



Dear Customer

Our Reference: 060298865001

Notification of Road Closure – HIGH STREET, SALT FORD, BRISTOL, BS31 3ED

(Please see map overleaf)

We're carrying out essential work on the sewerage network in your area on Friday 13 January 2023. This will involve closing the road to all through traffic to ensure the safety of the public and our staff. We are sorry for any inconvenience this may cause.

How will the work affect you?

We've included a map with this letter which shows where the road is closed and work is taking place (red line) and the diversion in place (blue line).

Alternative routes will be clearly signposted, and every effort will be made to maintain pedestrian access through the works.

If you live where we are carrying out work, you will still have pedestrian access to your property. Please find alternative parking during the road closure if you normally park in the area concerned. We're happy to help if you have any concerns around vehicular access, please call us on 0345 600 4 600 (Monday to Friday, 8am to 6pm) prior to work starting.

Every effort will be made to keep disruption to a minimum and complete the essential work as quickly as possible.

What should you do?

You don't need to do anything. You can continue to use your sewerage services as normal, **unless** advised in a separate letter.

Anything else you need to know?

If you have any questions please call our customer services team on 0345 600 4 600 (Monday to Friday, 8am to 6pm, emergencies at other times). Alternatively, there's plenty of advice online including frequently asked questions and help from our web chat team. Visit www.wessexwater.co.uk

If you are a business or other non-household property you will need to contact your water retailer with any enquiries. You can find their contact details on your most recent water bill.

Need some extra support?

We know that some customers need extra help due to age, ill health, a disability, mental illness or additional needs. This may include easy access to water during a leak or outage, help reading your meter, or setting up a password for when we visit. You can register for Priority Services on our website at wessexwater.co.uk/priorityservices or call our billing team on **0345 600 3 600 (Monday to Friday, 8am to 8pm or Saturday 8am to 2pm)**.

Keeping in touch

If you would like to receive text updates in the unlikely event of future water supply or sewerage issues, please update your contact details using our online form. This can be found at wessexwater.co.uk/UpdateMyDetails

Yours faithfully



Mark Adams

Wessex Water

