449461

Dear Sir/Madam

Advanced notice of water supply improvements: Blackford

Over the coming months, we will be carrying out a water main replacement scheme in your area to ensure you receive a reliable water supply.

Date commencing: Monday 22 July 2019

Locations: Blackford: Poolbridge Road, Church Lane, Old Farm Court, Stoughton Road, Eastfield Road, High Street, Church Street and Snipefield Lane

Duration: 18 weeks

Date	Duration	Road(s)	Traffic impact
Monday 22 July	2 weeks	Junction of Poolbridge Road, Church Lane and Church Street	Temporary lights
Monday 5 August	2 weeks	Old Farm Court	Barriers only – delays possible
Monday 19 August	12 weeks	Stoughton Road, Eastfield Road, High Street and Church Street	Road closure

What impact will the works have on me?

On-street parking may be partially restricted at times and 'no parking' signs and cones may be located around some areas in advance. Occasionally, access to driveways may be restricted.

To complete the work, there is a chance we may need to turn your water supply off for a short period of time. If this is required, you will receive an advanced warning notice 48 hours prior to the interruption advising you of the date, time and duration of when this will happen.

We have created a dedicated webpage so that you can stay updated with the works:

www.bristolwater.co.uk/blackford



If you have any general questions, please ask a member of our team on site who will be happy to help. Alternatively, you can call our customer service team on: **0345 702 3797**.

You can also get in touch via social media (we have a Facebook and Twitter account) as well as in person by approaching the site team.

We would like to apologise for any inconvenience and thank you for your patience and co-operation.

Overleaf, you will find a Q&A around the works and what this might mean for you in further detail.

Kind regards

Shaun Rawlings
Senior Project Manager
Bristol Water

Important: home built before 1966?

If so, a metal water pipe may have been used for electrical earthing, and the work we are completing may mean that the water pipe is no longer suitable for earthing your property.

As we do not know how your property is earthed, we strongly recommend you seek the advice of an approved electrician, who may recommend an earthing check.

The earthing for a property is an essential safety requirement and is the responsibility of the owner of the property. Bristol Water cannot accept any legal liability for damage or injury resulting from the use of a water pipe as an electrical earth.

To find an approved electrician, please visit www.niceic.com

Blackford Q&A

If you cannot find the answer you're looking for, please call our customer service team on:
0345 702 3797

Parking

Will on-street parking be affected?

On-street parking may be partially restricted at times and 'no parking' signs and cones may be located around some areas in advance. To ensure we can complete the work to schedule, please do not move the cones or park in coned areas.

Will I still be able to access my driveway?

Occasionally, access to driveways may be restricted. If your property is affected, we will attempt to make direct contact with you in advance to discuss the impact.

I have a disability or other need which means I need access to my driveway. What should I do?

We understand there are certain cases which make driveway accessibility essential, if this is the case, please call us on 0345 702 3797 quoting the reference number at the top of the page.

Water supply

To complete the work, there is a chance we may need to turn your water supply off for a short period of time.

How will I know if you need to turn my water supply off?

If this is required, you will receive an advanced warning notice 48 hours prior to the interruption advising you of the date, time and duration that this will happen. You may wish to fill a suitable container with water and put it in your fridge before the interruption(s), so that you have a source of drinking water during the works.

I haven't been made aware of a supply interruption and I have no water. What should I do?

If your water supply is interrupted and you have not received an advanced warning notice please contact us immediately on **0345 702 3797**. You may experience water pressure fluctuations which will return to normal when the work is completed.

Work related questions

I've noticed spray paint on the ground, is this you?

It's not some kind of modern art, it is us! You may notice some spray paint used to mark locations of underground apparatus, this will disappear over time.

There's a road closure in place but you're not there. Why is the road still closed?

Once the new water main is in place we will need to clean and test it. During this time you may not see us on site.

Who is carrying out the work?

Lewis Civil Engineering are the contractors who will be carrying out the work on our behalf. The onsite team will carry identification at all times and are acting on behalf of Bristol Water.

Why is the work needed?

Overtime, old metal pipes become rusty and corrode. There have been a number of bursts in the area and in order to reduce leakage and ensure you receive the reliable supply you deserve, we are replacing a large section of the mains network in Blackford. The replacement pipe will be polyethylene (plastic) and should improve water quality, flow and water pressure.

Be aware of bogus callers: the Doorstep Code:

It is very important that you make sure the people who call your home are genuine as sometimes people turn up unannounced with an intention of tricking their way into your home. They are known as 'distraction burglars' or 'bogus callers.'

1 Stop

Are you expecting anybody? Do they have an appointment? Check your back door is locked and take the key out the door.

2 Stop

Secure the door bar or chain before opening the door at all times when answering to strangers

3 Stop

Ask to see the caller's identity card (even if they've pre-arranged the appointment) as all genuine callers will have one. If you are not happy with the identify card, call the company they claim to represent or call the police.