



Job reference
BB01434794



thameswater.co.uk
customer.feedback@thameswater.co.uk



0800 316 9800
Our lines are always open

09 March 2026

We're installing new pipes near you.

Hello,

As part of our focus to reduce supply interruption and leakage, and improve water supply, it is important for us to replace our old pipes from time to time. We'll soon be starting work to replace the water pipes in **Hillyfields**. We are sorry for any disruption this may cause. The new plastic pipes are much stronger which means that we will continue to provide a reliable service now and for future generations.

We'll be starting work on **Monday 23 March 2026** for a total of 31 weeks. Phase one of our works begins near the junction of The Croft to roughly number 131 Hillyfields approximately **4 weeks**.

What to expect

- We'll be on site Monday to Friday, 8am-6pm and Saturday, 8am-6pm (if required).
- We'll work in 100 metre sections to minimise disruption as much as we can.
- **Single File traffic on Hillyfields and Road Closure at the junction of The Croft Road.**
- **Two bus stop suspensions in place.**
- We'll make sure residents, businesses and emergency services still have access.
- We may also need to turn off your water supply for a short time. If so, we'll send you a letter with more details at the time.

For more information, please refer to the traffic management drawing in red overleaf. We will provide further updates as our works progress.

How are you affected?

A Temporary Traffic Regulation Order (TTRO) has been granted for the duration of these works. As part of this order, **a clearway will be in place within each active 100-metre work zone**. This means:

- **No vehicles may park or stop within the clearway at any time.**
 - **Any vehicle found parked within the clearway will be removed.**
 - **All removal and recovery costs will be charged to the vehicle owner.**
 - These measures are essential to allow our teams to safely set up the site, excavate, and carry out the replacement works without delay.
- **Parking Arrangements:** Once works in a section are completed, parking in that area will return to normal before we move forward to the next 100-metre section.

- **Driveway Access:** To minimise the disruption to residents we will be maintaining access to driveways by plating over our excavation areas where possible.
- **Epping Forest District Council Waste Collection:** During the time your house is directly impacted by our work please can all residents ensure their bins are presented by 5am the morning of collection. **A member of our site team will collect your bin from the footpath only and transfer to the designated collection point.** Please be aware the teams are not permitted to enter your private property and bins which have not been presented on the footpath will not be emptied. Our staff will return your two wheeled bins to your residence once they have been emptied.
- **In order to ensure the correct bin is returned please number your bin if you have not done so already.'**

Follow our progress at thameswater.co.uk/Loughton.

Why this work matters

Demand for clean water is expected to go up by from 54 megalitres per day to 98.8 megalitres per day by 2050 – almost double!

As our population continues to grow, installing new, long-lasting water pipes now will make sure we can keep water flowing for you as well as future generations.

Have a question?

Call [0800 316 9800](tel:08003169800), select option two and quote the reference number at the top of this letter.

If you're a business customer, you can also contact your retailer to chat about this project.

Need extra support?



If you or someone you know needs a little extra support, our free Priority Services Register can help us to understand your situation so we can provide the support you need. Carers, friends, or family can register on behalf of someone they think could benefit from extra support. For more information, please visit thameswater.co.uk/priority services or call us on [0800 009 3652](tel:08000093652).

Thank you

Jordan Harrison-Jones

Customer and Stakeholder Manager

