



THE OCCUPIER
MINEHEAD TOWN COUNCIL
'1-3
SUMMERLAND ROAD
MINEHEAD
TA24 5BP

002372



2 August 2019

Dear Customer

Flushing of water main in Seaward Way, Hayfield Road, Whitegate Road and Ponsford Road areas, Minehead

We're carrying out essential work on the water supply network in your area. This means there may be very short interruptions to your water supply or change in water pressure between **10pm on Monday 19 August 2019** and **4pm on Friday 23 August 2019**.

How will the work affect you?

You may also find your water is discoloured both during and after the work. This can happen if our pipes are disturbed or air is trapped. We shouldn't need to enter your property but if we do, our staff carry identification which you should ask to see before letting them in.

What should you do?

Ensure all taps are turned off and if you choose to store water for use during the interruption use clean containers and keep in a cool place out of direct sunlight.

Discoloured water isn't a cause for concern, but you may prefer not to use it for drinking or cooking. You can still use most household appliances, but we recommend you don't use your washing machine. To clear the water run your **cold water kitchen tap** until it clears. In some cases this can take up to 30 or 40 minutes. More advice can be found at www.wessexwater.co.uk/discolouration

Anything else you need to know?

If you are a **household customer** on a water meter and have had to run your tap you can claim an allowance by calling 0345 600 5 600 (24hrs) or by visiting www.wessexwater.co.uk/flushingallowance and filling out a form.

We're sorry for any inconvenience caused by our work. If you have any questions please call our customer services team on 0345 600 4 600 (Monday to Friday, 8am to 6pm, emergencies at other times). Alternatively, there's plenty of advice online including frequently asked questions and help from our web chat team. Visit www.wessexwater.co.uk

If you are a **business or other non-household property** and have any questions, you will need to contact your water retailer with any enquiries. You can find their contact details on your most recent water bill.

Yours faithfully

A handwritten signature in black ink that reads "P. Cracknell". The signature is written in a cursive style with a large initial "P" and a long, sweeping underline.

Phil Cracknell
Flushing Team Leader