



Water for the North West

Project number: 80064593

Hello

We're carrying out some night time work on the water pipes in your area between **Monday 5th July – Thursday 8th July 2021, from 11pm until 5.30am**

We wanted to let you know about work we're carrying out to refresh the water pipes in your area – so we can continue to provide high quality water to your home or business. It's part of a programme taking place across the North West region to help remove natural mineral deposits and keep the pipes in tip-top condition. You can find further information at unitedutilities.com/pipe-cleaning

What does the work involve?

Our work involves opening fire hydrants at specific locations and controlling the release of water to flush out and remove natural sediment. We carry out the work during the night to cause as little disruption as possible. In most instances you may not even notice we're there, but of course our team will do all they can to minimise any noise and make sure your water supply is unaffected.

You may notice a temporary change to the colour of your tap water

During the work you may find that your tap water temporarily reduces in pressure or, after the work takes place may appear a little discoloured. We do understand discoloured water can look unpleasant and want to reassure you that our work would only impact your property for a short amount of time as our team progresses through the area. This is nothing to worry about and any discolouration will quickly return to normal. We're sorry if you do experience any changes to the colour of your water and have included some useful advice below so you can help to clear it quickly.

Thanks for your patience as we carry out this important work. We're here to help you with any queries or if your water doesn't clear after following the simple guidance. If you want to know more about the range of help and support we have available as the impact of Covid-19 continues to affect many of us who live and work in the North West, we have a range of help available, so please don't hesitate to get in touch. You can do this via our social channels or if you prefer give us a call on 0345 6723 723 quoting project number 80064593.

Yours faithfully

United Utilities Customer Services