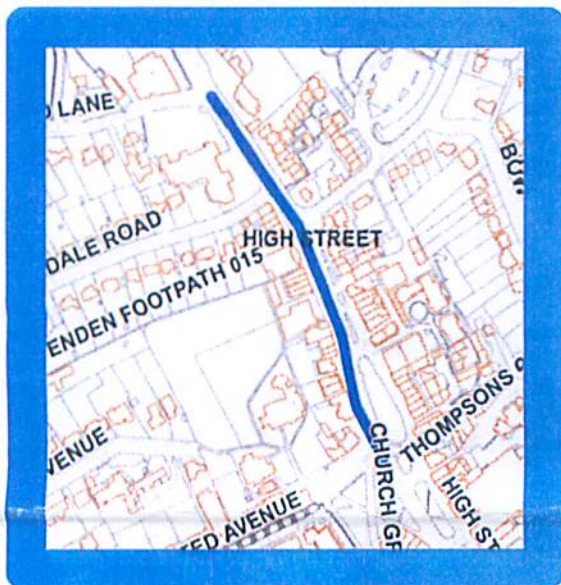


Dear Customer

REPLACING WATER PIPES IN YOUR AREA!

What are we doing?

We will be replacing water pipes in your area over the coming weeks, to ensure we deliver a continuous supply of quality water to your tap. Affinity Water is investing £100 million between 2010 and 2015 on improving the water mains in our supply area. Our contractor Amey will be carrying out this work.



HIGH STREET (Junction of Townsend Lane to the junction of Church Green), HARPENDEN

When (Approx.): 25 July 2014

Duration (Approx.): Three Weeks

Please be advised temporary traffic lights will be in use during this work.

Mapping shown based upon the Ordnance Survey map by Affinity Water Limited with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office. © Crown copyright Affinity Water licence number 100053744

To replace water pipes, we may need to work directly outside your home. We understand that road works can be inconvenient and we would like to apologise for any disruption this may cause.

How this work may affect you?

- **Water Supply:** Your water supply may be interrupted at times while this essential work is carried out. Before we do this we will deliver a red warning card through your letter box. This will give you the earliest start time of the interruption and the latest finish time when your water will be restored.
- **Access and Parking:** You will be able to use your driveway, but if you need access while a trench is being dug, please ask a member of our staff for assistance. Areas of the road and footpath will be coned off before we dig a trench. Please do not park vehicles in these coned-off areas.
- **Reinstatement:** We will ensure all roads and verges are put back to their previous condition. The area will be checked before our teams leave. If you have any issues with our work during or after it has taken place, please let us know. Speak to our supervisor on site, they can be identified by a yellow hard hat and they will do all they can to assist you.

We anticipate that road works may cause some disruption. Please be assured that we will do our best to keep this to a minimum.

Keep up to date

If you have a smart device, why not scan the QR barcode to see the latest information about these improvements in your area?

Or visit our website at: www.affinitywater.co.uk/customerzone



Safeguard

- Look out for bogus callers who claim to be from Affinity Water. All our staff carry identification cards and will be happy to wait while their identities are checked.
- You can also register any special requirements you have by visiting our website: www.affinitywater.co.uk/helpinghands
- To receive this leaflet in large print, audio or Braille, please call 0345 357 2406

More info

- We are interested in hearing from you to help improve our service. Let us know at: www.tellaffinity.co.uk/newpipes
- Alternatively you can call us on 0345 357 2407

Please read the enclosed leaflet “we’re working in your street” for further details.

Yours sincerely,

Affinity Water

Important safety notice

Earthing electrical installations to metal water pipes

Please read this note carefully, especially if you intend to make repairs or alterations to your metal water service pipe, or if you have been notified that Affinity Water or others intend to carry out any work on your metal water service pipes.

There are dangers in using metal water pipes as the sole means of earthing your electrical system. We are replacing the underground metal pipes in your street with plastic pipes. If you think your electrical system relies solely on a water pipe to provide an earth, then you should get an electrician to check your electrical system and, if necessary, provide another independent earth connection.

Affinity Water cannot accept any responsibility for a customer's electrical installation and our staff are not qualified to give advice on electrical installations.

If you are not the owner of the property, and therefore not responsible for the earthing of the electrical installation, please pass this notice to the owner or appropriate person as soon as possible.