



Anglian Water
PO Box 4994
LANCING
BN11 9AL

Call us on 03457 145 145
Available 24/7
www.anglianwater.co.uk

Dear Customer

Our plans to flush the water mains in your neighbourhood. Job number: 54441184

Anglian Water needs to flush the water mains in your neighbourhood over the next couple of weeks. This work is essential to make sure that we can maintain the quality of your drinking water supply.

We're writing to you because you may see us doing this work and/or the flushed water running down the road and into the drains. We know that it may seem unusual for us to let water run in this way, but we want to reassure you that this work is essential to maintain high water quality.

We shouldn't need to visit your property as part of this work but for your peace of mind if we do need to call all our staff and representatives carry I.D. cards. For extra security, you can check their identity by asking for their card and their special number. Then close your front door and call us on 0800 145145. Our staff will be very happy to wait outside whilst you do this.

The following information explains what our flushing work involves and how our work might affect you. We've pulled together answers to a few of the general questions you may have.

When do you plan to do this work?

- Take a look at the table at the end of this letter to see when we will be working and when it might affect you and your property. Please be aware you may be affected on more than one occasion.
- You might also, be affected when flushing takes place in neighbouring areas.

How will I be affected?

Your tap water will be safe to drink, however on the dates shown in the table:

- Your water may become discoloured or cloudy.
- Your water supply may be interrupted for short periods of time.
- You may experience lower water pressure.

What happens to the flushed water?

The water that is flushed out of our mains is not wasted, but is returned to the environment via a network of sewage and drainage pipes. The water then runs into rivers and streams, and can actually help support these rivers if low rainfall levels leave some of them to run dry.



Registered Office
Lancaster House, Lancaster Way,
Ermine Business Park, Huntingdon,
Cambridgeshire. PE29 6YJ
Registered in England
No. 2366656.
an AWG Company

Do I need to do anything?

To minimise any inconvenience, we recommend the following do's and don'ts:-

- Fill your kettle, or a suitable container, with drinking water before work starts.
- Don't use washing machines and dishwashers, or leave taps open.
- Don't use mains fed instantaneous water heaters/showers if the water supply is interrupted (central heating will be fine).
- If you have a water softener, you should isolate it using the bypass pipe work until the work is completed
- Don't fill or change the water in fishponds or tanks for 48 hours.

Once we've finished flushing, you may still experience discoloured or cloudy water. Please don't be alarmed – just run your kitchen cold-water tap until the water runs clear.

If you need further help, please give our Customer Contact Centre a call on **03457 145 145** and quote the job number at the top of this letter.

For general water quality advice and information, please visit the drinking water quality section of our website anglianwater.co.uk/dwq



Further flushing information can be found by scanning this code with your Smartphone.

Date & time of work	Location of work
Sunday 4 th February 2018 Night work 9PM – 6AM	<u>OSBOURNBY, SLEAFORD</u> High Street, Highfield Close, London Road, Middle Yard, New Street, North Street, Pinfold Close, Saddlers Close, West Street, Whichcote Fields. <u>SCOTT WILLOUGHBY, SLEAFORD</u> Properties known as Grange House, Manor Farm, Manor Farm Cottage, Willoughby Lodge, The Old Rectory. <u>THREEKINGHAM, SLEAFORD</u> Saltersway.
Monday 5 th February 2018 Night work 9PM – 6AM	<u>HORBLING, SLEAFORD</u> Holland Road. <u>NEWTON, SLEAFORD</u> Property known as Newton Grange. <u>SPANBY, SLEAFORD</u> Holland Road. <u>STOW, SLEAFORD</u> Properties known as Pera Cottage, Stow Farm Cottage, Stow Farm House, The Conifers. <u>THREEKINGHAM, SLEAFORD</u> Acre Lane, Danesfield, Green Lane, Laundon Road, Manor Lane, Pheasant Yard, Water Lane.
Tuesday 6 th February 2018 Night work 9PM – 6AM	<u>OSBOURNBY, SLEAFORD</u> The Drove. <u>SCREDINGTON, SLEAFORD</u> Mareham Lane. <u>SPANBY, SLEAFORD</u> Mareham Lane and properties known as Brooklands, Elm Farm, Hall Farm, Manor Farm House, Manor House, Ramleh, Rowes Farm Cottage, Spanby Lodge Farm, Spanby Park, Springfields, Swallow Barns, The Gate House, Woodrising. <u>THREEKINGHAM, SLEAFORD</u> Mareham Lane.
Wednesday 7 th February 2018 Night work 9PM – 6AM	<u>SCREDINGTON, SLEAFORD</u> Church Lane, Gorse Drove, Main Street, North Beck, Poor Garden Lane, Station Road and properties known as Field Farm, Gorse Farm, Green Acres, Highgate Barns, Millfield Farm, Poplar Farm, The Bungalow Millfield Farm, The Hawthorns.

