

GETTING HELP

The work will be carried out by a Contractor working on our behalf, although there will be daily supervision by our staff.

If you have a problem or concern, please do not hesitate to speak to the Contractor's Foreman or our staff on site. Alternatively, contact our Contracts Engineer on 023 9249 9888.

EMERGENCIES

Our 24 hour emergency telephone number is
023 9247 7999



IMPROVEMENTS TO YOUR WATER SUPPLY



For further information please contact:

Portsmouth Water
PO Box 8
West Street
Havant
Hampshire PO9 1LG

Telephone: 023 9249 9888

Fax: 023 9245 3632

Website: www.portsmouthwater.co.uk

November 2009

www.portsmouthwater.co.uk



IMPROVEMENTS TO YOUR WATER SUPPLY

As part of Portsmouth Water's commitment to reduce leakage and interruptions to your water supply from bursts, we will shortly be replacing the water mains in your area.

The work is to be carried out in three stages:

Stage 1

A new main is laid parallel to the existing main and the surfacing is temporarily reinstated. The new main will then be tested and sterilized.

Stage 2

The communication pipe supplying your house is transferred to the new main.

Stage 3

The old main is disconnected and later all the temporary surfaces are permanently reinstated.

All this takes time and regrettably can cause some inconvenience, such as:

- Parking restrictions may be needed.
- Occasionally there will be interruptions to the water supply of a few hours but on each occasion you will be notified in advance of the date and duration of the interruption.
- Pipe reinstatement materials will have to be temporarily stored on the highway and verges.
- The use of traffic lights may be required by the Highway Authority.

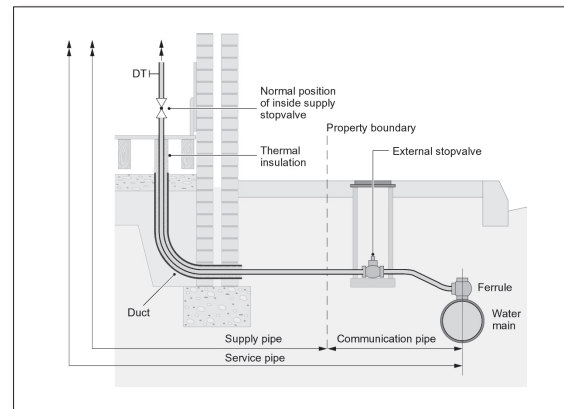
We apologise in advance for any inconvenience you may experience.

ABOUT YOUR SERVICE PIPE

We usually replace our stopcock and communication pipe (i.e. the part of the service pipe outside your property boundary). A key to operate our stopcock can be purchased from us.

Inside your property boundary you are responsible for the pipework. This part (see diagram) is known as the supply pipe.

If your supply pipe is used to provide an electrical earth, our work may affect it. This mainly concerns properties not rewired since 1966. If you have any doubts about your electrical earth you must consult an electrician. We are not responsible for the provision of the electrical earthing.



If the supply pipe we connect to is made of lead, or in poor condition when we connect to it, we will tell you and advise you to consider replacing it.

Financial help in the form of a subsidy is available to replace privately owned underground lead or galvanised supply pipes in poor condition. We will send you details if we find that your supply pipe warrants replacement.

...WE HOPE YOU WILL BE PATIENT WHILST WE ENDEAVOUR TO COMPLETE THE WORK AS QUICKLY AS POSSIBLE.