

We're investing in your local sewer network

We're committed to providing reliable and resilient services to you and four million other residents in our region.

That's why we'll soon be doing some important work in and around **Tunstead**. We'll have teams working on two different projects – one to reduce the amount of surface water getting into the sewer network during bad weather, and the second, reinforcing parts of the sewer that need attention.

What are we doing and why?

The sewer network is designed to take waste from people's homes to our recycling centres to be processed, before being returned to the environment. It's not designed to cope with excess surface water that makes its way into the network during extreme wet weather.

When the network is filled to capacity through excess surface water, it stops our pumping stations from being able to take away waste efficiently and stops customers being able to use their facilities at home. We then often deploy tankers to help empty the network. Tankers are clever bits of kit, but they are big and noisy and can cause disruption when they're in use for a long period of time.

Our main areas of focus for our reinforcement work will be **Manor Close Crowgate Street and Market Street** as well as a couple of other isolated spots in Tunstead. From 29 July until 13 September we'll be working to reline and reinforce parts of the sewer in these areas. This work will involve us passing a special flexible inner pipe into the sewer. The inner pipe is soaked in a special kind of glue which we then inflate and heat so it sticks to the wall of the existing pipework.

While this relining work is going on, we'll have other teams working continuing to check the rest of the sewer network with their camera equipment looking for other areas that need attention.



Turn over for more info

How might our work affect you?

To keep our team safe while they're doing all of this work, we'll use temporary measures like traffic lights and barriers. They won't be in place for long and we'll always remove them as quickly as we can. If we're at a critical part of our work, we might just have to ask you to bear with us for a few minutes until we can let you through.

From 12 August until 19 August we will be closing Crowgate Street from Stone Lane to the junction of Crowgate Estate. There will be a well signposted diversion but because of the layout of the roads near to where we are working, we appreciate it won't be hugely convenient, so please try to bear with us for the duration of our works.

If we need to check any manholes on your property, we'll always knock on your door first to check with you or write to you in advance to ask when a good time might be to pop round. If we need to do any digging on your property to access the sewer, we'll put everything back as we found it.

You can read the latest about our work at anglianwater.co.uk/check by popping your postcode into the search box.

What happens next?

We've already identified the first properties in the area that will benefit from our surface water reduction work. We'll be contacting them directly to share what measures we think we could install at their homes to help us keep surface water out of the sewer network. These could be diverting their existing surface water gutters and downpipes; installing soakaways to slowly let water drain away into the ground; or providing water butts so they can store rainwater for use in the garden.

Need to get in touch?

If you have any questions, please feel to come and talk to us while we're working. If you can't find someone to speak to on site, then you can call us 24/7 on **03457 145 145** quoting the reference number at the top of this letter.

Many thanks,

Michelle Barnes
Customer Coordinator, Anglian Water