



Important Information

«Address_Line_1»
«Address_Line_2»
«Address_Line_3»
«Post_Town»
«Postcode»

-  **Acton Pumping Station**
Ref. number BB 969704
-  thameswater.co.uk/acton
-  **0800 316 9800**
Our lines are always open

18 December 2017

Acton Pumping Station – Update

Dear resident

We're continuing with our odour improvement works at Acton Pumping Station.

What we're doing

We're progressing with the installation of the Odour Control Unit (OCU), and we will start the final electrical installation in January 2018. We still expect our works to be completed and the OCU fully operational by the end of February 2018. We are sorry for the delay and we will do everything we can to bring this completion date forward. We will provide you with a further update at the end of January 2018.

When we're working

Working hours are Monday to Friday from 8am to 6pm. We will notify you in advance of any changes to working hours.

How will you be affected?

We do not expect an increase in odour as a result of our works. However, you may notice an increase in noise and vehicle movements. We will do our best to keep disruption to a minimum.

Contact us

Further information about our odour improvement works at Acton is available on our website www.thameswater.co.uk/acton. Alternatively please email customer.actoncontacts@thameswater.co.uk, or phone **0800 316 9800**, select option two and quote reference **BB 969704**.

If you are a business customer, please contact your Retailer for any additional information relating to our work.

Thank you for your understanding.

Nicola Beale

Customer and Stakeholder Experience Coordinator («ID»)