



Job reference
BB01773851



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0800 316 9800
Our lines are always open

13 October 2026

We're improving the wastewater network in your area

Hello,

Earlier this year, we wrote to you about our Compton Infiltration Management Project. Following surveys and investigations across the local wastewater network, we've identified sections of sewer infrastructure on **School Road, Compton** that would benefit from improvement. These improvements are part of our long-term investment programme to help reduce groundwater entering the sewer network during wet weather, improve the performance of local sewers and help reduce the risk of storm overflows.

What we're doing

We'll be carrying out sewer lining and sealing works using specialist 'no-dig' techniques. This means installing a watertight liner inside existing sewer pipes to help keep groundwater out of the wastewater network.

To carry out this work safely, we'll need to **close School Road during our working hours**. A **signed diversion route** will be in place while the closure is active, and the road will reopen outside of working hours wherever possible. We appreciate road closures can be disruptive, but they're the safest and quickest way for us to complete this important work.

When we'll be working

Location: School Road, Compton, Berkshire

Start date: 9 November 2026

Expected completion date: 22 November 2026*

Expected duration: Approximately 2 weeks*

** Dates and durations are indicative and may change as the programme progresses. We'll provide updates where significant changes are required.*

Working hours

We'll usually be working **Monday to Friday, 9am to 2.30pm**, with weekend working between **9am and 4pm** where needed. The work will be delivered in phases, with activity moving between locations as work progresses.

What this means for you

While we're working in your area, you may notice:

- Our teams and vehicles on site
- Temporary traffic management
- **Temporary road closures during working hours**
- **Signed diversion routes**
- Some construction noise during working hours

We'll do everything we can to minimise disruption and keep local people informed throughout the work. We've agreed **reduced weekday working hours** to help minimise the impact on local school drop-off and pick-up times. We'll **maintain access for residents and emergency services** wherever

possible, and we'll contact affected customers in advance if any specific activity is likely to affect access or travel arrangements.

Planned work area and diversion route map

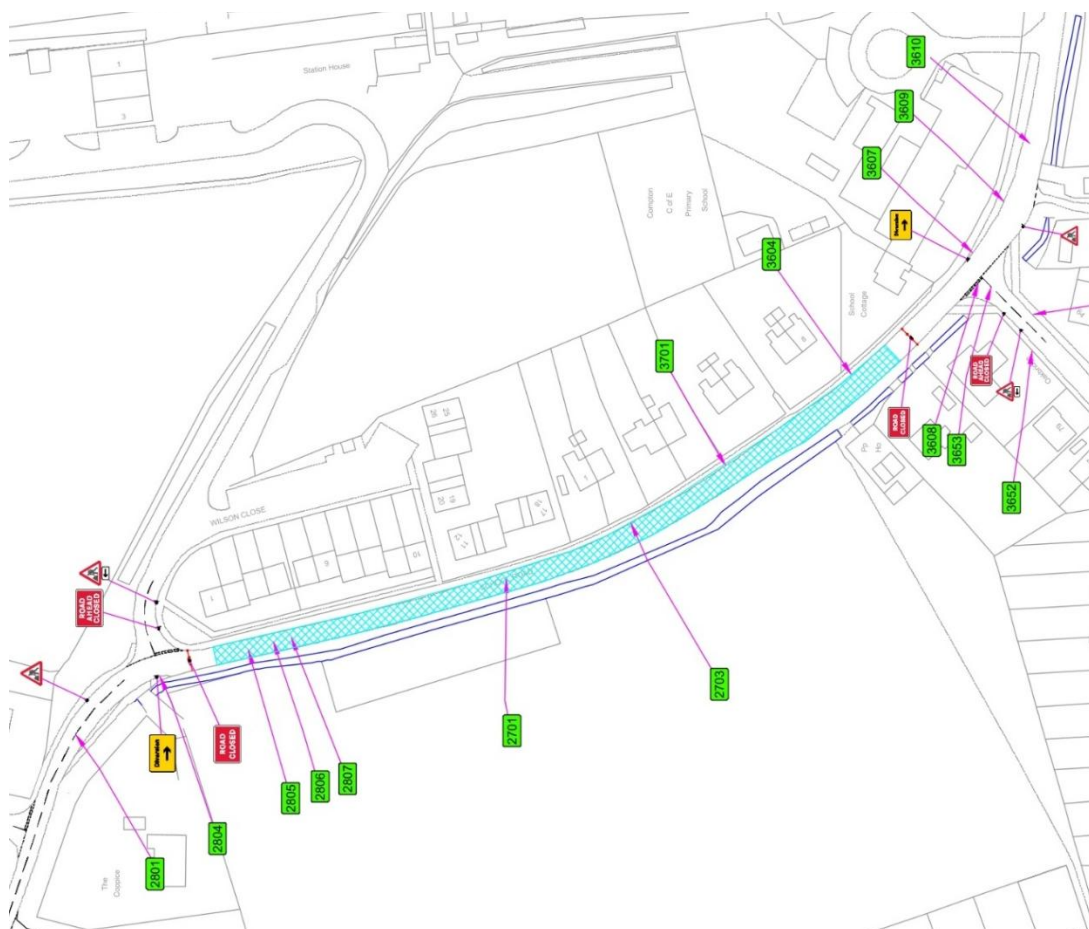


Figure 1 – School Road works area

This map shows the planned work area on School Road, including the temporary road closure and diversion route. The agreed working hours have been designed to help minimise disruption to local school activities. Pedestrian, residential and emergency access will be maintained throughout the works.

Our delivery partner **Terra Solutions Ltd** is carrying out this work on our behalf. Team members working on site will carry identification and will be happy to provide this if requested.

Need extra support?

If you or someone you know may need extra help, our free Priority Services Register can provide additional support when it's needed. Scan the QR code in this letter to find out more and register, visit thameswater.co.uk/priorityservices or call **0800 009 3652**.



Have a question?

If you have any questions about this work, we're here to help. Please call 0800 316 9800 and quote the reference number shown at the top of this letter. If you're a business customer, your retailer may also be able to support you with any queries relating to the work.

Thank you

George Allaway

Customer Experience Coordinator