



**Scottish
Water**
Always serving Scotland

Important information from Scottish Water
To: Owner/occupier

PO Box 8855
Edinburgh
EH10 6XH

CUSTOMER HELPLINE

T: 0845 601 8855

F: 0131 445 5338

W: www.scottishwater.co.uk

29th October 2012

REF: Capital/ 402244/FAR

Improving Services in your area

Dear Customer,

I wrote to you recently to advise that we would be starting work to replace old water mains pipes with new plastic pipes in your local area. Unfortunately, due to operational difficulties this work has had to be rescheduled and will now start on **Monday 12th November 2012**. This work will ensure we to continue to provide clear, fresher drinking water for our customers and reduce the chance of pipes bursting.

How this affects you

Work will be carried out in the following areas on the dates below:

- Work will start on Duke Street at the junction of Bellgrove Street on **Monday 12th November 2012**. After the morning traffic rush, 4 way traffic lights will be put in place at this junction.
- Work to replace a large diameter water main along the length of Bellgrove Street will also begin around this time with 2 way traffic lights in operation, lasting 3 weeks.
- Following the festive period, work will start in January on the Gallowgate at the junction of Bellgrove Street. Works here will last around 3 weeks with 4 way traffic lights being in operation during this time.

We are working with Glasgow City Council Roads Department and a specialised traffic management company to ensure safety and minimise disruption to our customers and road users.

Please follow all signs put in place during this time.

While no supply interruptions are anticipated with this work at this time, should this change Scottish Water will give you 48 hours advance notification of any planned supply interruption.

We would like to thank you for your understanding and cooperation while we complete these essential works. If you require further information please contact our Customer Helpline on 0845 601 8855 quoting reference "Capital / 402244 / Farrans"

Yours sincerely

Caroline Taylor

Caroline Taylor
Project Communications Adviser