



Your reference

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0800 316 9800

Our lines are always open

May 2025

Important information



We're working to upgrade pipes near you.

Hello,

We've been working to install a new trunk main on the A24, a £15m major infrastructure investment to reduce supply interruption and improve water supply. The replacement pipe covers 2.4km along the A24 and is a major artery of the Thames Water clean water network.

We've previously provided updates on the progress of the works and identified some of the challenges that we have faced when installing this trunk main. We'll soon be completing the final sections of the trunk main, installing valves and fittings to connect the main to the Thames Water network.

We've had some recent challenges around pressure-testing the new main and have had to design and install bespoke valves and fittings to overcome this. As a result, we have had to amend the works programme. Our works are still on schedule despite the requirement to change the programme and we are still expecting to complete the scheme in line with the original planned completion date during July 2025.

We appreciate that these works have been disruptive and apologise for any additional inconvenience caused by the change of programme.

Working Hours:

Our working hours will be **Monday to Friday 7am - 6pm / Weekends 8am-5pm**

How are you affected?

- We will be continuing the connection process at the Balham Park Road junction with Balham High Road. This is the most disruptive of the connection locations on the A24, as this is the primary connection site, where all the testing will take place from. This closure of the junction with the A24 will be extended until **09 July 2025**
- The junctions of Derinton Road, Ansell Road and Lessingham Avenue will remain closed until **08 June 2025**
- Our next phase of connection activity will be taking place near the junctions of Trevelyan Road and Carlwell Street on the A24. Trevelyan Road junction will be closed until **09 July 2025**. We have previously been in this location in 2024 to install the new pipes. The reason for the return is to complete the connections and commissioning the pipes into the network.
- The final phase of work will take place near the junction with Garratt Lane, a lane closure, with 2-way traffic maintained at all times, will be in operation for this phase, commencing on **10 July 2025** for 2 weeks
- Access will be maintained for residents and businesses via diversion routes
- No bus routes are being diverted as a result of these works.
- You may notice an increase in noise and vehicle movements, but we'll do everything we can to keep this to a minimum by installing sound barriers, where necessary.

Impacted Junctions:

Below are the junctions on the A24 which require a closure as part of the approved traffic management plan:

Street Name	Start of Closure	End of Closure
Derinton Road	25 April 2025	08 June 2025
Lessingham Avenue	25 April 2025	08 June 2025
Ansell Road	25 April 2025	08 June 2025
Balham Park Road	07 January 2025	09 July 2025
Trevelyan Road	13 May 2025	09 July 2025

More Information

For more information please visit thameswater.co.uk/about-us/projects/improvements-in-your-area/surbiton-trunk-mains-project alternatively scan this QR code with your smart phone to get directed to our website.

**What if you need some extra support?**

If you need a helping hand, our Priority Services team can provide support. Please make sure you register on our priority service, prior to our works starting in your area. This way we can provide extra support where possible. For more information, please visit thameswater.co.uk/priority-services or call us on 0800 009 3652.

Queries or concerns?

You can get in touch with us 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 continue to provide a resilient water supply for future generations.

Eleni Doulgeraki
Customer Experience Coordinator