

We're here to help

Whatever you'd like to ask us or find out about, there are lots of ways to get in touch.

 Visit our website
www.affinitywater.co.uk/newpipes

 Give us your feedback
Tell us how we can do better by filling in our online feedback form at www.tellaaffinity.co.uk/newpipes

 Give us a call
Speak to our team (water supply, quality and emergencies) on 0345 357 2407

 Write to us
Drop us a line, at Affinity Water Ltd, Tamblin Way, Hatfield, Herts AL10 9EZ

We have special arrangements in the event of a supply interruption for vulnerable customers

We have a password scheme to help you check the identity of genuine Affinity Water employees who visit your property

Did you know?

We offer a range of services should you require special assistance. To let us know, simply sign our Priority Services Register by visiting www.affinitywater.co.uk/helpinghands

Safety first

Members of our team may call on you during this essential work. If anyone knocks on your door and claims to be from the 'water company,' remember these three important things:

- Keep the door chain on while you check their identity
- All our staff wear a uniform and carry identity cards
- If you're suspicious for any reason, dial 101

Easier reading:

This information can be supplied in large print, braille or audio on request. Please visit www.affinitywater.co.uk/priorityservices or call us on 0345 357 2406.

 www.facebook.com/affinitywater

 [@affinitywater](https://twitter.com/affinitywater)

 [Youtube.com/AffinityWater](https://www.youtube.com/AffinityWater)

We're working in your area

We're upgrading the water mains to protect your water supply for the future

Important information on how your water supply may be interrupted



Focusing on tomorrow, today

We're upgrading the water mains in your area

At Affinity Water, we pride ourselves on our commitment to being able to deliver your local supply, on tap. What that means is a tireless dedication to renewing our network of pipes and fixing leaks as and when they happen. With over 10,000 miles of pipes supplying more than 1.2 million properties it really is a non-stop job, with each year seeing us renew about 1% of our pipework.

Part of our commitment to making sure our customers have enough water – as well as minimising the disruption caused to you and your community by emergency repairs – is replacing old iron pipes with new plastic ones. Compare one with the other and you'll see just how important this process is:



Old pipes

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



New pipes

- Flexible plastic
- Fewer burst mains causing less disruption
- Reduced leakage
- Reliable water supply 24/7
- Planned, 'traffic friendly' working during maintenance

To find out more about our pipework replacement programme, visit our website at www.affinitywater.co.uk/newpipes

Our preparation



Keeping things in check

The most important thing when it comes to ensuring your water supply, is to constantly check the condition of our pipes. As part of this process we use historical data to work out which ones are most likely to burst – by doing this, we can prioritise which ones to fix or replace first.



Getting the green light

Once we've identified which pipes need renewing, we talk to the local Highways Authorities to agree when we can carry out the work, with as little disruption as possible (both to customer supplies as well as traffic flow).

Affinity Water plan to invest over £500 million between 2015 and 2020 to ensure we provide high quality drinking water whilst minimising disruption to your community by emergency leakage repairs.

You'll be the first to know

We know what an inconvenience an interruption to your water supply is, so keeping you informed is our top priority. Watch out for important notices landing on your doormat soon.

We've created distinctive information cards to keep you informed at all times. To make things simple, they're colour coded.

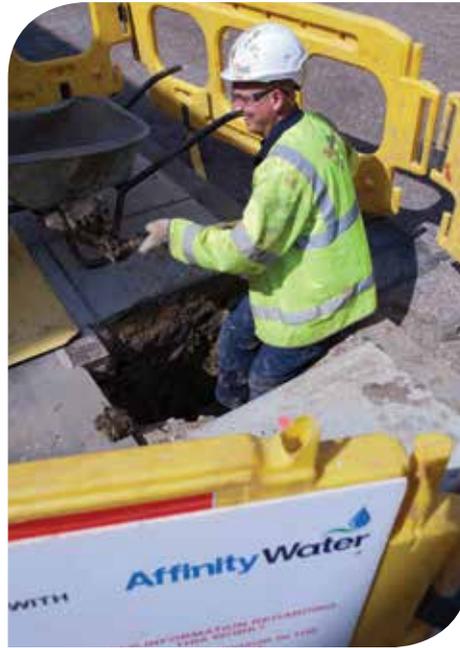
Before we turn off your water supply

At least 48 hours before your water supply is turned off, you'll receive the red 'planned interruption' information card. It tells you when the interruption will take place and how long we expect it to last. When your water is due to be turned off please ensure all taps are turned off. 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.

When this card comes through your door, make sure you:

- Make arrangements to store water for drinking and all your domestic needs. Filling a bath full of water is a good way to ensure you'll have enough to use to flush the toilet.

Visit www.affinitywater.co.uk/newpipes to find out more



While your water supply is turned off, please make sure you:

- Do not use the taps
- Don't use washing machines, dishwashers or showers (until we advise you your water supply is back on)
- Don't drain hot water tanks and cisterns (this will help avoid airlocks once the water supply is back on)

Once your water supply is turned back on

Look out for a green 'water back on' information card when your supply has been switched back on again.

It is very unlikely, but sometimes we'll deliver an orange 'boil notice' information card. This is to inform you that your water has been turned back on but you should boil your drinking water until further notice. It's nothing to worry about, simply a precaution until tests have confirmed your water quality has been restored to its usual high standard.

If there are any changes to the planned works, we'll let you know as quickly as possible.



Ask Affinity

If you have a question, you'll hopefully find it answered on these pages or online at www.affinitywater.co.uk/newpipes. If you can't find the answer, you can get in touch with us – our full contact details are on the back of this leaflet.

How long will I be without water?

We always do our best to minimise disruption but you could be without water for up to 12 hours in any one day. Don't panic though – we'll inform you at least 48 hours before your supply is turned off and will let you know how long you'll be without water.

When will I be able to use my water again?

Water quality samples will be taken for analysis to ensure that the usual high standards have been maintained during our work. If you receive a precautionary boil water notice then we will advise that you boil your water for drinking, cleaning teeth, preparing food, cooking and your pets' needs whilst we are waiting for the results of these samples.

You will receive a green card through your letterbox within 72 hours and this will confirm that there is no further need to boil your water.

How long will the work take?

The letter that came with this leaflet will tell you how long the planned work should take.

Visit www.affinitywater.co.uk/newpipes to find out more

Why are there so many holes?

We have to dig holes to access water pipes and mains (it depends on the renewal method being used).

Will access to my property be affected?

If we are working on your street access to your drive may be restricted.

Will my plumbing be affected?

You shouldn't experience any problems if you follow the instructions in this leaflet once your water supply has been turned off. If you experience problems please let us know.

What about my domestic appliances?

Don't use washing machines, dishwashers, showers etc, until you've been advised that your water supply is back on.

Do you sort out pavements, grass, verges etc after you've finished?

Yes, the ground will be returned to its original condition as far as possible (weather permitting), however this might not be done until all the renewal work has been completed in your local area. Where grass is required we will only use grass seed, we will not re-turf the area.

Is the water safe to drink?

Once you have received a green information card through your door, your water will be safe to drink.

How do you replace the water mains?

There are four main methods of replacing water mains, which include pipe bursting, lining the original pipe, laying pipe in conventional trenches and directional drilling. The method used is the one we consider the best for the local environment and minimising impact on the community.

How to find more information

You can find more information on our website www.affinitywater.co.uk/newpipes

Earthing Installation

Some older houses once used their water supply pipes as an electrical earth. Although it was common practice this 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.

