



Important Information



thameswater.co.uk



0800 316 9800
Our phones are staffed 24/7

September 2024

Our ref: BB00767021

Emergency sewer works on West Street

Hello

We wanted to write to you and update you on the repair works which are taking place on West Street, Dorking.

Our work

As you may know, we're currently carrying out repairs to our surface water sewer (SWS), which was found following a sink hole appearing in West Street.

Following the initial collapse, our team have been working hard to plan and install overland sewer pipes and temporary pumps to protect the environment and keep the surface water sewers in the area flowing.

Our initial investigations suggested that we would be able to complete all of the necessary repairs within a couple of weeks. Unfortunately, as we began our repairs the work has become more complex as we have found further damage on this pipework which will mean our repair works need to be extended.

Separate to the above damage, whilst we've been excavating, we've also located a leaking water main owned by SES Water which is in close proximity to our SWS. We will be liaising with SES so a joined-up approach can be taken to ensure these repairs are carried out as efficiently as possible.

Due to the ground conditions and the services located, our teams will need to break the ground by hand to ensure this work is carried out safely. Given this isn't a straightforward repair, we expect to continue working in this area for a further two months but we will be sure to keep you updated on the progress of these repairs.

What this means for you?

So that we can complete our works safely, West Street will remain closed, but we are maintaining access for pedestrians by foot. Therefore, we'd like to assure that all local businesses in the area are remaining open and will not be impacted.

We've also been working closely with your local authority who've given us permission to work extended hours to allow us to carry this out as quickly as we can.

You may notice an increase in noise and movement in the area, especially near where our work is situated. We appreciate your patience throughout this time and will try to keep any disruption to a minimum.

We will have our Customer Representatives in the area every Thursday between 10am and 2pm. If you have any questions please don't hesitate to reach out to them and they will be more than happy to support you or answer any questions you may have.

How can we help further?

We recognise during this time there will be some local disruption in the town, which may have an impact on your business. Therefore, we want to make you aware of our 'Loss of Profits' policy through which local businesses can submit a claim for assessment. Claims will be considered where the loss can be reasonably linked to the impact of our activities on access to the business.

To be considered for a 'Loss of Profits' assessment you will need to provide evidence of recent trading profits. More information can be found on our website here:<https://www.thameswater.co.uk/wholesale/business-loss-of-profits-policy-statement>.

Once again, I would like to apologise for any impact this event has had on you and your business, but I hope you appreciate that we acted in the interests of our customers the wider community and the environment.

Contacting us

Should you have any further questions in the meantime or wish to discuss further, please call our 24 hour customer centre on **0800 316 9800** quoting your address and reference number **BB 00767021**.

Yours faithfully
Thames Water