**What are we doing?**

**This is not a circular**

Owner/Occupier

Ref: ZS/NEG/Maerdy to Pontypridd

Your water
Throughout the majority of the work there will be no impact on your water supply – however there may be times where we need to turn off your water for a short period. We will contact you in advance if this needs to be done.

While we are working on the pipes, there may be times where your water appears a bit darker than usual. This is quite normal when we are doing work like this and will clear if you run the kitchen cold tap. You can find more information on this in the leaflet provided.

# **Hello again,**

You may recall that we recently wrote to you to let you know that we are investing more than £23million upgrading the drinking water network from Maerdy to Pontypridd. We’re doing this to make sure we continue to provide our customers in the area with a safe and reliable supply of drinking water for many years to come.

We are about to start work on the first part of this project. This will see work taking place from Maerdy to Tylorstown so we wanted to write and let you know what this will mean for you.

We spend a lot of time planning our work to make sure it causes the least disruption possible.  We’ve carefully planned the work here so that a lot of it doesn’t need to be carried out in the road.  Instead, as much as we can, we will be laying the new pipes in land away from the main built up areas.

There will be times however when we do need to work in the road and we may need to ask some people not to park on the road where the work takes place.  If this is the case, we’ll be sure to let you know in plenty of time.  Please be assured that we’ll get the work in the roads done as quickly as we can.

We’ll be using one of our contract partners to get the work done. They are called Lewis Civil Engineering, so you may well notice their vehicles in the area while the work is happening. Work on this first phase of the project is set to begin in early September.

**Come and see us**

We will be holding two drop-in sessions about the work where you can come and meet the team and ask any questions you may have. These will be held on:

**Monday 21st August in Rhondda Fach Sports Centre.**

**Tuesday 22nd August in Maerdy Community Centre from.**

Call in any time between 2pm and 7pm – we’ll be delighted to see you.

**Thank you…** for your patience and understanding while we’re carrying out our work. We’ll be sure to keep you updated and do our very best to upgrade the water pipes in your area as smoothly as we can.

**Contact us**

If you have any questions in the meantime, please do not hesitate to contact us on the number at the bottom of this letter and ask to speak to Natalie Giles.

**Keep updated**

Keep an eye on our webpage for the latest updates to see where we are working and how we are getting on.

**dwrcymru.com/maerdypontypridd**

**And finally….** We’re a not for profit company. This means that every single penny goes back into looking after your water and the environment.