



## Important information



Your reference  
BB70048197



[thameswater.co.uk](http://thameswater.co.uk)  
[customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)



0800 316 9800  
Our lines are always open.

16 February 2024

## Our work on Station Road

Hello,

As part of our focus to reduce supply interruption and leakage, we will be carrying out works to replace a major pipe running along a section of the A406 North Circular between Enfield and Barnet. These works are essential to ensure our customers continue to receive a top-quality service.

### When we're working

As part of the replacement of this water main, we will be working on Station Road and this work is due to start on **26 February 2024** for approximately 12 months.

The work we plan to carry out on Station Road is:

- Construction of a 12-metre-deep shaft, located just south of the bus stop near Whitmore Close (Bus Stop L, opposite the entrance to Travis Perkins)
- Tunnelling into the new shaft from underneath the railway line at New Southgate Station.
- Installation of new pipework within the shaft.
- Installation of a new water pipe on the eastern side of the road, working in short sections from the new shaft towards the junction with Inverforth Road.

Works to install the new water pipe will continue along Inverforth Road/Upper Park Road, whilst we continue to carry out works on the new shaft until February 2025.

Prior to works starting on Inverforth Road and Upper Park Road in April 2024, we will send out separate communications with regards to works here.

Our working hours will generally be **Monday to Friday 7:30am-5:30pm** and on some occasions when required, **Saturdays 8am-1pm**.

### How you're affected

- Bus Stop L (Whitmore Close), heading southbound along Station Road (opposite the entrance to Travis Perkins) will be suspended during our works.
- Bus Stop J, located further north near New Southgate Station will not be impacted.
- To maintain two-way traffic flows on Station Road, there will be parking suspensions on both sides of the road:
  - On the eastern side of Station Road, there will be no parking between Bus Stop L (Whitmore Close) and the junction with Inverforth Road,
  - On the western side of Station Road from the entrance of Builders Depot to Bus Stop M (Whitmore Close).

- As we progress our works from Station Road into Inverforth Road, we will need to install temporary traffic lights and have to temporarily close this junction.
- Access to properties along Inverforth Road/Colebrook Way will be via Palmers Road while the junction is closed, with the diversion route for traffic being clearly signed.
- A new temporary footpath will be installed along the eastern side of Station Road whilst our shaft is being constructed.
- There will be temporary fencing, with lighting, marking the route of this temporary footpath.
- Two trees on Station Road will need to be removed to facilitate the construction of the shaft. These will be replaced as part of the overall project where 17 new trees will be replanted.
- Pedestrian access will be maintained for residents and businesses.

You may notice an increase in noise and vehicle movements, but we'll do our best to keep disruption to an absolute minimum. Your water supply won't be affected, and access will be maintained for refuse collections and emergency services. If any changes need to be made ahead of or during the work, you will be notified.

### **What if you need some extra support?**

If you need a helping hand, our priority services team can provide support. For more information, please visit [thameswater.co.uk/priority](http://thameswater.co.uk/priority) services or call us on 0800 009 3652.

### **Queries or concerns?**

You can get in touch with us on [0800 316 9800](tel:08003169800) – please select option one and quote the reference number at the top of this letter. If you're a business customer, you may wish to contact your retailer for any additional information relating to our work.

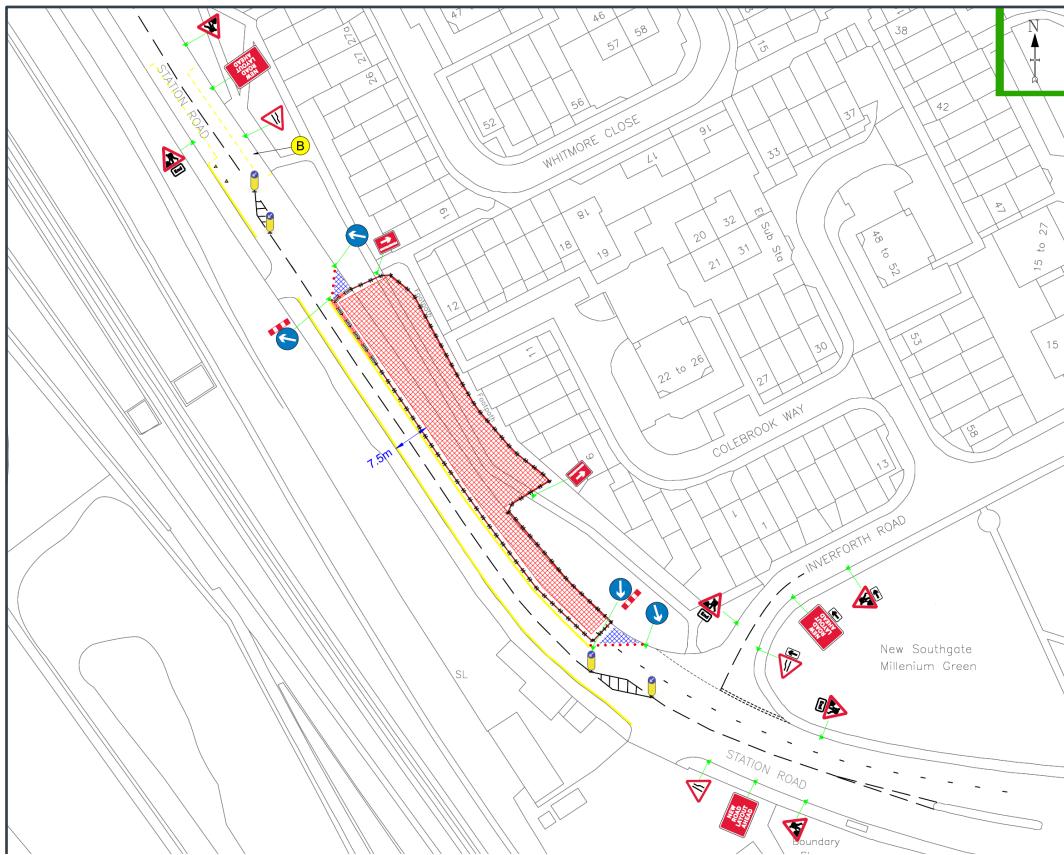
Thank you for your patience while we work to make things better – it's all part of a multi-million-pound investment across our region to upgrade our pipes and ensure our water supply is resilient for future generations.

**Renee Charles**  
**Customer Experience Coordinator**

### **Route of the new Water Main being installed (in blue)**



## Traffic Management Drawing – Station Road – Shaft and Opencut



## Traffic Management Drawing – Station Road – Shaft Working Area

