



Your local supply, on tap

We're working in your street

We're upgrading the water mains in your local area to protect your water supply for the future.



This leaflet contains important information on how you may be affected during this work, so please read it carefully.

Identifying pipes that need renewing

With 14,500 kilometres of pipes supplying over 1.2 million customer properties, renewing our network is a non-stop job.

Each year we renew about 1% of our pipes - renewing at this rate ensures a continuous, secure supply of top quality tap water at the lowest possible price to our customers.

We constantly check the condition of our pipes and use historical data to predict which are most likely to burst and prioritise schemes. We also check that our work won't cause unnecessary interruptions to customer supplies, flooding or major traffic disruption.

Once we've identified the most urgent pipes for renewal, we liaise with the Highways Authorities to agree when we can carry out the work. With careful design and planning we ensure that we renew the right pipes at the right time at a reasonable cost to ensure our infrastructure is fit for 21st century needs.

Old pipes

- Cast iron pipes that crack when moved
- Burst mains and leaks wasting water
- Worn out corroded water mains
- Water being cut off for emergency work
- Traffic disruption and holes in the road

When a water main bursts we have to repair it as quickly as possible, as the escaping water is a potential threat to public safety and can damage property and the environment.

We are replacing these old iron water mains with new plastic pipes so that we can provide you with a reliable supply of drinking water and reduce the disruption caused to your community, when a water main bursts.



New plastic pipes



Old pipes

New pipes

- Flexible plastic water mains
- Water friendly pipes
- Trouble free pipes
- A reliable water supply 24/7
- Planned traffic friendly working

Investing today... for the future

Many of the underground water mains are made from iron and are very old. They are buried in heavy clay soil and prone to corrosion and leaks.

Affinity Water is investing £100 million between 2010 and 2015 to replace these old iron mains with new plastic pipes so that we can provide you with a reliable supply of drinking water and lessen the disruption caused to your community by emergency leakage repairs.

Though we take every care to minimise disruption to you, this will affect your water supply at times.

Please read this leaflet carefully. It tells you about our work and lets you know what to expect.

If you have any questions, or if you need further information, please log onto our website:

www.affinitywater.co.uk

Keeping you informed

We want to keep you informed about our work and how it will affect you. Please read this section carefully and take note of the cards that we will be putting through your door to tell you what we are doing. They are coloured like traffic lights - red, amber and green - to indicate what is happening with your water supply.

You can visit the Customer Zone of our website for further details of work in your area:
www.affinitywater.co.uk/customerzone



1. Before turning off your water supply

You will receive the red 'planned interruption' card at least 48 hours before your water supply is turned off. It will tell you when the interruption will take place and how long we expect it to last. When you receive this card you should:

- Start making arrangements to store water for domestic needs. The bath is a useful place for water to be used for flushing the toilet.
- Make arrangements to store water for drinking during the interruption and remember to boil the water before use.

2. Interruption - when your water supply is turned off

When your water supply is turned off, please ensure that:

- You do not take any water from the taps and all taps are turned off.
- You don't use washing machines, dishwashers or showers until you are advised by us that your supply is back on
- You don't drain hot water tanks and cisterns, to avoid airlocks when the supply is restored.
- If you have a water softener fitted to your water system, bypass the regeneration while your water is turned off. Please consult your softener manual for detailed instructions.

3. Supply restoration - when your water is turned back on

You will receive a green 'water back on' card when your water supply is switched on.

If maintenance work is still being carried out in your area, we would advise against using water for fish tanks or ponds for a further 7 days.

If we encounter any change to the planned works, we will advise through further leaflets or letter.



Your questions answered

How long will I be without water?

We always try to minimise any disruption but you could be without water for up to 12 hours in any one day. We will tell you at least 48 hours before your water supply is turned off and will inform you how long you will be without water. We may need to interrupt your water supply on more than one occasion.

How long will it take before my water is drinkable?

Once your water has been restored you may use it as normal. There may be occasions when we advise you to boil water prior to use. We will tell you when you no longer need to boil it. Your water may be cloudy at first because of air in the water system, but this should clear and is totally harmless.

How long will the work take?

We always try to minimise any inconvenience but it really depends on the techniques used. The letter which comes with this leaflet will advise you how long the work is planned to take.

Why are there so many holes and will this affect access to my property?

It is necessary for us to dig holes, and the number of excavations will depend on the renewal method. We will always try to maintain access to driveways while we work, but we do need to access stop taps.

More information is contained in the letter that came with this leaflet.

Will the work affect my plumbing?

If you follow the instructions given in this leaflet when the water supply is turned off, you shouldn't experience any problems.

How will the work affect domestic appliances?

Most domestic appliances have an auto shut off valve. However, to be certain do not use your electrical appliances during periods of interruption. Your central heating should not be affected.

Do you restore pavements, grass verges, etc?

Yes, the ground is returned to its original condition as far as possible, but this may not be until all the renewal work has been completed in the local area.

What hours do you work?

Our usual work hours are Monday to Saturday from 7.30am to 5.30pm. However, we may need to work outside these times if necessary - and you will be advised accordingly if it affects your water supply.

Why is there water running down the road?

When we have undertaken work, it is necessary for us to check the standard of the water supply. This can appear like a burst water main as you may see water running down the road. This is a perfectly normal procedure.

How will you replace the water mains?

A number of techniques can be used to replace the water mains. We select the technique which is most appropriate for the local environment and which will minimise the impact of our works on the community (see opposite).

The four main techniques used are as follows:

Pipe bursting

A plastic pipe is pulled through the existing iron water main, breaking the original pipe as it moves along. Pipe bursting means we can position the new water main exactly where the old main was and do not have to dig a continuous trench.



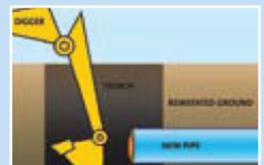
Lining

A plastic pipe is pulled inside the original pipe that has already been cleaned.



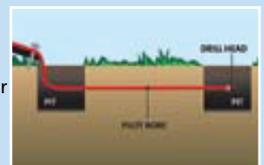
New lay

A replacement pipe is laid using conventional trenching, usually alongside the old water main.



Directional drilling

Pits are made and a special directional drill makes an underground tunnel. The new water pipe is pulled through the tunnel.



Earthing Installation

Many houses have used their water supply pipes as an electrical earth. Although it was once a common practice, this is now considered dangerous and has not been permitted since 1966. As your new water main will be made of plastic, it is not suitable as an earth. If your electrical installation is currently connected to a metal water pipe for earthing, we strongly recommend that you contact an approved electrician.

If you need to get in touch

Website:

www.affinitywater.co.uk/newpipes
www.affinitywater.co.uk/customerzone

Feedback:

We are interested in hearing from you to help improve our service.
Let us know at www.tellaffinity.co.uk/newpipes

Post:

Affinity Water Ltd, Tamblin Way, Hatfield, Herts AL10 9EZ

Telephone:

Operational enquiries (water supply, quality and emergencies): 0845 782 3333

Special needs

We offer a range of services for any special assistance our customers require.
If you require special assistance then don't forget to sign onto our Safeguard register.

Be safe at home

Representatives of Affinity Water may call on you during this work. If anyone comes to your door and claims to be from the 'water company', please remember:

- All our staff wear a uniform and carry identity cards
- Keep the door chain on while you check their identity
- If you are suspicious, dial 999



Please
keep
as a handy
reminder

Easier reading:

To receive this leaflet in large
print, audio or braille, please call
0845 769 7985

www.affinitywater.co.uk



Affinity Water

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