



We're replacing water mains in Fairlight Cove, East Sussex

1. Why now and how will you do it?

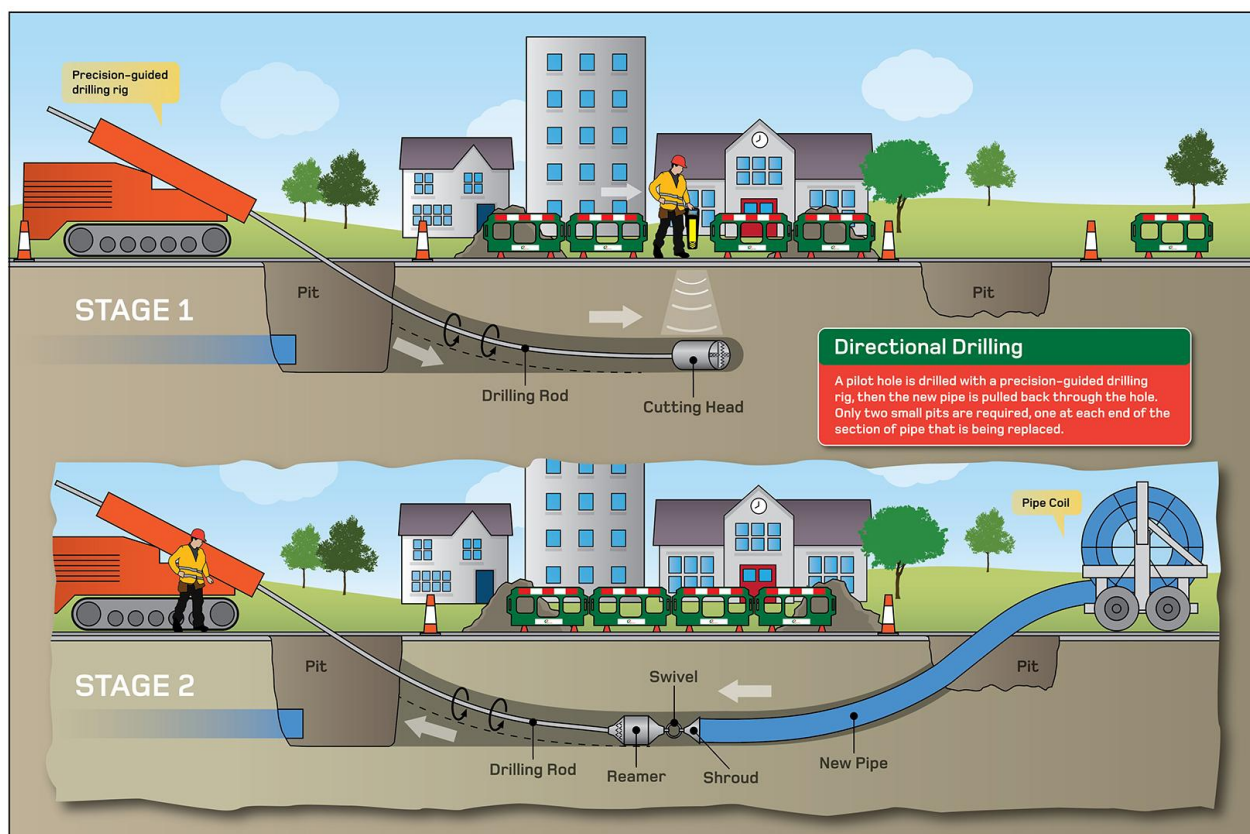
The water pipes in some areas are 100 years old, and many are made of cast iron and other materials. We check them regularly, but some are beginning to show their age and need to be replaced. This is part of a £100 million-a-year investment to reduce leakage, which also includes pressure management work and the installation of new smart meters.

What will the new pipes be made of?

Mainly plastic which will reduce the risk of discoloured water coming through your taps and the risk of bursts, leaks and interruptions to your supply.