Thursday 8 th February 2018 Night work 9PM – 6AM	<u>BRIDGE END, SLEAFORD</u> Properties known as Donington Caravans and The Bungalow Swatton Service Station. <u>SWATON, SLEAFORD</u> High Street, Swaton Lane and properties known as 1 The Row, 2 The Row, 3-4 The Row, Bankside Cottage, Bridge Farmhouse, Bridgeside Cottage, Eau Farm Cottage.
Sunday 11 th February 2018 Night work 9PM – 6AM	<u>SWATON, SLEAFORD</u> Chestnut Close, North Drove Fen, Parsons Drove, West End and properties known as 1 Cardyke Cottage, 2 Cardyke Cottage, Cardyke House.
Monday 12 th February 2018 Night work 11PM – 6AM	<u>HELPRINGHAM, SLEAFORD</u> Church Lane, Hale Road, High Gate, High Street, School Lane, St. Andrews Close, Station Road, The Brambles, The Green. <u>THORPE LATIMER, SLEAFORD</u> Swaton Road.
Tuesday 13 th February 2018 Night work 9PM – 6AM	<u>HELPRINGHAM, SLEAFORD</u> Chapel Lane, Cornish Crescent, East Street, George Street, Ladbrooke Close, New Street, North Fen Road, Orchard Close, Shepherds Lane, Vicarage Lane, Wheelwrights Lane, Willoughby Close. <u>HELPRINGHAM FEN, SLEAFORD</u> Properties known as Capitol Lodge, Fenway House, Lowfields Cottage, Park Farm, Pear Tree Farm.
Thursday 15 th February 2018 Night work 1AM – 6AM	<u>HELPRINGHAM FEN, SLEAFORD</u> Properties known as Blotoft Cottage, Blotoft Crossing, Blotoft Farm, Fulforth Farm, Laburnum Cottage, M&G Fabrications, Red Roofs, South Drove Farm, South View, The Barn. <u>HORBLING FEN, SLEAFORD</u> Bridge End Causeway (property known as River Cottage).
Friday 16 th February 2018 Night work 1AM – 6AM	<u>HELPRINGHAM FEN, SLEAFORD</u> Properties known as Brandy Barn Eau End Farm, Devonport Farm, Eau End Farm, River Farm, The Meadows, Vine Farm, Walnut Tree Farm, Which Ways.
Monday 19 th February 2018 Night work 12AM – 6AM	<u>LITTLE HALE, SLEAFORD</u> Chapel Lane, Fen Road. <u>LITTLE HALE FEN, SLEAFORD</u> Properties known as Broadhurst Farm, Carre Dyke Farm, Drove Farm, Fenn Farm House, Glebe Farm, Home Farm Cottage, Home Farm House, N B Seed Processors, The Meadows, Willoughby House, Willow Farm.
Tuesday 20 th February 2018 Night work 12AM – 6AM	<u>GREAT HALE, SLEAFORD</u> Church Lane, Little Hale Road, Orchard Close, The Paddocks. <u>HORBLING FEN, SLEAFORD</u> Holland Road. <u>LITTLE HALE, SLEAFORD</u> Burton Road, Main road.
Wednesday 21 st February 2018 Night work 12AM – 6AM	<u>GREAT HALE, SLEAFORD</u> Chapel Lane, Church Street, Heckington Road, High Street, Magna Crescent, Manor Gardens. <u>HECKINGTON, SLEAFORD</u> Hale Road (properties known as no1 to no41 and no12 to no40), Hare Close, High Street (property known as Cottage Farm), Ingledew Close, Millview Road, Nash Close, Orchard Drive, Pocklington Way, Windmill Drive.
Wednesday 21 st February 2018 Night work 10PM – 6AM	<u>GREAT HALE, SLEAFORD</u> Barnard Close, Carter Plot Road, Church Walk, Crow Lane, Great Hale Drove, Grove Street, Hall Park, Hall Road, Hall Yard, Kings Lane, Leas Road, Queen Elizabeth Close, Queens Road. <u>GREAT HALE FEN, SLEAFORD</u> Property known as Fen House.
Thursday 22 nd February 2018 Night work 9PM – 6AM	<u>GREAT HALE FEN, SLEAFORD</u> Properties known as 1 Mountain Cottages, 2 Mountain Cottages, Mountain Cottage, Poplar Farm, The Cottage, The Farm House, The Mastins, White House, White House Farm.

Monday 26 th February 2018 Night work 12AM – 6AM	<u>GREAT HALE FEN, SLEAFORD</u> Property known as Last Farm.
Tuesday 27 th February 2018 Night work 12AM – 6AM	<u>EAST HECKINGTON, SLEAFORD</u> Properties known as 1 Council House, 1 Old Post Office, 1A Old Post Office, 1B Old Post Office, 1 Parks Farm Cottage, 1 Rectory Cottages, 2 Council House, 2 Hall Farm Cottage, 2 Old Post Office, 2 Parks Farm Cottage, 2 Rectory Cottages, 3 Council House, 3 Hall Farm Cottage, 4 Council House, 4 Hall Farm Cottage, 5 Council House, 6 Council House, 7 Council House, 8 Council House, 9 Council House, 10 Council House, 11 Council House, 12 Council House, Ashleigh House, Beech House, Blacksmiths Cottage, Chambers House, De Rodes Self Service Station, Drifters Cottage, Eastlea, Elm Grange, Elm Grange Studio, Evergreen, Fern Cottage, Field View, Four Winds Service Station, Hall Farm, Home Farm, Mons Cottage, Oatsheaf Cottage, Park House Lodge, Park View, Parks Farm House, Poplars Farm, Rainbow Cottage, Rectory Farm House, Rose Cottage, Rosena, The Bungalow, The Coach House, The Cottage, The Heathers, The Laurels, The Lodge, The Oatsheaf, The Old Church, The Old Cottage, The Old School, The Wheel.

Thank you for your co-operation.

Yours faithfully

Thomas Harrison

Network Service Manager