

Dear Customer

Our plans to flush the water mains in your neighbourhood.

Reference: SERPENTINE050317

If you have previously received a letter in regards to this work then please disregard this as due to unforeseen circumstances we have had to reschedule as below.

Hartlepool 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, closing your front door and calling us on 01429 858050. 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.

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 Operations Support line a call on **01429 858050** and quote the job number at the top of this letter.

For more information, please visit the flushing section of our website at **www.hartlepoolwater.co.uk/flushing**

Date & time of work	Location of work
Night Work Sunday 5 th March 2017 9pm to 6am	Cairnston Road (even numbers only), Hayston Road, Riggston Place, Tarnston Road. Bankston Close, Bushton Close, Chelston Close, Daleston Close, Lakeston Close, Mereston Close, Mountston Close, Peakston Close, Pikeston Close, Saddleston Close, Springston Road, Stileston Close.
Night Work Monday 6 th March 2017 9pm to 6am	Brimston Close, Burnston Close, Cragston Close, Fellston Close, Moorston Close, Nookston Close, Rillston Close, Thornhill Gardens.
Night Work Tuesday 7 th March 2017 9pm to 6am	Birchill Gardens, Briarhill Gardens, Broomhill Gardens, Elmwood Road, Hart Avenue, Netherby Gate, Percy Street (even numbers 68 to 114 and odd numbers 61 to 109 only), Ryehill Gardens, Serpentine Road, St. Lukes Court, Thornhill Gardens, Thornhill Place.
Night Work Wednesday 8 th March 2017 9pm to 6am	Bright Street (even numbers 40 to 58 and odd numbers 47 to 73 only), Elm Grove, Grange Road (even numbers 104 to 156 and odd numbers 135 to 159 only), Granville Avenue, Granville Place, Hart Lane (even numbers 44 to 136 and odd numbers 155 to 225 only), North Drive, Oval Grange, Roseberry Mews, South Drive, Tunstall Avenue, Welldeck Road, Wilson Street (even numbers 48 to 82 and odd numbers 1 to 91 only), Wooler Road.
Night Work Thursday 9 th March 2017 9pm to 6am	Barley Close, Clover Drive, Cundall Road (even numbers 28 to 68 and odd numbers 39 to 61 only), Harcourt Street (odd numbers 23 to 33 only), Hayfield Close, Meadowgate Drive, Roseberry Road (odd numbers 1 to 35 only), Serpentine Gardens, Greenbank Court, Suggitt Street (even numbers 26 to 88 and odd numbers 25 to 51 only), Topcliffe Street (even numbers 28 to 52 and odd numbers 31 to 53 only), Tunstall Grove, Welldeck Gardens, Zetland Road.

Night Work Sunday 12 th March 2017 9pm to 6am	Briarfields, Coniscliffe Court, Egerton Road, Elwick Road, Four Winds Court, Park Drive, West Park.
Night Work Monday 13 th March 2017 9pm to 6am	Amble Close, Blaise Garden Village, Cresswell Court, Cresswell Drive, Cresswell Road, Dunston Road, Hampstead Gardens, Knightsbridge Gardens, Manor Garth Drive, Manor Road, Park Avenue, St. Begas Glade, The Crest, The Kitchen Garden, Warkworth Drive, Woodlands Grove, Wooler Road.
Night Work Tuesday 14 th March 2017 9pm to 6am	Glendale Avenue, Grange Avenue, Grange Close, Grange Road (all properties between the junctions of Park Avenue and Granville Avenue), Grove Close, Hollymount, Park Mews, Park Road (even numbers 226 to 256 and odd numbers 241 to 263 only), Relton Way, Rosedale Avenue, Teesdale Avenue, The Crescent, The Grove, The Oval, Warwick Grove.
Night Work Wednesday 15 th March 2017 9pm to 6am	Blakelock Road (Brinkburn Lodge and Brinkburn only), Claremont Drive, Eastland Avenue, Newlands Avenue, Northbrook Court, Northland Avenue, Queensberry Avenue, Southland Avenue, Westland Avenue.
Night Work Thursday 16 th March 2017 9pm to 6am	Auckland Way, Coniscliffe Road, Egerton Road, Parklands Way, The Spinney.
Night Work Sunday 19 th March 2017 9pm to 6am	Coatham Drive, Hardwick Court, Hylton Road, Parklands Way, Valley Close, Valley Drive.
Night Work Monday 20 th March 2017 9pm to 6am	Carisbrooke Road, Coatham Drive, Hylton Road, Meadow Drive, The Vale, Valley Drive.

Thank you for your co-operation.

Yours faithfully

Adrian Maddocks

Water Operations Manager