



Our ref  
PRN 835148  
Date  
11 September  
2025  
Tel  
0330 303 0368

Hello,

## We're improving your water supply by replacing old pipes in your area

We're investing £100m a year to reduce leakage. We use a range of techniques including fixing known leaks, pressure management and installing smart meters.

In your area, **we're replacing the ageing water mains with new pipes.**

Some of the water mains are made of cast iron and other materials. They have been in the ground for up to 100 years, and despite regular maintenance they are beginning to show their age. These older pipes will be replaced by new plastic pipes which will reduce the risk of bursts, leaks, water discolouration and interruptions to your water supply.

### When will the work start?

We're currently going through the tender process to appoint a contractor. We anticipate we'll start setting up on site before Christmas. However, the exact timescales will be confirmed by the contractor. We'll send you another letter before we start on site.

### Come and meet the team!

Before we start, we'd like you to invite you to come and meet the team to find out more about our work in your area.

**Where:** Fairlight Village Hall, Broad Way, Hasting TN35 4DA

**When:** Between 3pm and 6.30pm, Thursday 2 October 2025

**Parking:** Small Car Park at the Village Hall

 **In an emergency**  
**0330 303 0368**  
Lines open 24hr,  
calls charged at  
local rate.

 **Billing and account enquiries**  
**0330 303 0277**  
8am–6pm, Monday to Friday.  
Calls charged at local rate.

 **Report a leak**  
**0800 820 999**  
Lines open 24hr.

**Scan the code to view  
our incident map**



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Southern Water, Southern House, Yeoman Road, Worthing BN13 3NX  
[southernwater.co.uk](https://southernwater.co.uk)

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## Your questions answered

We have included some frequently asked questions with this letter, including how we do the work, why it's needed and how we restore the area once we've finished.

If you are unable to attend the drop-in, and the attached Frequently Asked Questions document does not address your query, we're here to help.

## How to contact us

**Email:** Capital Projects Customer Team, [Capitalcomms@southernwater.co.uk](mailto:Capitalcomms@southernwater.co.uk),  
9am to 5pm, Monday to Friday

**Phone:** Call Southern Water **0330 3030 368**. Just tell us you're calling about Capital Projects, with Project Reference Number **(PRN) 835148**, so we can help you more quickly

**Online:** [southernwater.co.uk/contact-us](https://southernwater.co.uk/contact-us)

Thanks for your support and patience whilst we undertake this essential work.

*Michael Ratcliffe Wilson*

**Michael Ratcliffe Wilson**  
**Project Manager**

**Using your information:** We use the information you give us to resolve your queries and provide you with water and wastewater services. We also collect feedback to help us improve our services To find out more please visit [southernwater.co.uk/privacy](https://southernwater.co.uk/privacy)

