



7th November 2018
Ref: 629621

Invite to public drop-in: update on water main renewals in Ryde

Dear Customer,

I am writing to update you about the essential water main renewals that Southern Water and Clancy Docwra are carrying out in your area. Some of the old water pipes in the area have suffered bursts in recent years and have reached the end of their operational life.

We are currently investing £2.2 million by installing 3.9km of new, highly durable pipe to replace these old mains and safeguard water supplies for your community effectively into the future. During the course of the project additional water mains in need of replacement have also been identified, and these have been included in the project which we expect to complete by the end of March 2019.

How will this affect me?

St John's Road: A section of St John's Road, from the junction with High Street to the junction with Prince Street / Warwick Street will be closed to traffic for 3 days from Monday 19th to Wednesday 21st November to allow us to complete connections here. We are working closely with Island Roads, and have co-ordinated our work to take place at the same time as other Utility work in Green Street, to minimise inconvenience. Pedestrian access will be maintained.

High Street: A section of High Street will be closed to traffic for 3 days from Monday 26th to Wednesday 28th November, from the junction with St John's Road to the junction with Well Street / Hill Street. Pedestrian access will be maintained, however parking will be temporarily suspended during this period to carry out the work safely. Our team on site will be working with the businesses along this section to ensure minimum disruption to deliveries.

West Street: A section of West Street will be closed to traffic for 2 weeks from Monday 3rd December, from the junction with Argyll Street to the junction with Queen's Road. Pedestrian access will be maintained. Short, local traffic diversion routes will be in operation during all the closures.

In January 2019 replacement of an additional water main on High Street that was identified during our recent work as also in need of renewal will commence. We will contact residents and businesses on High Street again closer to the time with further details of this additional work, including any dates where closure of the road may again be needed.

How can I find out more?

Southern Water and Clancy Docwra are holding a further public drop-in session at **Ryde Social Club** on Adelaide Place, Ryde, PO33 3DQ on **Tuesday, 13th November**, from **4pm – 7pm**. Please come along if you would like to find out more about the work and how it will affect you.

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.

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