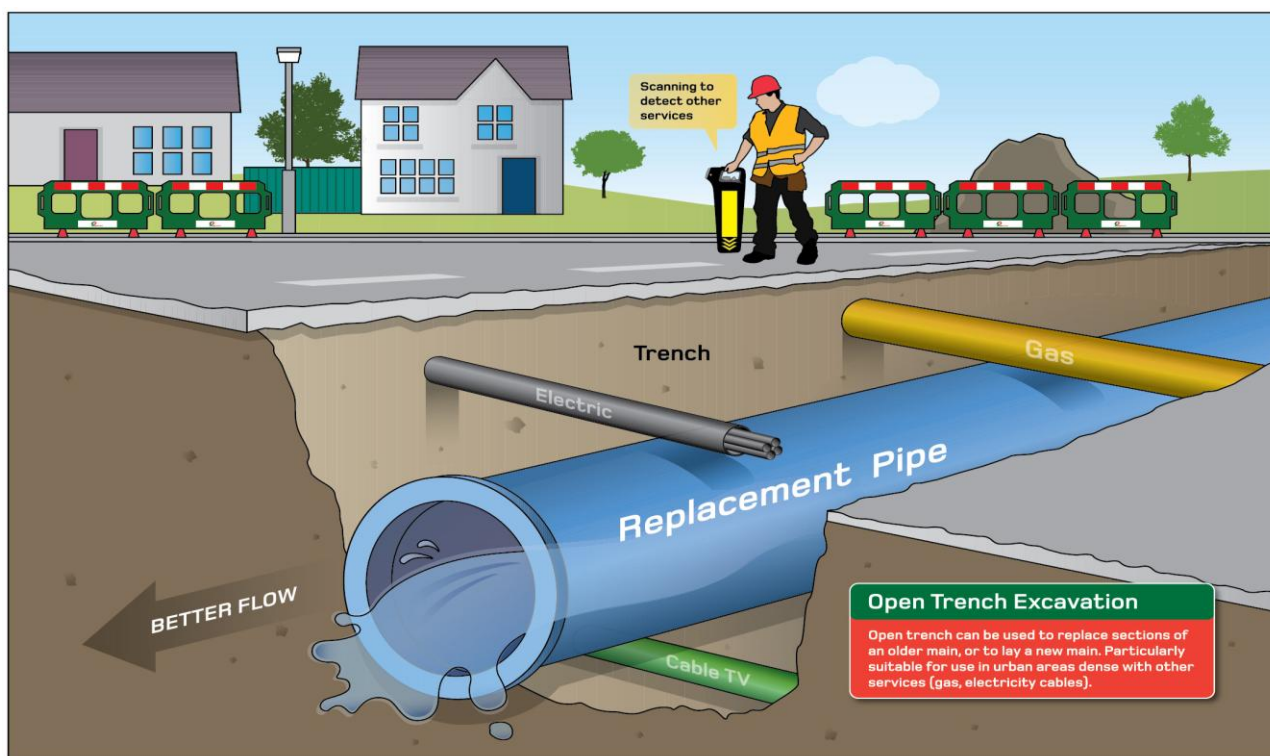
How will the work be carried out?

We'll be using machines that tunnel underground. It's called 'trenchless technology'. This means we don't have to dig up so many roads and pavements.



If we can't do this, and need to dig any holes or trenches to lay the new pipes, we'll make sure it's **safe** for everyone:

- We'll **cover the holes** or put **fences** around them.
- We'll **fill the holes back in quickly**.



When will you be doing the work?

Our normal working hours will be 7.30am to 5pm, Monday to Friday. Although you'll see us on site from 7.30am, we won't start any noisy work until 8am. These hours may vary sometimes to help us get the work done faster.

2. Water supply and deliveries

Will my water be turned off?

We may have to briefly turn off your water supply while we connect you to the new water main. This should not take longer than four hours and **we'll let you know 48 hours before we turn your water off**. We'll knock on your door and leave a card if you're not in.

Will I be able to access my property?

Sometimes we need to dig near your driveway or entrance, we'll make sure there's a **safe way for you to get in and out**. This might include:

- Putting down covers over any holes
- Creating temporary walkways or ramps
- Having workers on site to help guide you safely if needed.

We'll work with you to make sure you can still get where you need to go.

Will my bin still be collected?

Don't worry, if we're working near your house and the bins can't be collected, our team will help you. Once the bins are emptied, we'll put them back where they belong.

Will the bus services be affected?

We'll be working closely with the bus companies to make sure any changes to your bus services are shared with you.

Do I need to be at home while you change my water supply?

No. We won't need to enter your property. If your water meter is in your garden or driveway, we'll talk to you before we start any work.

3. Here to help you

Do you need some extra help while we do this work?



If you, or anyone you live with, needs some extra help and is not already on our Priority Service Register please enter your details at: [Priority Services Register - Southern Water](#).

Who can I speak to about this work?

When we are on site doing the work, we'll have a Customer Liaison officer available, 9am to 5pm, Monday to Friday. We'll provide you with all the contact details nearer the time.

If you'd like to talk to someone, please call **us on 0330 303 0368**. Just tell us that you're calling about Capital Projects, with Project Reference Number (PRN) 835148 so we can help you more quickly.

Sign up for updates by text or email.

Scan the QR code below or go to southernwater.co.uk/works-or-issues-in-my-area/ Our investment work is marked on the interactive map with a green pound sign.



You can sign up for updates about this project by clicking on the green pound sign in your area. This will take you to an information page about the project, where you can subscribe for email updates or texts. The full terms of use are available before you sign up and there are ways to unsubscribe.

4. When we've finished

What will it look like when you've finished?

Sometimes we need to wait until all the work is completed in your area before we do any reinstatement work. We'll do our best to make sure that it matches the unaffected area.

5. What else are we doing to reduce leaks?



We've had a record-breaking year for finding and fixing leaks – reducing weekly levels by 23% – and we're not stopping there. Our teams are out every day using new technology to track down and repair leaks faster than ever before.

There's lots of information at southernwater.co.uk/help-and-support/what-were-doing-to-minimise-leaks/ or scan the QR code to take you straight there.

