

<Contact Name>
<Street Name>
<Town/City>
<County>
<Postcode>



anglianwater.co.uk



Got a general question?

03457 919 155

8am-8pm Monday to Friday,
8am-4pm Saturday.



Emergency?

03457 145 145

Lines open 24 hours a day



Letter date

13 August 2025



Reference number

66482379

We're upgrading water pipes in your area

Every day, we treat nearly a billion litres of clean water and send it through enough pipes to reach Sydney and back again.

Some of the water pipes in your area are getting to the end of their useful life. This has led to 18 bursts in the last 10 years, which we know has meant low pressure or a loss of supply for some of you. We're really sorry. That's why we're replacing these pipes now – to reduce the chances of future bursts and keep your water flowing as it should.

We'll be working in Wiggenhall St Germans to replace our pipes from 18 September. If everything goes smoothly we'll be done by November.

What are we doing and why?

We're investing almost £590,000 to upgrade 3 kilometres of pipes down Lynn Road, High Road and Fallowpipe Road to make sure your supply is safe and reliable for years to come. You can see where we'll be working on the map on the other side of this letter.

We'll use a technique called directional drilling to install most of the new pipeline. This means we can put new pipes underground without having to dig up large areas. It also means we can do the work quicker and reduce our carbon footprint.

How might the work affect you?

There's likely to be some disruption for local residents during this work, and we want to thank the community in advance for your patience.

While we do this work, your water and sewerage services won't be affected and you can use everything as normal. If we do need to switch off your water for a short time at any point, we'll always let you know in advance.

We need to work in and around local roads for this work as it's the only way to get this job done safely.

Investing in our region

We're investing £348 million to improve water pipes across the East of England.

Over the next five years, we'll be renewing 1,134 kilometres of pipes – that's seven times more than we replaced between 2020 and 2025!

This work will help reduce leaks, bursts and service interruptions, so your water supply stays safe and reliable for decades to come.

Scan the QR code to find out more.



Turn over for more info.

While we looked at going through fields and verges, it would have been too difficult to do the work safely because of tree roots, bushes, ditches as well as underground services – like gas pipes and electricity cables. But we'll have two teams on site working together to get the work done as quick as we can.

To keep our teams and the public safe while we work we'll need to fully close the roads when we're installing the pipe – this is because the roads are too narrow for us to work while still allowing traffic to go past our teams and the dig site.

Here's what we'll have in place to keep everyone safe while we work:

Road name	What?	Start date	End date
High Road	Traffic lights	18 Aug	20 Aug
Fallowpipe Road	Work sectioned off, take care while passing	21 Aug	22 Aug
Lynn Road	Traffic lights	25 Aug	27 Aug
High Road	Traffic lights	27 Aug	29 Aug
Lynn Road	Road closure	15 Sep	26 Oct
High Road	Road closure	15 Sep	26 Oct
Fallowpipe Road	Work sectioned off, take care while passing	27 Oct	21 Nov

Due to the nature of our work these dates are likely to change, but you can keep up to date with the latest on our webpage.

If you live within one of our road closures, we'll be in touch nearer the time to let you know how you'll get to your home. We'll make sure everyone can still get in and out using electronic gates with keypads, codes and fobs for residents.

How we'll work with local busses?

We've been speaking to Lynx bus company to make sure you can still get a bus while the road is closed. They'll be setting up temporary bus stops during our work.

For people in Saddlebow who usually use routes 46 and 47, the temporary bus stop will be at the junction of Low Road and Theifgate Lane.

If your child gets the high school bus from Saddlebow, the school bus team will contact you directly to let you know how they'll manage pick-up and drop-off times.

Want to find out more or get in touch?

You're welcome to speak to our team while we're working. If no one's around, you can email MLcustomers@anglianwater.co.uk or call **03457 145 145** – just mention the reference number at the top of this letter.

For the latest updates in your area, visit anglianwater.co.uk/check and pop in your postcode.

Many thanks,

Ashton Carradine
Customer Experience Specialist, Anglian Water





