



Dear Customer,

We're continuing improvement work in your area

We're getting in touch to let you know we're soon completing our first phase of works on Redbourn Road and we'll be starting the next phase on Batchwood Drive in January 2022.

As you know, we're investing £5.8 million in a new water main to provide your community with a reliable and high quality supply of water for many years to come. Thank you for your patience during our works on Redbourn Road and sorry any inconvenience caused. We're pleased to say that we'll be completing this phase of works on time and the road will be open by **20th November**.

During the last few days leading up to this date, while the road closure remains in place, we need to have some two-way traffic lights near to Shafford Cottages to fully complete our works.

What are we doing?

The next phase of our works will be starting on Batchwood Drive in **January 2022**, we wanted to let you know in plenty of time.

When we'll be working

Dates: 10th January 2022 to end of July 2022

Working Hours: Monday to Saturday 7am to 7pm & Sunday 9am to 4pm

*This work will be carried out by our contractor JB Construction

How does this affect you?

- **Your water:** Your water supply will continue running as normal.
- **Noise:** You may hear noise during the works; however, we've put plans in place to minimise the disruption, especially in the evenings.
- **Traffic management:**
 - From **10th – 28th January**, a small section of the northbound lane will be closed on Batchwood Drive from the Redbourn Road roundabout. The southbound lane will remain open. This road closure will be clearly signed in advance with a diversion route in place. There's a map on the back of this letter.
 - From **28th January – end of July**, the road will be open in both directions with temporary traffic lights in place. Our work will be done in sections along the length of Batchwood Drive, starting at the Redbourn Road end and finishing at the Ancient Briton/Harvester junction. The position of the traffic lights will move as we progress along the length of the road. You may want to allow extra time for your journey.
- **Access:** Where we need to, areas of the road and footpath will be coned off before we start digging, to make the area safe for the public and our teams.
- **Relocation of bus stops:** We may need to relocate the bus stops where necessary. There'll be signs to explain this.

Keep up to date

We want to make sure we can keep you updated of any works in your area. Please register for My Account or log in to check your mobile number and email address are the best ones to reach you on affinitywater.co.uk/myaccount

How can I find out more?

Please see affinitywater.co.uk/newpipes for updates on the project and more information on the future phases. If you are a non-household, business customer please contact your water retailer or visit affinitywater.co.uk/retailers

For any questions relating to this work, please get in touch via our website at affinitywater.co.uk/feedback

Kind Regards,
Heather Scholtz
Project Manager

Location of Phase 2 Diversion Route (10th – 28th January 2022)

The map below shows the location of the northbound lane closure on Batchwood Drive highlighted in yellow and the official diversion route for traffic highlighted in blue.

