



Your reference
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0800 316 9800
Our lines are always open

08 April 2025

Important information



We're working to upgrade pipes near you.

Hello,

We're continuing our works on the A24, a £15m major infrastructure investment to reduce supply interruption and improve water supply. The replacement pipe will cover 2.4km along the A24 and is a major artery of the Thames Water clean water network.

The project can be split into 2 distinct parts: firstly, the installation of 2.4km of new pipes and secondly, the connection and integration of the new pipes into the live water network.

The scheme had been progressing well, with the pipe installation phase completed well ahead of schedule prior to Christmas 2024. The connection activity however has been hindered by some unexpected findings in multiple site shafts near Balham Park Road. The discovery of an historical concrete pour encasing vital utility services has brought about several amendments to the works schedule.

There are several sites located along the A24 and the works have been continuing on the scheme since the discovery of the concrete in the shafts. Our works are still ahead of schedule despite the requirement to change the programme and we are still expecting to complete the entire 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 will require closure of the junction with the A24 until **25 May 2025**
- Connection activity is currently taking place at Tooting Bec junction with Balham High Road and Upper Tooting Road until **04 May 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. (see table on the reverse of this letter for impacted junctions)
- 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
Balham Park Road	7 th January 2025	25 th May 2025

The below roads are closed at their junctions of Upper Tooting Road from **5th April 2025 to 4th May 2025**

Street Name	Start of Closure	End of Closure
Stapleton Road	5 th April 2025	4 th May 2025
Dafforne Road	5 th April 2025	4 th May 2025
Noyna Road	5 th April 2025	4 th May 2025

In addition to the above, the below roads are scheduled to be closed at their junctions of Upper Tooting Road from **21st April 2025 to 12th May 2025**

Street Name	Start of Closure	End of Closure
Derinton Road	21 st April 2025	12 th May 2025
Ansell Road	21 st April 2025	12 th May 2025
Lessingham Ave	21 st April 2025	12 th May 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