



Important information



Your reference
BB70048197



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0800 316 9800
Our lines are always open.

16 February 2024

Our work on Arnos Grove

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 Arnos Grove and this work is due to start on **26 February 2024**.

Our work will be carried out in two phases:

Phase 1: 26th February – July 2024.

- Installation of new water pipe in the eastern side of the road carriageway (nearer to the odd numbered houses)
- We will be starting from the end of Arnos Grove nearest to Morton Way and will be working in short 75 metre length sections up towards Cannon Hill.
- Traffic Management will be in place with two-way traffic lights set up, and work within each section is anticipated to take approximately 2 weeks.

Phase 2: July-September 2024.

- Installation of new water pipe along Morton Crescent and around Morton Way roundabout.
- Connection of this new pipe with the section already installed at the bottom of Arnos Grove during phase 1.
- We will communicate separately with regards to this future visit.

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

- We will be working in 75 metre sections up Arnos Grove, starting at the southern end near Morton Way.
- The excavation works will be on the eastern side of Arnos Grove, and this side of the carriageway will be closed within each section of work.

- Traffic on Arnos Grove will be controlled via two-way traffic lights, which will be approximately 75m apart.
- We will try to reduce the length of the sections at each end of Arnos Grove, to minimise traffic impact at the roundabouts with Morton Way and Cannon Hill.
- We will fully reinstate each section prior to moving to the next section.
- We are not working on the footpath, and pedestrian access will be always maintained for residents.
- There will be no vehicle access to the driveway of properties on the eastern side of Arnos Grove whilst we work outside these properties.
- We anticipate works on each section will take approximately two weeks.
- As we carry out our works past the junctions of Arnos Grove with Raith Avenue, Langside Crescent and Minchenden Crescent, these junctions will be closed to traffic.
- These junctions will not be closed at the same time and diversion routes will be clearly signed when they are closed.

You may notice an increase in noise and vehicle movements during our works, but we'll do our best to keep disruption to an absolute minimum. Your water supply won't be affected, and pedestrian access will be maintained for residents, along with access 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 services](https://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)



Example of two-way traffic lights set up, as we progress up Arnos Grove

