



Anglian Water
PO Box 4994
LANCING
BN11 9AL

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

DEANSHANGER P C
3
HAYES ROAD
DEANSHANGER
MILTON KEYNES
MK19 6HP

Dear Customer

Our plans to flush the water mains in your neighbourhood.

Job number: 56800869

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.



THE QUEEN'S AWARDS
FOR ENTERPRISE:
SUSTAINABLE DEVELOPMENT
2015

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
Monday 4 th November 2019 Day work 9am to 6pm	DEANSHANGER, MILTON KEYNES Diswell Brook Way, Glebe Road, High View, Honey Hill Drive, Kingshill Drive, Spinney View, Winwood Close.
Tuesday 5 th November 2019 Day work 9am to 6pm	DEANSHANGER, MILTON KEYNES Foxholes Close, Goosemere, Hayes Road, Honey Hill Drive, Kingshill Drive, Moors Close, Wreschner Close.
Wednesday 6 th November 2019 Day work 9am to 6pm	DEANSHANGER, MILTON KEYNES Canal Lane, Maltings Row (properties known as no12, no14), Puxley Road (properties known as no34 to no100 & no41 to no43), Ridgmont (properties known as no53 to no95 & no96 to no124), Westfield Avenue (properties known as no1 to no15 & no2 no12).

Date & time of work	Location of work
Thursday 7 th November 2019 Night work 12am(midnight) to 6am	DEANSHANGER, MILTON KEYNES Elm Drive, Folly Road, North Way, Puxley Road (properties known as no1 to no39 & no2 to no32), Ridgmont (properties known as no1 to no47 & no2 to no94), Ridgmont Close, The Ridings, West Puxley Close, Westfield Avenue (properties known as no14 to no60 & no17 to no71).
Friday 8 th November 2019 Night work 12am(midnight) to 6am	DEANSHANGER, MILTON KEYNES Boswell Lane, Chapel Close, Church Lane, Hayes Road, High Street, Little London, Patricks Lane, Porters Close, Roberts Close, Springfield Gardens, The Beeches, The Green.
Tuesday 12 th November 2019 Night work 12am(midnight) to 6am	DEANSHANGER, MILTON KEYNES Bridge Walk, Brook Way, Buckingham Road (properties known as Buckingham House, Canalside, Comfort Inn, MFG Deanshanger Service Station), Home Farm Close, Maltings Row, Patricks Lane, The Smithy, Wicken Road, Woodmans Close. WICKEN, MILTON KEYNES Stratford Road (properties known as Mountmill Farm Cottages).

Thank you for your co-operation.

Yours faithfully

Trevor Cox

Network Service Manager