



Important information



Your reference
BB01182784



thameswater.co.uk
customer.feedback@thameswater.co.uk



0800 316 9800
Our lines are always open

We're undertaking work near you soon

September 2025

Hello,

Barhale, working on behalf of Thames Water, will soon begin essential works in the Benson area to install 500 metres of new foul sewer pipe. This new pipe will connect into the existing sewer system and strengthen the local network. The project is part of ongoing improvements to support the community and meet the needs of local growth, helping ensure the system can continue to operate reliably for years to come.

Work is scheduled to begin on **Monday, 6 October 2025**, and is expected to last approximately 7 months.

When we're working

Work will take place Monday to Friday from 8:00 AM to 6:00 PM.

Traffic management will remain in place at all times.

Where we will be working

Work will take place between Crown Lane and Hale Road, with construction undertaken in sections.

Barhale will be taking a staged approach to these works to minimise disruption to the community.

A compound will be established at the Sunnyside Recreation Ground to house plant, equipment and welfare facilities for our staff.

How you're affected.

Stage 1

Work will start at the southern end of Crown Lane, near the junction with High Street and Brook Street, then progress north towards Watlington Road as each section is completed.

The road will be closed at all times, with access maintained for residents and businesses only. Signed diversion routes will be provided.

For a detailed map please see page 2 of this letter.

- Access to properties and businesses will be maintained.
- There will be no restrictions or disruptions to your water supply.
- Parking suspensions will be in place, please follow on street signage instructions.

Stage 2

Stage 2 works will commence only after Stage 1 is completed.

Work will start at the southern end of Faye Elizabeth Park and progress towards Hale Road.

Traffic management plans are currently being developed and will be shared with the community ahead of construction.

What if this affects my business?

We hope our work won't impact your business, but please see our Business Loss of Profits Policy at <https://www.thameswater.co.uk/wholesale/business-loss-of-profits-policy-statement> if you think it has.

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://www.thameswater.co.uk/priority-services) or call us on 0800 009 3652.

Location of works map

Stage 1



Stage 2



Queries or concerns?

Email: Sam Smith, Customer and Stakeholder Lead, Barhale, Samuel.smith@barhale.co.uk

Phone: You can get in touch with Thames Water on **0800 316 9800** – 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's resilient for many years to come.

Sam Smith

Customer and Stakeholder Lead

Barhale