



Date

6 November 2023



Reference number

63000317



THE GEM
NAYLAND ROAD
GREAT HORKESLEY
COLCHESTER
CO6 4HA

002043 AW9B828A
39856



1/2

We're working to keep our network in tip-top condition

To make sure we provide high quality drinking water 24/7 we regularly flush our water mains to keep our systems in the best condition.

You can see where and when we'll be working at the end of this letter, along with the details of how our work might affect you. We'll get this essential work done as quickly as possible to minimise any impact to you.

Important things you need to know

- While we're flushing the main, your water supply may be interrupted for short periods of time or you may have lower water pressure. We recommend you have some water set aside in a kettle, bowl or container so you can still wash your hands and have a drink if needed while the work is underway.
- You may be affected on more than one occasion. You might also be affected when we're flushing in neighbouring areas.
- While work is being carried out please do not use any hot water from your taps, in your washing machines, dishwashers or similar appliances, as this may cause a problem with your hot water system.
- If you have a water softener, you should isolate it using the bypass pipe until the work is completed.
- Don't fill or change the water in fishponds or tanks for 48 hours.
- Once the work is complete and your water supply is fully restored, you may notice a slight discolouration in the water. This is quite common after work like this and nothing to worry about – just run the tap for a few minutes until the water runs clear.

Useful information

For general water quality advice and information, please visit anglianwater.co.uk/drinkingwater

You can read more about flushing by scanning this QR code with your smartphone.



003449 002043 AW9B828A Page 1 of 2



Turn over for more info.