



Important Information



Your eight20 BB200060



thameswater.co.uk



0800 316 9800

Our lines are always open



customer.feedback@thameswater.co.uk

Streatham site upgrade

December 2016

Hello,

Thank you if you were able to attend the drop in on **Wednesday 16 November 2016** at Streatham Youth Centre and the feedback you provided on our work to install two additional tanks at Streatham water treatment works.

We have addressed your comments and questions raised at the drop in session by compiling a Q&A to answer your concerns. Please find enclosed – if you have any further questions please email customer.feedback@thameswater.co.uk quoting **BB200060**.

Project update

We would also like to make you aware that the delivery date for the tanks has now changed to **Wednesday 4 January 2017**. There will be a road closure on Conyers Road at the junction of Gleneagles Road between **8am to 5pm**, but don't worry you'll always still have access to your property. If weather conditions are unfavourable on the day and we're unable to lift the tanks, the closure will be extended to **Thursday 5 January 2017**. Due to the size of the vehicle, can we please request that you don't park your car on either side of the road in front of our water treatment site in order to lift the tanks safely.

We are sorry for any inconvenience or disruption caused by our works. We are working hard to keep any disruption to a minimum.

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

Thank you for your patience and understanding.

Yours faithfully

Aghogho Amelia Asagba
Customer and Stakeholder Experience Coordinator